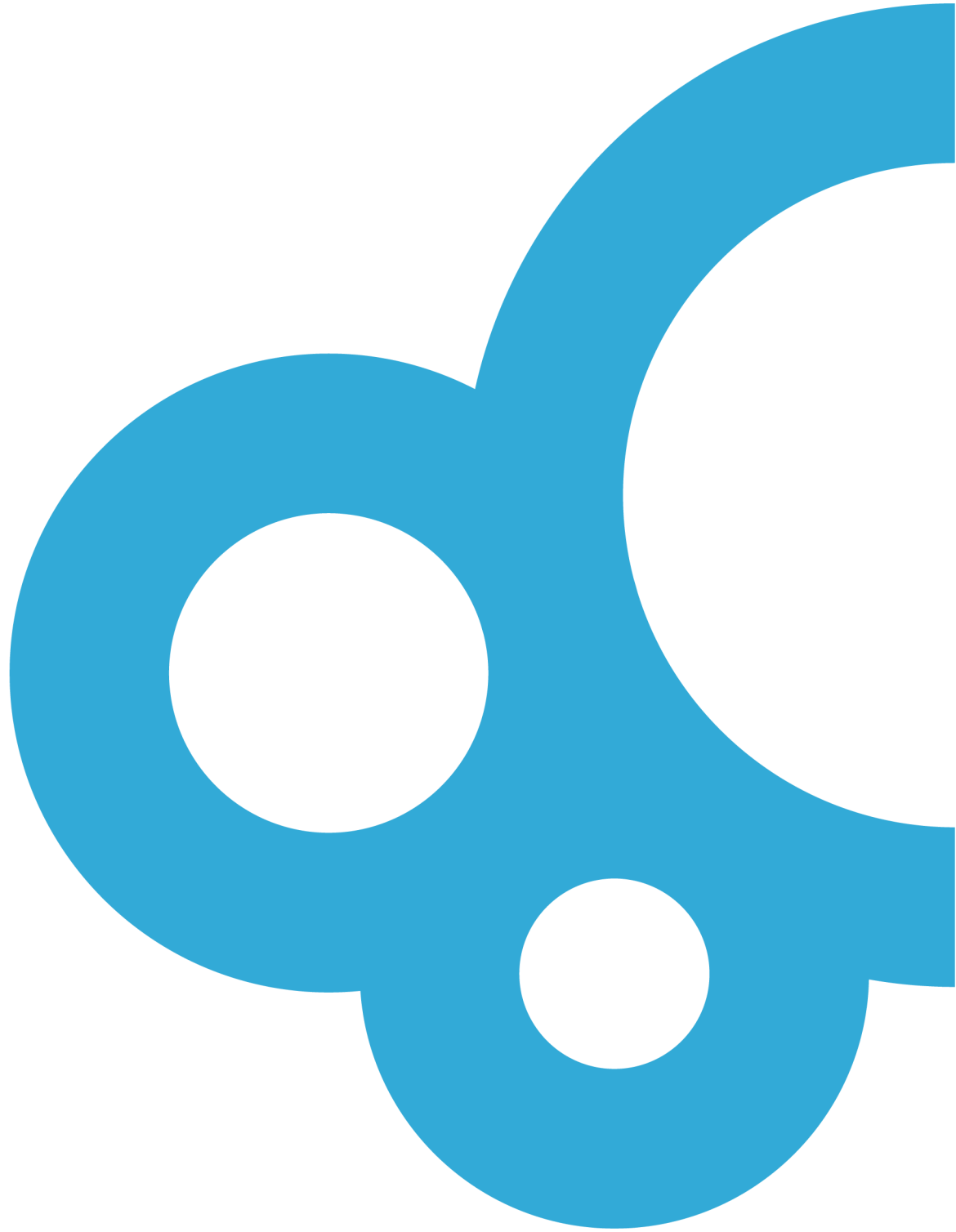




Arcus Salesforce Managed Service, Customer Success and Support

Service Definition

Support



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Service Description

Summary

Customers that purchase Software built on Salesforce are investing in a platform technology that has an unrivalled ability to grow and adapt with the changing needs of their organisation.

