

Epilog Sequel

G-Cloud 15 – Cloud Support Service Definition

Contents

1. Service Overview
2. Functional Modules Overview
3. Scope of Cloud Support Services
4. Implementation Methodology
5. Data Migration & Onboarding
6. Support & Service Management
7. Security, Data Protection & Compliance
8. Customer Responsibilities
9. Benefits of the Cloud Support Model

1. Service Overview

Epilog is a specialist bereavement administration system supported and managed through a Cloud Support service model. We provide application hosting support, configuration, implementation, migration, training and ongoing service management to UK local authorities and burial authorities.

Epilog is not delivered as a commodity SaaS platform. Instead, it is supported as a professionally managed application, hosted within UK-based infrastructure and delivered with sector-specific expertise.

2. Functional Modules Overview

Epilog is a modular system supporting the full lifecycle of bereavement service administration. Modules are supported as part of the Cloud Support service and can be adopted to meet local operational needs.

- Cremation Management – bookings, statutory processes, registers and documentation.
- Burial Management – interments, grave allocation, ownership and burial registers.
- Advanced Diary Management – unified diaries for crematoria, cemeteries, chapels and appointments.
- Funeral Director Remote Booking – secure online availability and booking submission.
- Memorial Management – leased memorials, permits, installations and renewals.
- Memorial Safety Inspections – onsite and offline inspections with photographic evidence.
- Registers & Records – statutory and historic registers with interlined records.
- Document & Imaging Management – document generation and digital record storage.
- Finance & Charges – configurable fees, invoicing support and exports.
- Reporting & Audit – comprehensive reporting and full audit trails.
- Mapping & Plot Management (optional) – spatial cemetery and grave mapping.

3. Scope of Cloud Support Services

- Application hosting and platform support within UK-based data centres.
- Configuration aligned to local authority workflows and policies.
- User access management, permissions and audit support.
- Support for statutory compliance and reporting.
- Ongoing system configuration and service improvement.

4. Implementation Methodology

We deliver Epilog using a structured, partnership-based methodology including discovery, configuration, data migration, testing, training and go-live.

Training is role-based and delivered alongside testing. A stabilisation period follows go-live before transition to business-as-usual Cloud Support.

5. Data Migration & Onboarding

We manage data migration from legacy systems, spreadsheets and paper records using assessment, mapping, cleansing, test migrations and validation.

Historic cremation, burial, deed, memorial and inspection records can be migrated and interlined with new records to provide a complete site register.

6. Support & Service Management

Cloud Support is delivered by a UK-based team with a named Relationship Manager and structured ticketed support.

We provide proactive communication for incidents, updates and planned changes, supported by test and live environments.

7. Security, Data Protection & Compliance

The service is hosted within UK infrastructure and supports role-based access, audit logging and secure data handling.

Statutory records are retained permanently, while non-statutory data can be anonymised to support GDPR compliance.

8. Customer Responsibilities

Customers provide source data, validate migrations and manage local operational processes and user access.

9. Benefits of the Cloud Support Model

- Reduced internal IT burden.
- Sector-specialist cloud support.
- Improved compliance and auditability.
- Managed onboarding and migration.
- Long-term service continuity.