

Service Definition Document – G Cloud 15

Attekus Bookable

• Commercial in Confidence



Attekus Bookable

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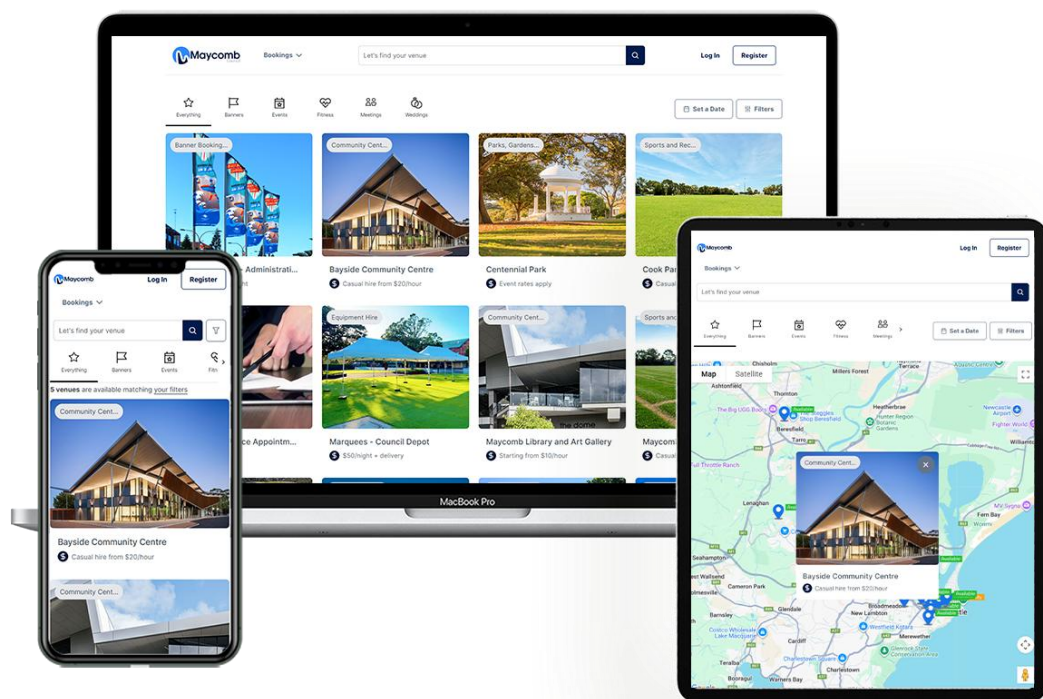
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Introduction

Attekus Bookable is a Software as a Service application designed to support organisations that manage high volumes of bookings, appointments, events and customer interactions across complex operational environments. The solution is used by public sector, local government and education organisations to simplify service delivery, reduce administrative effort and provide clear visibility across people, places and services.

Founded in Australia and New Zealand, Attekus has grown through close collaboration with councils, education providers and government agencies. Our products have been shaped by real operational requirements, evolving from practical challenges such as managing diverse facilities, coordinating events across multiple stakeholders, integrating with core corporate systems and delivering consistent, accessible digital services to the public. This experience has informed a mature, enterprise-ready solution that supports both internal teams and external users.

Attekus Bookable brings together bookings, appointments, event management, event registration and ticketing within a single, integrated ecosystem. Organisations can replace fragmented tools and manual processes with one system that supports end-to-end workflows, financial processing, customer communications and reporting. The application is designed to operate at scale while remaining configurable to local policies, governance models and service structures.



Attekus Bookable – Responsive by design

The solution is delivered as a true SaaS offering, hosted on Microsoft Azure, with Attekus responsible for application delivery, security, maintenance, upgrades and support. Customers benefit from a continuously improved platform, predictable costs and reduced reliance on internal infrastructure, while maintaining strong controls over data, access and compliance.

Attekus Bookable is underpinned by deep integration capability, enabling it to sit alongside existing enterprise systems such as financial management, identity and access management, payment gateways and content management platforms. This ensures consistent data across systems, reduces duplication, and supports reliable end-to-end processes for bookings, events and appointments.

This Service Definition outlines the Attekus Bookable solution, its core modules, operational model, security approach and support services, providing a clear view of how the solution can support organisations delivering public-facing services at scale.

Our Solution

Attekus Bookable is an enterprise Software as a Service application for managing bookings, appointments, events and customer interactions within a single AI enabled, connected system.

The solution is made up of modular products that can be implemented individually or combined to support end-to-end service delivery. Together, these products provide organisations with a consistent way to manage availability, customer records, financial transactions, communications and reporting across a wide range of services and assets.

Attekus Bookable is designed to fit within existing organisational environments. It integrates with core corporate systems such as finance, identity and access management, payment gateways and reporting platforms, ensuring data flows securely between systems and reducing manual processing.