This is very different to traditional software applications which are generally delivered in fixed “silos” of functionality with limited configuration options. As a result, our Software Support offerings are designed to enable our customers to make the most of their investment as well as keeping teams working with standard “break fix” services. The service is open to all Salesforce.com customers, regardless of whether they are users of Arcus software applications.

Wherever practical, we believe that system administration is best delivered as “close” to the end user as possible - a proven model for maximising the flexibility of Salesforce as a platform for ever improving alignment to business processes or “continuous improvement”.

However, we understand that it is not always practical to establish the skills or capacity necessary to maximise an investment in Salesforce and associated applications. This is where our team can help.

All engagements start with a solution discovery exercise led by a service manager. There are three stages to this exercise:

1. **Determine goals** - discuss why you need to supplement your internal Salesforce capacity and how you will measure success.
2. **Review environment** - starting from existing documentation build up a baseline understanding of your environment - Salesforce products, 3rd party apps, customisations / configurations, integrations, security model etc.
3. **Design success services** - catalogue the services required, their anticipated scale / volumes (including peaks and troughs e.g. across annual billing) and any pre-work required e.g. re-writing a problematic Apex trigger. To simplify the design process, we offer standard tiers of support (outlined below) and indicative pricing (subject to findings from the environment review).

All customer success plans are administered through the Cambridge based Arcus Global Service Desk. Our service desk operates to ITIL derived processes and within our organisational business management system that underpins our certifications to ISO 9001, 14001, 27001 and Cyber Essentials Plus. All customers will receive contact details for the Service Desk and access to the online Customer Success portal for accessing documentation, submitting and tracking tickets.

Standard success plans

All customers are different, but it is often useful to consider (and perhaps trial) common or standard options when determining the best fit for an organisation’s starting point and objectives.



Salesforce's advice on system administration resourcing can be found at:

<https://help.salesforce.com/servlet/servlet.FileDownload?file=015300000001x8hWAAQ>

Customers should also consider Salesforce Success Plans:

<https://www.salesforce.com/editions-pricing/success-plans/> as an alternative to, or in combination with, Arcus Managed Services.

Standard Arcus (or 3rd party) app licences include technical support (level dependent upon contract). Where applicable this should also be considered when determining requirements.

Tiers of support

Arcus offers three standard tiers of Salesforce managed service:

- **Code support** - intended for those organisations that have invested in suitable system administration capabilities but are relatively new to Salesforce and so want to ensure that expertise is available on-hand to help diagnose and troubleshoot any issues that arise that reach beyond their expertise.
- **Silver** - intended for those organisations that have limited internal system administration resources and want to ensure that nothing gets missed / the solution keeps operating smoothly but without the commitment of resources to deliver regular changes.
- **Gold** - intended for those organisations that lack internal system administration resources and wish to ensure that staff have access to training & advice and that their Salesforce environment remains aligned with evolving business needs (or are seeking a more cost effective and efficient way of providing it).

If required, Arcus can also design a fully bespoke 24/7 Platinum success plan for those organisations that require public facing support, not just staff / officer facing support.

Code support

Code support customers will typically have a team of committed, skilled and experienced system administrators in place, but perhaps not with significant Salesforce skills or access to developers that can work on the most technical parts of the solution such as Apex Classes, Lightning Web Components, Visualforce and 3rd party technology integrations.

The system administrators will have completed the Admin Advanced Trailhead course (https://trailhead.salesforce.com/en/content/learn/trails/force_com_admin_advanced) and its prerequisites and likely be working towards certification.

The Arcus Support team will be available to investigate any issues which the in-house team is unable to fully diagnose or resolve. The findings will be discussed with the customer team and potential routes forward recommended.

