



Lumi Global

Service Summary



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1. Service overview

Lumi Global is your trusted partner for high-stakes meetings and elections. We help organisations deliver critical governance moments with confidence — whether you're running an AGM, investor meeting, union vote, election, conference vote, or formal member decision.

Lumi provides secure online voting services built to support transparency, integrity, and auditable outcomes. Our approach combines proven technology with experienced delivery teams, helping you reduce operational risk, improve participation, and maintain full control of the process from planning through to results.

The service is available as:

- A fully managed end-to-end service
- SaaS-enabled delivery with customer administrators
- A hybrid approach, depending on your needs

2. What the service is for

Lumi is designed for organisations that need secure and dependable digital voting for:

- Elections and scheduled ballots
- AGMs and formal resolutions
- Hybrid and in-person meetings with digital voting
- Conference voting and time-critical decision making
- Stakeholder engagement in regulated or high-trust environments

3. Key features

Lumi provides a complete online voting capability, including:

- Secure online voting with audit-ready reporting
- Support for elections, AGMs, conferences and hybrid events
- Multiple voting methods including STV, FPTP and weighted voting
- Strong authentication options, including MFA and one-time access methods
- Real-time turnout monitoring and administration dashboards
- Configurable ballots, eligibility rules and electorate management
- Integrated communications: invitations, reminders and notifications
- Accessibility-aligned user experience and multi-language options
- Integration capabilities including SSO/SAML and API support

- End-to-end managed delivery, including project management and voter support

4. Service benefits

Lumi helps customers improve governance processes and reduce delivery overhead by enabling them to:

- Deliver high-stakes votes without managing complex technical delivery
- Reduce manual administration through structured workflows
- Increase participation with clear, consistent voter communications
- Monitor turnout in real time and take action when it matters
- Support remote and hybrid voting without compromising governance
- Improve trust through verifiable outcomes and audit-ready reporting
- Reduce internal workload with dedicated voter support options
- Control access with role-based permissions and secure authentication
- Integrate voting into existing organisational processes and systems
- Produce clear reporting for scrutiny, governance and record keeping

5. How the service is delivered

Lumi is flexible by design, allowing you to choose the delivery model that best fits your organisation:

Fully managed service

Ideal for high-profile or time-critical events. Lumi handles delivery end-to-end, including:

- Configuration and ballot build
- Testing and verification support
- Voter communications support
- Live monitoring and operational support
- Voter helpdesk (where agreed)
- Post-event reporting and outputs

SaaS-enabled delivery

Ideal for organisations with internal admin teams. Lumi provides:

- Onboarding and training
- Guidance and documentation
- Support channels and escalation

- Platform access for customer administrators
- Optional additional services as required

Hybrid delivery

Many customers choose a blended approach, combining self-service administration with Lumi support for critical stages.

6. Getting started (onboarding)

Lumi onboarding is structured, clear, and designed to get you live quickly and confidently. Onboarding is tailored to your service model and typically includes:

1. **Compliance:** onboarding documentation, data protection arrangements, and service setup
2. **Welcome:** introduction to your delivery team and named Account Manager
3. **Consultation:** confirmation of objectives, voting rules, eligibility, and accessibility requirements
4. **Planning:** timetable, communications, branding, and event milestones agreed
5. **Training / Delivery Support:** SaaS training and admin guidance, or managed delivery and go-live support

7. Support and service levels

Lumi support is aligned to the criticality of your event and designed for high-trust delivery.

Standard support

- Monday to Friday, 9am–5pm (UK time), excluding UK bank holidays
- Email and telephone support
- Guidance for administrators and incident triage

Urgent support (24/5)

For urgent election-sensitive matters, Lumi provides 24/5 support (24 hours per day, Monday to Friday), supported by our global network of offices.

Out-of-hours and weekend support

Available where required by agreement, particularly for live voting windows.

Each customer is supported by a **named Account Manager**, with technical support available for integrations and escalations.

8. Availability and resilience

Lumi is designed to deliver reliable service during peak demand, including critical voting windows. Our service is supported by scalable infrastructure, operational monitoring, and defined recovery processes to help maintain continuity.

Where required, additional resilience and datacentre architecture details can be provided to support assurance and governance needs.

9. Security and assurance

Lumi is built with security at the core. Our approach supports confidentiality, integrity, and availability across the full service lifecycle.

We maintain strong assurance foundations including:

- ISO 27001
- SOC 2 Type II

Security controls include:

- Role-based access control and least privilege
- Secure authentication including MFA
- Encryption and secure data handling
- Monitoring and protective controls
- Vulnerability management and patching processes
- Incident management procedures and escalation routes
- Secure development practices and controlled change management

10. Identity and authentication

Lumi supports multiple authentication options depending on customer requirements, including:

- Username and password authentication
- Optional MFA
- One-time access links or codes

- SSO / identity federation including SAML

Authentication controls are designed to support secure access and prevent duplicate voting.

11. Reporting, audit and transparency

Lumi provides clear operational reporting and audit-ready outputs to support governance and scrutiny. Customers can access reporting and oversight through authorised administrative roles and agreed reporting outputs.

12. Data export and offboarding

Lumi supports secure data export and contract closure through a controlled offboarding process.

At the end of the contract (or after event completion), Lumi can provide:

- Agreed reporting outputs
- Data exports in commonly used formats (for example CSV and PDF)
- Secure data deletion aligned to retention requirements
- Confirmation of disposal where required

Additional services such as bespoke reporting, extended retention, or audit support can be provided by agreement.

13. Why Lumi?

Lumi combines secure technology with experienced delivery teams to help organisations run elections and governance processes with confidence. We support customers through every stage of delivery — from planning and configuration through to live operations and results — helping reduce risk, improve participation, and deliver outcomes stakeholders can trust.