Delivered as a cloud native SaaS solution on Microsoft Azure, Attekus Bookable is maintained, secured and upgraded by Attekus. This approach provides customers with a reliable, scalable platform that supports high-volume activity while minimising internal infrastructure and operational overheads.

Attekus Bookable Enterprise Solution and High-Level Capabilities



Attekus Bookable Enterprise Solution

Customer (and Core)



Attekus Bookable Customer is the core component of the Attekus Bookable application. It provides the unified customer record, common services and system administration functions that underpin all Attekus Bookable products, including Bookings, Event Management, Event Registration & Ticketing, and Appointments.

By centralising customer, financial, and communication data within a single secure solution, Attekus Bookable Customer supports consistent service delivery, reduces administrative overheads and provides organisation-wide visibility of customer interactions and activity.

Core Capabilities

	Centralised customer view	Create and manage customer records for individuals or organisations in a single location. All interactions across bookings, events, and appointments are consolidated, providing staff with a complete, organisation-wide view of each customer.
	Communication templates	Supports automated and manual customer communications via email and SMS, including the use of templates and attachments, with communications recorded against the customer record.
	Financial management	Provides for the recording and tracking of financial transactions throughout the lifecycle of bookings, events and appointments.
	Task management	Create, assign and manage tasks associated with bookings and events, including planning, setup, delivery, inspections and pack-down activities.
	Dashboards and analytics	Provides access to standard dashboards and reports delivered through Microsoft Power BI, with the option to develop custom reports using the supplied data model.
	AI enablement	Bookable AI agents help support staff to improve productivity, visibility and eliminate repetitive tasks. Customer agents help your community get the information that they need fast and reliably, improving customer experience.
	System administration	Enables system administrators to configure, manage and maintain all aspects of the Attekus Bookable application, including users, permissions, settings and reference data.

Financial Management in Detail



Effective management of bookings and events requires more than the transfer of transactional data to an organisation's core financial system. It also requires robust, built-in financial controls that support the full lifecycle of bookings and events.

Attekus Bookable includes an internal sub-ledger designed specifically for bookings and event-based financial processes. This enables organisations to manage all associated financial transactions within the solution, while supporting accurate integration with their core ERP or finance system.

The financial management capabilities include:

- **Automated invoicing** based on configurable payment trigger points throughout the booking or event lifecycle
- **Revenue recognition** supporting earned and unearned (deferred) revenue
- **Bond management**, including bond payments, bond claims, VAT treatment of bond claims, and bond refunds or rollovers
- **Centralised debt management**, including automated payment reminders, overdue notices and aged debtor reporting
- **Customer account management**, including account balances and statements

Bookings



Attekus Bookable Bookings enables organisations to manage all venue, facility, and item bookings in one central system. It provides a consistent, automated approach to handling bookings across a wide range of facilities and assets, both public-facing and internal. From single date one-off bookings, through to multi-space/multi-day recurring bookings, all these are supported, providing consistency for customers and centralised processing for staff.

Attekus Bookable supports bookings across the following asset types:

- Built facilities, including halls, community centres, libraries, seminar rooms, lecture theatres and meeting rooms
- Parks and open spaces, such as reserves, gardens and public recreation areas
- Sports and recreation venues, including pitches, sports fields, aquatic centres, tennis courts and indoor stadiums
- Performing arts and event venues, such as theatres, function centres and conference spaces
- Public-use sites and permits, including banner poles, street stalls and temporary use locations
- Campgrounds and outdoor facilities, supporting managed or self-service public bookings
- General bookable items, including portable assets such as marquees, community buses and waste bins
- Internal resources, including meeting rooms, pool vehicles and other staff-only assets

Core Capabilities



Venues, spaces & resources

Enables organisations to define and manage venues, spaces and bookable items within a structured, centralised framework. Each venue or space can be configured with descriptive information and images, relationships between spaces, associated resources, and applicable rules or controls.

This capability allows organisations to accurately model how facilities and assets are used in practice, apply consistent booking rules, and maintain clear oversight of availability and dependencies across complex environments.

 Direct bookings with real-time availability views	Supports direct bookings across single or multiple spaces, including one-off, multi-date and recurring bookings. Real-time availability and clash management ensure bookings are validated as they are made, providing confidence for customers and accurate visibility for staff.
 Expressions of interest and seasonal bookings	Supports seasonal and expression-of-interest booking processes where demand is high or access is allocated over defined periods. Customers can submit applications in bulk for specified timeframes, which staff can assess, approve or decline through a structured review process. This approach enables organisations to manage peak demand fairly and transparently, reduce manual administration, and apply consistent decision-making across seasonal or high-demand bookings.
 Automated pricing and invoicing	Enables organisations to configure automated pricing for bookings, including fees, bonds, payment requirements, invoicing rules, cancellation terms and operational constraints. Pricing and rules can be applied flexibly across venues, spaces or individual bookable items based on defined criteria. This capability supports consistent pricing, reduces manual intervention, and ensures financial, and policy rules are applied accurately throughout the booking lifecycle.
 Reactive & proactive closures	Supports both reactive and planned closures for venues and spaces, including temporary unavailability due to maintenance, weather events or operational changes. When closures are applied, impacted bookings can be identified and affected customers can be notified. This capability helps organisations protect safety and service continuity, reduce manual follow-up, and maintain accurate availability information for staff and customers.

