

PPL Innovate Digital Platform Service Definition Document

G-Cloud 15

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Summary

The Digital Platform is a standalone website solution, underpinned by a powerful content management system, allowing you to effortlessly meet best practice standards while ensuring compliance is built in.

The platform is user-friendly, delivering a great experience for both administrators and users, while maintaining top-tier security to protect your data.

Best of all, it's ready to deploy straight out of the box, making it the perfect, hassle-free choice for your digital needs.

Overview: Main features and benefits

Features:

- ✓ Robust, scalable and production-ready content management system
- ✓ Flexible page templates allow content editors to manage layout and content within accessible and responsive templates
- ✓ Role-based access control and configurable workflows
- ✓ Powerful search includes filters, location, synonyms, smart search and recommended links
- ✓ Responsive, Mobile-first, accessible web pages work across various devices.
- ✓ Modular approach - choose from a range of ever-growing features and add-on modules to continuously build and enhance your site
- ✓ Compatible with other PPL solutions.
- ✓ Secure login methods include two-factor authentication and SSO

Benefits:

- ✓ Perfect for Local Authorities, charities and other organisations
- ✓ Configurable to meet your needs.
- ✓ An easy-to-use solution for non-technical staff to update information.
- ✓ Reliable, secure and resilient infrastructure providing 99.95% uptime.
- ✓ Report on analytics, page updates, documents and more, with annual accessibility reviews included.
- ✓ Easily extended to incorporate additional modules.
- ✓ A range of support options to help with resource constraints.

Technical Information

Overview

The PPL Innovate Digital Platform is hosted in the UK on a secure, private cloud and offered as Software As a Service (SAAS) via modern browsers. The platform is a scalable solution with an ongoing programme of development to keep the solution in line with industry and public sector best practice.

Service Management

Service desk available, Mon-Fri 9am-5pm (excluding public holidays) via:

- Telephone and email
- Online issue logging and tracking system
- Online ticketing support available 24/7

Service Levels

- Availability: 99.95%
- Support Service desk: 9am – 5pm, excluding public holidays.
- Full monitoring and alert system: 24/7

Severity definitions

Severity	Description	Response time
1	Service unavailable	15 mins
2	Service significantly impaired	30 mins
3	Minor effect on service	1 hr
4	Minor issues, including cosmetics	1 hr

Information Assurance & Security

The systems are hosted in the UK, with a Disaster Recover platform located at a secondary UK-based location. The PPL platform is compliant with all Cloud security principles and covered by our ISO27001 and Cyber Essentials Plus certification.

Back-up, restore and Disaster Recovery

All systems are backed up periodically, and copies of the backup are stored at the local and DR data centres for 2 weeks. Backups are then archived off to cloud storage for long-term retention. DR instances of live sites are maintained in the DR data centre for failover in the event of an outage.

Management information and reporting

The solution contains a full reporting suite, detailing solution-specific data. Usage statistics are provided through integration with third-party reporting packages, e.g. Google analytics.

Onboarding

Demonstrations

Demonstrations are available to interested parties, on request.

Onboarding/Offboarding

The onboarding process includes:

- ✓ Project Management with regular project status meetings
- ✓ Requirements Gathering
- ✓ Setup and configuration of the system
- ✓ Styling, to meet brand guidelines
- ✓ Migration (if required)

A typical onboarding process takes 12 -16 weeks, depending on requirements.

Offboarding – A data extract will be provided to the client for all client-owned data and content. Further services are available and charged at the SFIA rate card.

Training

Training can be provided, by the following means, depending on requirements:

- ✓ On-site at the client's premises
- ✓ Online, via MS Teams
- ✓ Online webinars for larger groups.

Electronic Training documentation, including User Manuals, will be made available.

Termination

Either party shall provide six months' written notice of any intention to terminate the service, subject to a minimum 12-month contract.