

Service Definition



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SERVICE NAME

Software as a Service (SaaS)

SUPPLIER

JSBC Labs

1. SERVICE OVERVIEW

Software as a Service (SaaS) is a secure, cloud-based software service that helps organisations manage, process, and analyse operational data efficiently. The service is designed for UK public sector organisations and complies with G-Cloud security and accessibility expectations.

The service is delivered as Software as a Service (SaaS) and accessed via a web browser over an encrypted internet connection.

2. WHAT THE SERVICE DOES

The service enables users to:

- Securely access and manage data through a web interface
- Configure workflows, users, and permissions
- Generate reports and export data where required
- Integrate with external systems via APIs (where enabled)

All data is logically separated per customer and protected using industry-standard security controls.

3. WHO THE SERVICE IS FOR

This service is suitable for:

- UK public sector organisations
- Central government, local authorities, and arm's-length bodies
- Teams requiring secure, auditable, and configurable software services

4. KEY FEATURES

- Secure user authentication and role-based access
- Data import and export functionality
- Configurable workflows and settings
- Audit logging and monitoring
- API access (optional, where applicable)
- Encrypted data in transit and at rest

5. ONBOARDING AND SUPPORT

Onboarding is provided remotely and includes:

- Account setup
- User access configuration
- Documentation provided electronically (PDF)

Support is provided via email during business hours, with incident escalation processes in place.

6. SECURITY AND COMPLIANCE

- Data encrypted in transit using TLS 1.2 or above
- Data stored in UK and/or EEA locations
- Regular security reviews and vulnerability management
- Access controls, logging, and monitoring
- Incident management and breach notification processes

Security governance is managed at a senior organisational level.

7. PRICING MODEL

Pricing is subscription-based and depends on:

- Number of users
- Configuration requirements
- Optional integrations or services

Full pricing is provided in the G-Cloud pricing document.

8. SERVICE CONSTRAINTS

- Internet connection required
- Modern web browser required
- Some configuration changes may require supplier support