Optional Capabilities



Accommodation and equipment bookings

Supports overnight and multi-day bookings for accommodation, caravan and camping sites, as well as the hire of equipment and temporary assets such as signage and banners. Booking rules can be configured to reflect operational requirements, including minimum and maximum stay lengths,

check-in and check-out times, and permitted start days.

This capability enables organisations to manage accommodation and hire scenarios alongside other bookings within the same application, ensuring consistent rules, availability and administration.



Microsoft calendar sync

Supports synchronisation between Attekus Bookable and Microsoft Outlook so relevant bookings can be reflected in staff calendars. Calendar entries in Outlook can also be used to automatically block availability within Bookable, reducing clashes and improving coordination for shared spaces and resources.

Event Management

Attekus Bookable Event Management supports the planning, approval and delivery of large-scale or complex events and functions held across major or high-profile venues.

The product enables organisations to centrally manage event enquiries, proposals, approvals and delivery requirements for community, organisational and commercial events. It supports structured, multi-stage workflows so that each phase, from initial enquiry through to event delivery, is tracked, auditable and aligned with organisational policies and approval frameworks.

Core Capabilities



Major venues

Supports the configuration and management of major venues used for large or complex events, including theatres, function centres, convention venues and stadiums. This provides a structured foundation for managing high-impact events that require additional governance and coordination.



Event enquiries & pipeline management

Restricts direct bookings and enables external parties to submit event enquiries for assessment. Enquiries can be progressed through defined pipeline stages, from initial request through to a fully costed and confirmed event, providing visibility and control throughout the process.



Event applications

Enables external organisers to formally apply for event bookings and supports the structured review and approval of associated venue and event requirements. This ensures applications are assessed consistently and in line with organisational policies and approval frameworks.



Proposals & contracts

Supports the creation and management of formal, version-controlled event proposals. Proposals can be refined through multiple iterations and progressed to contract, providing a clear audit trail and reducing administrative risk.



Run sheets & Event orders

Enables the creation of detailed run sheets and event orders to support event planning and delivery. Requirements for staff, contractors and stakeholders can be clearly captured and coordinated, supporting consistent execution of complex events.

Event Registration & Ticketing

Attekus Bookable Event Registration and Ticketing provides end-to-end functionality for managing registrations and ticketing for events, courses and classes. It builds on the core Attekus Bookable application to deliver a fully integrated solution that combines event definition, registration, attendance management and payment processing.

The product enables organisations to publish event listings, define ticket types and pricing, manage attendee registrations and attendance, and process payments securely. It supports both free and paid events, including options for individual or group registrations, discounts and automated communications with attendees.

Core Capabilities



Events, courses & classes

Supports the creation and management of a wide range of events, courses and classes, from single-session events to multi-session or repeating programs. This includes support for free events, ticketed and seated events, no-booking-required events, externally managed events and events with restricted access.



Registration, ticketing & attendance

Enables organisations to define registration and ticketing requirements for events, courses and classes, and to manage attendee records throughout the event lifecycle. Supports bulk updates, cancellations and ongoing attendee management.



Box Office

Supports the sale of tickets and other merchandise, food or beverages in a single transaction at the Box Office using integration to leading Point of Sale (POS) solutions.



Check-in app

Supports event check-in through manual attendance marking or ticket scanning using mobile applications on iOS and Android devices, helping organisations manage attendance efficiently on the day of the event.



Waitlist management

Enables the use of waitlists for sold-out events, allowing customers to register interest. Attendees can be promoted from the waitlist manually or automatically when places become available.



Automated, flexible pricing

Supports configurable pricing for events, including multiple ticket types such as free, single-fee, adult, child, group ticketing, or concession. Advanced pricing options include early-bird pricing, group discounts and member-based pricing.

Optional Capabilities



Configurable seating plans

Supports the configuration of embedded seating plans and seating rules for individual venues. Customers can select seats through interactive seating maps, including support for multiple seating levels, accessible seating and companion seating requirements.



Digital wallets

Supports the delivery of digital tickets to customer mobile devices via Apple Wallet, Google Wallet or SMS. This enables customers to store and access tickets easily, reducing reliance on printed tickets or emailed attachments.



Gift cards

Gift card functionality is planned for release in 2026. When available, this capability will support the redemption of gift cards during checkout, along with administrative tools to manage gift cards, balances and usage.

