

Digital Operations and Workflow Platform Service Definition

Green Business Tools

G Cloud 15 Software as a Service

Supplier	Green Business Tools
Service	Digital Operations and Workflow Platform
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1 Service overview

Green Business Tools provides a secure, browser-based software platform for public-sector organisations and approved delivery partners. The service brings operational workflows, user administration, communication, appointments, forms and structured data together through role-based dashboards. Customers select the modules relevant to their service and manage them within a consistent access-control and reporting framework.

The platform supports digital operations, childcare administration, primary-pupil home learning, out-of-school tuition coordination, multilingual digital menus, customer and learner management, messaging and appointment workflows. Its modular design allows organisations to start with a defined use case and extend access to further approved modules through the customer agreement.

The service is intended to reduce fragmented administration, improve visibility of service activity and provide accessible digital routes for staff, tutors, learners, parents and service users. It also supports public-sector social-value objectives by enabling flexible tutoring opportunities for university students, graduates, qualified tutors and parents returning to employment.

2 Service scope and modules

Available functions depend on the modules ordered and configured for each customer. The platform can be supplied as a single module or as an integrated set of workflows.

Module	Purpose
Digital operations and workflow management	Central dashboards, digital forms, status tracking, role-based task handling, records, notifications and routine workflow automation.
Childcare and family-service administration	Customer, family and service-user records, appointments, communications, document collection and controlled administrative workflows for authorised teams.
Primary home-learning platform	Curriculum-aligned Years 1 to 6 maths homework, teacher-controlled planning, scheduled assignments, differentiated practice, pupil support and parent or teacher progress visibility.

Module	Purpose
Out-of-school tuition support	Tutor onboarding, learner rosters, parent and tutor communication, homework support, service administration and subscription or billing records for approved tuition delivery.
Multilingual digital menus	Browser-based menus and service information that can be maintained centrally and presented in supported languages for diverse communities.
Customer and learner administration	Structured records, status updates, messaging, appointments, forms, authorised exports and operational reporting.

3 Core service capabilities

- Browser-based access across supported desktop, tablet and mobile devices
- Secure email one-time-password authentication and role-based access controls
- Centralised dashboards for service, user, learner and workflow management
- Digital forms for structured data collection and controlled processing
- Automated workflows, reminders, status updates and operational notifications
- Real-time storage and display of authorised service information
- Customer, learner, tutor, parent and service-user administration where applicable
- Homework planning, assignment, learner support and progress visibility within education modules
- Messaging, appointment and service-communication functions
- Multilingual presentation of configured menu and service content
- Optional API access for approved integrations following technical assessment
- Data import and authorised export tools
- Automated backups, availability monitoring and support processes

4 Users roles and access

Authorised users access the service through a supported modern web browser. Role-based permissions control the information, records and actions available to each user. Administrative interfaces give approved staff oversight of organisations, users, modules, content and workflow activity.

- Organisation administrators configure authorised users and local access decisions.
- Operational staff manage workflows, records, forms, appointments and communications relevant to their role.
- Teachers and tutors manage permitted learners, assignments and progress information within education modules.
- Parents and learners access only the functions and records made available to them.
- Support personnel use controlled access processes when investigation or assistance is required.

5 Onboarding implementation and migration

5.1 Onboarding

Onboarding includes customer-account configuration, authorised-user setup, role configuration and activation of the modules included in the order. The implementation approach and expected timeline are agreed with the customer according to scope, user numbers, data requirements and integrations.

5.2 Data import and migration

Where agreed, Green Business Tools can support structured data import using approved templates. Migration and integration work is subject to data-quality review, technical assessment, agreed responsibilities and any charges stated in the pricing document or order form. Customers remain responsible for ensuring that supplied data is accurate, lawful and suitable for import.

5.3 Configuration

Configuration can include organisational structure, roles, workflow stages, forms, content, notifications and selected reporting options. Configuration does not include unrestricted bespoke software development unless separately agreed within the permitted service scope.

6 Training and ongoing support

6.1 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, user roles and operational processes included in the customer deployment. Online guidance and documentation support continued use.

6.2 Support

Email and ticket-based support is available during and after onboarding. Support covers access, configuration questions, incident reporting and use of the contracted modules. Support hours, response targets and escalation arrangements are confirmed in the customer agreement.

