

Little Green Button Service Definition

Prepared For G-Cloud 15 Submission



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1. About Little Green Button

Little Green Button was originally developed with the healthcare sector in mind and is now used across a wide range of public and private sector organisations. It supports staff who may work alone or interact with members of the public, including healthcare, education, government, and commercial environments.

Today, Little Green Button is used by more than 100,000 people worldwide. The service is commonly used to summon assistance during medical or safety incidents, ensuring individuals are not left alone while help is sought.

2. Service overview and intended use

Little Green Button is a software-based panic alarm service designed to support staff safety during incidents such as duress, medical emergencies, fire, lockdown, or intruder situations. Alerts can be raised across desktop, mobile, and supported hardware devices.

The service is intended for staff safety and emergency alerting purposes only and does not provide clinical decision-making or diagnostic functionality.

3. Service type

Software as a Service (SaaS) delivered via public cloud infrastructure.

4. Service components

- Desktop application for Windows devices
- Mobile applications for iOS and Android
- Web-based management portal
- Optional hardware panic buttons
- API for approved integration use cases

5. Core features

- Desktop, mobile, and hardware-based panic alarm activation
- Configurable alert types and escalation groups
- Offline alert capability in supported configurations
- Receive-only mode for mass notifications
- Customisable audio and visual alert presentation
- Alerts raisable when devices are locked
- Incident logging and audit trails

6. Service benefits

- Supports proactive de-escalation and reduction of violent incidents
- Enables staff to summon help quickly during emergencies
- Supports duty of care and health and safety obligations
- Improves personal safety for frontline, lone, and mobile workers
- Improves responder awareness and coordination
- Provides reliable audit trails for review and learning
- Enables simple expansion across teams and locations

7. Deployment and system requirements

The service runs on existing customer devices and does not require new on-site infrastructure. Windows 10 or later is required for desktop use, and compatible iOS or Android devices are required for mobile use. Internet connectivity is required for administration, reporting, and remote notifications.

8. Interoperability and independence

Little Green Button operates independently of clinical systems, telephony platforms, and building management systems. The service does not require integration with other systems to function and is designed to continue operating during local outages where supported.

9. Support and service management

Support is provided via web chat, email ticketing, and telephone during UK business hours. Dedicated account management is available on selected plans. Remote support sessions may be arranged for escalated issues.

10. Availability and resilience

The service is designed for high availability using a multi-availability-zone cloud architecture with a target uptime of 99.9%. A public status page and proactive communications are used to inform customers of incidents.

11. Security and governance

Little Green Button operates an ISO/IEC 27001 certified information security management system. Data is stored and processed within the United Kingdom. Annual penetration testing is carried out by CREST-approved providers.

12. Accessibility

Accessibility considerations are applied across service interfaces and documentation. Formal certification against specific accessibility standards has not been completed.

13. Onboarding, offboarding, and exit

Users are supported through documentation, in-application guidance, and optional onboarding sessions. At contract end, access is removed and customers may export their data. No additional offboarding charges apply.

14. Further information

Further information is available at <https://www.littlegreenbutton.com>

For questions relating to this service definition, please contact support@littlegreenbutton.com