Appointments

Attekus Bookable Appointments enables organisations to manage appointments, consultations and service interactions with customers, stakeholders and internal staff in a structured and efficient way.

The product provides a secure, online appointment booking capability that integrates with the broader Attekus Bookable application. Customers can self-schedule appointments, while staff have real-time visibility of availability, bookings and service demand. Integration with existing corporate systems supports consistent data, automated workflows and reduced manual processing.

Appointments is designed to support transparent allocation of organisational resources, reduce administrative effort and provide a consistent experience for both staff and customers.

Core Capabilities



Define services

Supports the definition and management of services offered by the organisation, including service details and configuration required for appointment booking.



Time and slot management

Enables configuration of appointment availability, including time slots and appointment durations, at a service level to reflect operational requirements.



Automated communications

Supports automated customer communications for appointments, including confirmations, reminders

and updates, helping to reduce missed appointments and manual follow-up.

External Integrations

Attekus Bookable is designed to operate as part of an organisation's wider IT and digital ecosystem, complementing existing systems rather than replacing them. The solution supports secure data exchange between systems, reducing manual intervention and ensuring consistency across customer, booking and financial data.

The Attekus Bookable Integrations capability provides a suite of integration components that connect the application with core corporate and operational systems. These integrations support the automated synchronisation of data, helping organisations improve accuracy, streamline processes and maintain confidence in the systems they already rely on.

Core Capabilities

 ERP / Financial systems	Supports integration between Attekus Bookable's internal sub-ledger and an organisation's enterprise resource planning or financial system general ledger. This enables accurate transfer of financial data while maintaining booking and event-specific financial controls within Bookable, and includes support for major ERP systems such as Civica, Oracle, SAP and TechnologyOne.
 Payment gateways	Supports integration with a single nominated payment gateway using the customer's merchant facilities. This enables secure processing of online credit and debit card payments, deposits and refunds within Attekus Bookable. PayPal payments are also supported.
 Email & SMS	Supports integration with email services such as Microsoft Office 365 or other SMTP providers, and SMS gateways including Twilio or MessageMedia. This enables reliable delivery of customer communications linked to bookings, events and appointments. Messaging costs are not included in the annual SaaS fee.
 Microsoft Entra Single and Okta Sign-On (SSO)	Supports user provisioning and single sign-on for internal staff through integration with Microsoft Entra ID and Okta. This reduces credential management overhead and supports consistent access control aligned with corporate identity policies.
 API architecture	Provides access to Bookable data and services through a published REST API, subject to fair use terms. This enables organisations to build custom integrations, automate workflows and extend Attekus Bookable into broader digital solutions.

Optional Capabilities

 Customer identity access management systems (CIAM)	Supports integration with third-party customer identity access management systems (CIAM) to authenticate and provision external Attekus Bookable users. This enables customers to access services using trusted identity providers including Microsoft Entra External Id, Okta and Amazon Cognito while maintaining secure account management.
 CMS (Website)	Supports integration with content management systems such as Granicus OpenCities to publish events directly from Bookable. Customers can browse events and purchase tickets within the organisation's website environment.
 POS Integration	Supports integration with point-of-sale systems to enable combined ticketing and retail transactions in a single in-person purchase. Currently supported systems include SwiftPOS by Oolio.
 Remote access control (keyless) systems	Supports integration with remote access control systems to enable entry to supported venues without the use of physical keys, swipe cards or fobs. This capability supports automated access aligned to booking times and conditions.
 Custom domain names	Allows organisations to present Attekus Bookable using their own domain name, enabling integration with primary websites and providing a consistent digital experience for customers.

Additional Attekus Capabilities

 Application Managed Services (AMS)	Supports integration with third-party customer identity and access management systems to authenticate and provision external Attekus Bookable users. This enables customers to access services using trusted identity providers while maintaining secure account management.
 Attekus Academy	The Attekus Academy provides on-demand, self-paced video learning programs covering every Attekus Bookable product - designed to help staff build capability, stay current, and learn in a way that fits their schedule.

Our Markets

Attekus Bookable is used by organisations operating in complex, service-driven environments where access to spaces, services and events must be managed transparently, securely and at scale. The solution has been shaped through practical delivery across local government, public sector and education organisations, with a focus on improving customer experience while reducing administrative burden and strengthening service accessibility and operational control.

Local Government

Local government authorities are Attekus' core market and heritage. The solution has been developed in close collaboration with local authorities to reflect the operational realities of managing diverse facilities, community services and events within structured governance and compliance frameworks.

Attekus Bookable supports local authorities to manage bookings, appointments, event delivery and customer interactions through a single, connected solution. By replacing manual processes and fragmented systems, local authorities gain improved visibility, consistent service delivery and greater confidence in their data. Deep integration with financial systems, strong security controls and configurable workflows ensure Attekus Bookable can be aligned to local policies, delegations and service models while remaining accessible for community use.