7 Technical service

- Cloud-hosted Software as a Service accessed through supported web browsers
- Responsive user interface for common desktop, tablet and mobile screen sizes
- No locally installed client software required for standard browser access
- Role-based application access and controlled administrative functions
- Integration-ready interfaces where API access is included and approved
- Ongoing service updates delivered through the hosted platform

Technical dependencies, integration prerequisites and supported import formats are confirmed during implementation. Customers require reliable internet access, current supported browsers and suitable devices for their intended users.

8 Security

- TLS 1.2 or later protects data transmitted between users and the service.
- Stored service data is encrypted at rest.
- Email one-time-password authentication strengthens account access.
- Role-based permissions restrict information and functions by user responsibility.
- Administrative interfaces and support access are controlled.
- Change-management and audit controls support accountable administration.
- Security testing, patching and vulnerability-management processes support service protection.
- Backups and monitoring support availability and recovery.

Customers are responsible for assigning authorised users, reviewing role assignments, maintaining appropriate internal access decisions and using the service in accordance with their information-governance responsibilities.

9 Data protection and information governance

Green Business Tools processes customer data in accordance with the contract, documented instructions and applicable data-protection requirements. The respective controller and processor responsibilities are established through the customer agreement and any required data-processing terms.

- Customers determine the lawful basis, permitted purposes and authorised users for their data.
- Data access is controlled through roles and authenticated accounts.
- Only information required for the configured service should be collected and retained.
- Requests relating to data-subject rights are handled according to the parties' contractual responsibilities.
- Retention and deletion arrangements are agreed according to the service, contract and legal obligations.

10 Accessibility and usability

The service uses responsive browser interfaces, clear navigation and role-focused dashboards. Green Business Tools considers accessibility during design and improvement of the platform. Accessibility requirements, assisted-user needs and any necessary reasonable adjustments should be identified during procurement and onboarding so that the relevant module can be assessed against the buyer's requirements.

11 Data management and service exit

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

At contract end, the customer can request an extraction of its service data in the agreed format. Following confirmed extraction and expiry of the applicable retention period, customer data is securely removed in accordance with the contract and legal obligations. Any additional exit support is agreed with the customer.

12 Availability backup and resilience

The platform targets 99.5 percent service availability. The measurement method, planned-maintenance treatment and any service-specific exclusions are confirmed in the customer agreement. Automated monitoring and alerts support operational oversight, while resilient cloud hosting and regular automated backups support continuity and recovery.

Planned maintenance, service incidents and material availability issues are communicated to affected customers through agreed contact channels. Backup retention, recovery objectives and restore arrangements are confirmed for the contracted module and customer deployment.

13 Incident and change management

Customers can report incidents through the agreed support channel. Incidents are recorded, assessed and prioritised according to their effect on access, data and service operation. Material incidents are escalated and customers receive updates through agreed contacts.

Platform updates are managed through controlled change processes. Where a change may materially affect the customer's use of the service, Green Business Tools communicates the change and relevant timing in advance where reasonably practicable.

14 Service constraints and customer responsibilities

- The service requires internet access and a supported modern web browser.
- Available functions depend on the modules and user volumes included in the agreement.
- Integrations, migrations and non-standard configurations require technical assessment.
- Customers provide accurate onboarding information, authorised contacts and lawful data.
- Customers manage their users, role assignments, internal policies and appropriate use.
- Education content supports teaching and practice but does not replace professional educational judgement.
- Tutors or delivery partners remain responsible for their professional, safeguarding, employment and tax obligations unless the customer agreement states otherwise.
- Service availability depends on internet connectivity and third-party dependencies outside Green Business Tools' control.

15 Social value and public-sector outcomes

The platform supports public-sector organisations seeking to widen access to learning, reduce administrative burden and provide flexible delivery models. Within the tuition module, organisations can support controlled opportunities for university students, graduates, established tutors and parents returning to employment, subject to the buyer's recruitment, safeguarding and commissioning arrangements.

- Wider access to home-learning and out-of-school tuition support
- Flexible tutoring and service-delivery opportunities
- Support for families who move between areas, are resettled or face access barriers
- Multilingual service information for diverse communities
- Reduced duplication and paperwork for public-service teams
- Better visibility of learner and service activity for authorised staff

16 Pricing and ordering

Pricing is provided in the separate G Cloud 15 pricing document. The order form identifies the selected modules, users or service volumes, onboarding, training, integrations, support arrangements and any agreed optional services. Prices exclude VAT unless the pricing document states otherwise.

17 Contact

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