

Green Business Tools

Digital Operations and Workflow Platform (SaaS)

Service Definition Document

G-CLOUD 15	SOFTWARE AS A SERVICE	SECURE WEB PLATFORM
------------	-----------------------	---------------------

1. Service overview

Green Business Tools - Digital Operations and Workflow Platform is a secure, browser-based SaaS solution for public-sector organisations. It provides centralised workflows for childcare services, digital menus, customer management, messaging, appointments, digital forms and secure data handling.

The platform brings operational information, user administration and routine processes together through responsive dashboards. Its modular design enables organisations to use the capabilities relevant to their service while maintaining controlled access and consistent workflows.

The service is cloud-hosted and designed to reduce paperwork, improve data accuracy and support GDPR-compliant service delivery across desktop, tablet and mobile devices.

2. Core service capabilities

- Browser-based access across desktop, tablet and mobile devices
- Secure email OTP authentication and role-based access controls
- Centralised dashboards for service, user and workflow management
- Digital forms for structured data collection
- Automated workflows for routine operational processes
- Real-time data storage and service status updates
- Integrated childcare, menu, messaging, appointment and customer-management modules
- Optional API access for approved integrations
- Data import and export tools
- Automated backups, availability monitoring and responsive support

3. Users and access

Authorised users access the service through a supported web browser. Role-based permissions control the information and actions available to different user types. Administrative interfaces provide central oversight of users, services, content and workflow activity.

The responsive interface supports access from common desktop, tablet and mobile devices without requiring locally installed client software.

4. Onboarding, training and support

Onboarding

Customers are supported through account configuration, authorised-user setup and module configuration. Online guidance, documentation and FAQs assist users during implementation. Data import support is available where agreed as part of onboarding.

Training

Remote training can be provided for administrators and service users. Onsite training may be arranged where required and agreed. Training is tailored to the modules and user roles included in the customer deployment.

Ongoing support

Email and ticket-based support is available during and after onboarding. Support covers service access, operational questions, incident reporting and use of the configured platform modules.

5. Security

- TLS 1.2 or later protects data in transit
- Stored service data is encrypted at rest
- Email OTP authentication strengthens account access
- Role-based permissions restrict access by user responsibility
- Administrative interfaces are access-controlled
- Change-management and audit controls support accountable administration
- Security testing and vulnerability management support service protection

Customers remain responsible for assigning authorised users, maintaining appropriate internal access decisions and using the service in accordance with their own information-governance obligations.

6. Data management and service exit

The service supports structured storage and controlled processing of operational information. Authorised data exports can be provided in CSV, ODF or another mutually agreed standard format, depending on the relevant module and data type.

At contract end, the customer can request a full extraction of its service data in an agreed format. Following confirmed extraction and the applicable retention period, customer data is securely sanitised in accordance with the contractual exit arrangements and legal obligations.

7. Availability, backup and resilience

The platform targets 99.5% service availability. Automated monitoring and alerts support operational oversight, while resilient cloud hosting and regular backups support service continuity and recovery.

Planned maintenance, service incidents and material availability issues are communicated to affected customers through agreed contact channels. Incident updates are normally provided by email.

8. Service constraints and customer responsibilities

- The service requires internet access and a supported modern web browser
- Available functions depend on the modules included in the customer agreement
- Integrations and data migrations are subject to technical assessment
- Customers must provide accurate onboarding information and authorised contacts
- Customers manage their users, role assignments and lawful use of data

9. Contact

Supplier	Green Business Tools
Service	Digital Operations and Workflow Platform (SaaS)
Support email	support@greenbusinesstools.net

Document prepared for the G-Cloud 15 Digital Marketplace service listing.