Public Sector

Attekus supports government and public sector organisations that need to deliver high-volume services with transparency, accountability and operational efficiency. Attekus Bookable enables organisations to manage access to services, spaces and events in a way that is structured, auditable and aligned to public sector expectations.

By consolidating bookings, appointments, event management and customer communications into a single solution, Attekus Bookable reduces duplication, improves data accuracy and provides teams with clearer oversight of service activity. Strong integration capability and enterprise-grade security support alignment with existing corporate systems and information governance requirements.

Education

Attekus supports education providers across schools, further education colleges and higher education institutions, including universities, where multiple user groups interact with spaces, services and events.

The solution enables institutions to manage bookings, appointments, programmes and ticketed activities across sites and facilities using one connected system. By replacing manual processes and disconnected tools, Attekus Bookable improves operational efficiency while providing real-time visibility of utilisation and demand. Integration with existing education and corporate systems supports consistent data and streamlined administration, enabling staff to focus on delivering services and positive experiences for students, staff and external users.

On Boarding

Attekus Bookable is delivered by a dedicated, multi-disciplinary team with experience supporting local government, public sector and education organisations. The delivery team combines product specialists, implementation consultants, customer success practitioners and support specialists who work collaboratively across the full-service lifecycle, from onboarding through to ongoing optimisation.

This team-based delivery and customer success model ensures continuity, shared accountability and consistent outcomes. It reduces reliance on individual roles, supports proactive engagement with customers, and underpins a structured, low-risk approach to implementation, adoption and long-term service success.

Attekus uses a structured and collaborative implementation approach designed to reduce delivery risk, support organisational readiness and enable a smooth transition to Attekus Bookable. The approach is practical, transparent and focused on ensuring the solution is configured correctly, adopted effectively and aligned to organisational processes.

Discovery & Planning

Implementation begins with a discovery phase to understand current processes, objectives and constraints. Requirements are confirmed, scope is agreed and a delivery plan is established that aligns with organisational workflows, governance and timelines.

Configuration & Setup

Based on the outcomes of discovery, Attekus configures Bookable to reflect venues, services, pricing structures, rules and operational processes. This ensures the solution supports how the organisation operates in practice, rather than requiring changes to established ways of working.

Integration & Data Migration

Where required, Attekus Bookable is integrated with core corporate systems such as finance, identity and access management, payment gateways and access control systems. Relevant booking, customer and venue data can be migrated to support continuity of service and minimise disruption.

Training & Knowledge Transfer

Training is delivered to support different user groups, including administrators, operational teams and frontline staff. Training focuses on practical use of the system and supports internal capability building to ensure teams can manage Attekus Bookable confidently post go-live.

User Acceptance Testing (UAT)

User Acceptance Testing enables the organisation to validate the configured solution end to end. Attekus supports this phase by responding to feedback, addressing issues and confirming readiness for production use.

Go-Live & Transition

Once UAT is complete and the organisation is ready, Attekus Bookable is transitioned to production. Attekus provides close support during go-live to ensure continuity for staff and customers.

Post-Launch Support & Continuous Improvement

Following go-live, Attekus continues to support customers through standard support services and ongoing optimisation. As organisational needs evolve, Attekus Bookable can be extended through configuration changes, enhancements or the addition of new modules.

Attekus has delivered more than one hundred successful implementations across Australia and New Zealand for local government, public sector and education organisations. This experience underpins a proven, low-risk delivery approach capable of supporting complex, multi-venue environments and high-volume services, with ongoing support beyond initial implementation.

SaaS Solution Architecture

Attekus Bookable is delivered as a Software-as-a-Service (SaaS). Attekus utilises the secure and scalable Microsoft Azure platform providing both application and database architecture. We leverage the Microsoft Azure Platform-as-a-Service (PaaS), which manages critical system patches and cloud infrastructure updates. This ensures that supporting infrastructure, operating systems, databases, and application server versions maintain ongoing alignment with compliance and security standards.

Through providing SaaS, organisations can focus on service delivery and service improvement instead of managing costly IT infrastructure and hardware.

Security and Disaster Recovery

Attekus Bookable has been designed to take advantage of the benefits of true SaaS delivery to customers without compromising the security of segregation of data. Attekus Bookable is delivered on a single instance of code across all production customer sites, ensuring all customers are on the same version with latest security and functional patches and revisions.

Data Security

Attekus has designed Attekus Bookable to leverage the industry-leading security features natively provided by Microsoft Azure's Cloud platform with the following security measures to ensure the highest level of security of customer data:

- **At rest:** All customer and end-user data stored in Azure Databases and Azure Storage Accounts is encrypted at rest using AES-256 encryption, which exceeds the AES-128 minimum standard.
- **In transit:** All confidential data transmitted between Attekus Bookable, Attekus services, and end-users is encrypted using Transport Layer Security (TLS) version 1.2 or higher, which is considered equivalent to or stronger than AES-128 encryption.
- **Other:** Within the Attekus Bookable portal, registered users only have authorised access to their own data and any attempts to access unauthorised data will be denied.
- **Penetration testing:** Attekus performs monthly vulnerability scans across all aspects of the application including external and authorised portions of the application. Annual penetration testing is also performed.

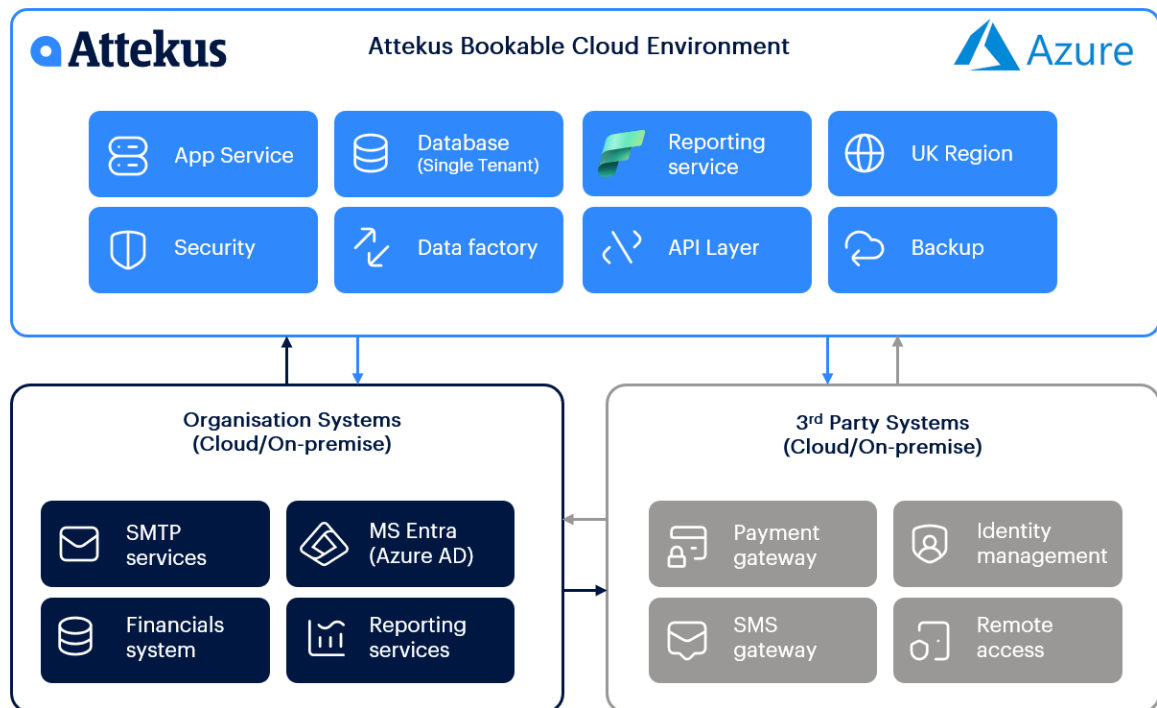
Hosting, Back Up and Disaster Recovery

Attekus Bookable is hosted on highly scalable, multi-instance Azure architecture to ensure reliability and performance. This provides the following capabilities:

- **Speed and Performance:** This tier of application compute, allows Attekus Bookable to achieve high performance, even under increased loads during bust times.
- **Up-time:** Microsoft Azure provides 99.9% uptime.
- **Back-ups:** Full, continuous, point-in-time backups of data are taken for production environments allowing the restoration of data to a specific second in time, should it be required. Weekly backups are stored for 10 weeks in the past. Monthly backups are stored for 7 years.
- **Disaster Recovery/Mitigation:** Attekus utilises native Azure Zone redundancy to ensure high availability with low latency. This ensures data and services are replicated across multiple data centres within the region.
- **RTO and RPO:** Attekus targets a Recovery Point Objective of **up to 15 minutes**, supported by automated, frequent backups and point-in-time recovery within the Azure platform.

Attekus targets a Recovery Time Objective of up to 4 hours for restoration of the core service following a major incident

High Level Architecture



Attekus High Level Architecture

Industry Compliance and Certifications

Attekus maintains the following certifications and compliance standards:

- ISO 27001:2022 Information Security Management Systems
- ISO 9001:2015 Quality Management Systems
- PCI DSS 4.0 certifications
- WCAG 2.2 Level AA compliance for all customer facing portals





Release Management

Attekus continuously invests in the Bookable product suite to add new features, develop new product functionality and new modules, incorporate technological improvements, and to rectify errors and defects. Attekus adopts a CI/CD (Continuous Integration/Continuous Deployment) approach to releases and plans for 4-weekly feature releases to develop and deliver these new features and functions, and to address ongoing maintenance and support issues.

4-weekly feature releases are typically scheduled for every 4th Tuesday. Releases are initially applied to each customer's test environment to allow for release preview prior to production upgrades. Customers are notified when these updates have been applied to test, and full release notes are made available. Approximately 5 business days after the upgrade to the test environment, the production environment is updated to the new release. Customers are notified when these updates have been applied to production, including finalised release notes.

Support and Service Levels

Support Services

Attekus prides itself on delivering exceptional, end-to-end customer support underpinned by deep industry expertise and a strong customer-first culture. Our support services include the delivery of:

- Security patches
- Critical bug fixes
- New features and enhancements
- Access to Attekus Support personnel for troubleshooting and guidance

Support is available through multiple channels, including:

- 24/7 online support tool and knowledge base
- Phone support during support hours
- An optional 24/7 customer-facing AI support capability

What truly differentiates Attekus is our people and our approach: all support staff are experienced industry professionals, our customers consistently rate our service as five-star, and every customer benefits from dedicated Customer Success care throughout their lifecycle with us.

This is further strengthened by a highly regarded and actively patronised online customer community portal, together with a program of customer forums and webinars designed to share practical tips, best practices, and insights that help customers maximise value from the Attekus platform.

Hours of operation

Standard support hours are 09:00 to 17:00 GMT on Business Days (excluding weekends and public holidays).

Service Levels and SaaS Availability

Attekus provides comprehensive Support Service Levels to respond and resolve any support issues or incidents with the Attekus Bookable solution. We further provide SaaS Service Levels of 99.5% Availability. The details of these are set out in the Attekus Terms and Conditions.

Security Principles

Attekus Bookable is compliant with the security principles, as defined by NCSC, listed out below.

Principle 1: Data in transit protection

All data is encrypted in transit, and at rest. All confidential data transmitted between Bookable, Attekus services, and end-users is encrypted using Transport Layer Security (TLS) version 1.2 or higher, which is considered equivalent to or stronger than AES-128 encryption. All customer and end-user data stored in Azure Databases and Azure Storage Accounts is encrypted at rest using AES-256 encryption, which exceeds the AES-128 minimum standard. This applies to all primary data stores, backups, and cloud storage services.

Principle 2: Asset protection and resilience

The Attekus Bookable solution is a cloud-native SaaS service designed for secure and resilient operation. It is governed by an ISO 27001-aligned information security framework that protects customer data from unauthorised access, loss, or alteration. The service runs on resilient cloud infrastructure with built-in redundancy, encrypts data in transit and at rest, and performs regular automated backups with defined retention periods.

Principle 3: Separation between customers

Attekus delivers its cloud service using a multi-tenant SaaS architecture designed to ensure strong logical isolation between customer tenants. Each customer (tenant) operates within a clearly defined security boundary, preventing unauthorised access to data, configurations, or transactions belonging to other tenants.

Tenant isolation is enforced through a combination of application-level controls, data-layer segregation, identity and access management, and cloud platform security features, aligned with ISO 27001 principles and UK public-sector expectations.

Principle 4: Governance framework

Attekus operates a formal governance framework that defines accountability, risk management, and decision-making across the delivery of all Attekus Bookable products and modules. The service is governed by documented policies covering information security, data protection, risk management, and supplier management, aligned to ISO 27001 principles and GDPR requirements. Clear ownership is assigned for security, privacy, and operational performance, with regular reviews to ensure controls remain effective.

Principle 5: Operational security

Attekus applies operational security controls to protect the Attekus Bookable solution during day-to-day service delivery. Access to production systems is restricted through role-based access control and multi-factor authentication, with access reviewed regularly. Security monitoring, logging, and incident management processes are in place to detect, respond to, and remediate security events. Operational procedures for change management, patching, and vulnerability management are documented and followed to maintain the ongoing security and stability of the service.

Principle 6: Personnel security

Attekus applies personnel security controls to reduce the risk of unauthorised access or misuse of customer data and service assets. All staff are subject to pre-employment checks appropriate to their role and must comply with documented policies covering information security, confidentiality, and acceptable use. Access to systems is granted on a least-privilege basis and removed promptly when no longer required. Ongoing security awareness training ensures personnel understand their responsibilities when handling customer data and operating the service.

Principle 7: Secure development

Attekus follows secure development practices to reduce the risk of vulnerabilities being introduced into the Attekus Bookable solution. Security is embedded throughout the software development lifecycle, with defined processes for code review, change control, and testing prior to release. Access to development and deployment environments is restricted, and changes are promoted through controlled pipelines. We use automated code review tools to check for vulnerabilities during the software development lifecycle.

Principle 8: Supply chain security

Attekus manages supply chain security to ensure that third-party suppliers and sub-processors do not introduce unacceptable risk to the Attekus Bookable solution. Suppliers are selected and reviewed using defined due-diligence and risk-management processes, with security and data-protection obligations embedded into contracts where applicable. Access by third parties is restricted to the minimum required and monitored.

Principle 9: Secure user management

Attekus applies secure user management controls to ensure that only authorised users can access the Attekus Bookable solution. User access is managed through role-based permissions and, where supported, multi-factor authentication. Accounts are created, modified, and removed through controlled processes, with regular reviews to confirm access remains appropriate. These controls help prevent unauthorised access and support the secure use of the service by both staff and customer users.

Principle 10: Identity and authentication

Attekus uses secure identity and authentication controls to protect access to the Attekus Bookable solution. User identities are uniquely assigned and authenticated using strong credentials, with multi-factor authentication enforced for administrative and privileged access. Authentication mechanisms are integrated with role-based access controls to ensure users can only access functions appropriate to their role.

Principle 11: External interface protection

Attekus protects all external interfaces to the Attekus Bookable solution to prevent unauthorised access and data compromise. Public-facing interfaces, APIs, and integrations are secured using encrypted communications and authenticated access controls. Network and application-level protections are applied to limit exposure, monitor activity, and prevent misuse.

Principle 12: Secure service administration

Attekus applies secure service administration controls to protect the management of the Attekus Bookable solution. Administrative access is restricted to authorised personnel, protected by role-based access controls and multi-factor authentication. Administrative activities are logged and monitored, and changes to the live service are performed through controlled, auditable processes. These controls reduce the risk of misuse or error and help ensure the secure and stable operation of the service.

Principle 13: Audit information and alerting for customers

Attekus provides audit and monitoring capabilities to support customer oversight of the Attekus Bookable solution. Security-relevant activities are logged and retained in line with defined policies, enabling investigation of access, changes, and operational events. Where appropriate, customers are informed of security incidents that may affect their data or service use in a timely manner. These measures support transparency, accountability, and effective incident response.

Principle 14: Secure use of the service

Attekus supports the secure use of the Attekus Bookable solution by providing clear configuration controls, role-based permissions, and guidance to customers on secure operation. The service is designed to enforce security controls by default, reducing reliance on customer configuration to maintain protection. Customer data is logically separated, and access is restricted to authorised users.

Cyber Essentials

Cyber Essentials demonstrates a strong commitment to robust security, assuring customers that our systems are protected against common cyber threats. Our ISO 27001 and 9001 certifications ensure we meet high standards for information security and quality management, which cover and exceed many Cyber Essentials controls. We are also aligning our security posture with Cyber Essentials self-attestation by the G-Cloud award date, providing added assurance of compliance and proactive risk management.

Service Summary and Next Steps

Attekus Bookable is a secure, cloud-native Software as a Service application designed to support organisations that manage bookings, appointments, events and customer interactions in complex, service-driven environments. Delivered through a modular, integrated architecture, the service supports consistent processes, strong governance and reliable service delivery at scale.

This Service Definition has outlined the scope of the Attekus Bookable solution, including its core modules, integration capabilities, security controls, service levels and implementation approach.

Together, these elements provide organisations with a mature, configurable solution that can be aligned to existing systems, policies and operating models.

Attekus brings proven delivery experience supporting public sector, local government and education organisations, underpinned by enterprise-grade security, ongoing product investment and structured onboarding and support. This foundation enables organisations to adopt Attekus Bookable with confidence and use the application as a long-term component of their digital service landscape.

Organisations considering Attekus Bookable under the G-Cloud 15 framework are encouraged to engage with Attekus to confirm service suitability, scope and configuration aligned to their specific requirements.

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About Attekus

Since 2017, Attekus has delivered booking, event and appointment solutions to public sector, education and commercial organisations across Australia and New Zealand. The Attekus Bookable application is used to support the delivery of community services across a wide range of operational environments, helping organisations manage complex bookings, events and appointments with confidence and control.

Attekus has been built around a deep understanding of service-driven environments where governance, accessibility, compliance and customer experience must work together. Our team brings extensive experience across local government, public sector and education sectors, and this knowledge is embedded into the design, configuration and ongoing evolution of the Attekus Bookable application. The result is a purpose-built solution that improves customer experience while also streamlining internal processes and operational efficiency.

The experience gained delivering complex, high-volume services across Australia and New Zealand provided a strong foundation for supporting organisations in the United Kingdom. The challenges faced by local authorities, public sector agencies and education providers are consistent across these markets, including managing diverse assets, balancing accessibility with governance, integrating with established corporate systems and delivering reliable digital services at scale. Attekus applies this proven delivery experience, platform maturity and implementation discipline to support the successful provision of Attekus Bookable within UK organisations.

Experience starts here.

attekus.com.au