The execution of any changes will be excluded unless:

- Covered as part of a Code+ agreement has been reached to transfer risk to Arcus,
- Separately quoted and purchased, or
- Related to Arcus standard or custom solutions under warranty.



Arcus Support will work with the in-house team to assess the impact of Salesforce releases and scope out associated works where applicable.

The Arcus Service Desk will monitor the nature of requests under Code Support to ensure that customer System Administrators are developing their skills and applying capacity appropriately.

Silver support

Silver support customers will typically have some system administration resources available, but with many draws on their time making it difficult for them to do more than work with end users, collate requirements and set the direction of travel. They will have completed some relevant Trailhead courses, but also not have the time needed to keep Salesforce knowledge fully up to date.

Silver support includes execution of the following tasks within Salesforce:

Core tasks

- User management - on-board, updates, off-board
- Queues and assignment rules
- Working Hours and Holidays
- Email template management
- Conga query, solution and template management
- Data / user error corrections
- Backup administration (customers must provide details of their preferred backup solution)
- File and Data Storage allowance monitoring
- Resolution of issues in Salesforce Platform (reporting to Salesforce only, also check <https://trust.salesforce.com>)

Continuous improvement tasks

- Annual Salesforce Licence optimisation review
- Monthly solution review call with system administrator
- Re-active (i.e. customer system admin-led) refinement of existing features
 - Object administration - tabs, list views, record types, page layouts, fields, validation rules, picklist values, path, search, lightning pages, actions
 - Home Page Administration
 - Lightning App Administration
 - Chatter
 - Approval Processes, Workflows, Process Builders and Flows

Note: Not all tasks will be applicable to all customers e.g. not all environments will have integrations or will use queues, but where they do then they will need to be maintained.

Important: for code-rich environments, customers must ensure that suitable Code Support (or equivalent) is in place, either from Arcus Global or another 3rd party.



Gold support

Gold support customers will typically have very limited system administration resources available, perhaps finding it difficult to attract the right calibre of candidate during recruitment or needing to focus on internal project initiatives away from their Salesforce solutions. However, they also know that ongoing investment is vital to ensuring that systems deliver the intended business benefits.

Gold support includes Silver support services and adds the following:

- 1st line support - customer staff are able to contact Arcus Support directly for help and advice
- Nominated lead support engineer - key individual within the Arcus Support team that will build relationships with customer staff and pick up new P3/P4 tickets by default
- Advanced issue resolution:
 - Integrations
 - Custom Lightning Components
 - Custom Apex
 - Issues in customer / 3rd party customisation / configuration work
 - Data restoration (dependent upon customer backup solution)
- Average of 1 days per week (for every 20 users) of pro-active checks and changes covering topics such as:
 - Training
 - Changes to Arcus-delivered customisation / configuration
 - Report Types, Snapshots, Reports and Dashboards
 - Salesforce community branding
 - Matching and Duplicate rules
 - Configuration deployment / release management
 - Security - Sharing Rules
 - Security - IP Ranges, SSO, Password Policies

Important: for code-rich environments, customers must ensure that suitable Code Support (or equivalent) is in place, either from Arcus Global or another 3rd party.



Pricing models

Support	Pricing Model
Solution discovery	£11,660 standard charge including up to: 20 process builders / Flows 10 Apex Classes 10 Visual Force Pages 10 Custom Lightning Components (Apex or Aura) 2 external integrations Unlimited custom objects & custom fields Additional investigation complexity and/or pre-Support remediation work on a “time and materials” basis based on our Rate Card.
Code Support	Included free of charge for Arcus standard application customers where issues relate to Arcus-delivered technology. For other customers a detailed quotation will be prepared following solution design or discovery. Typical monthly costs: £117 per flow / process builder / workflow rule (note process builder and workflow rule support is ending and migration to Flow is required) £409 per Visualforce page £700 per Apex Class (excluding test classes) £525 per Lightning Component (LWC or Aura) £467 per Customer Community £1400 per integration <i>Minimum £583 per month</i>
Silver	£30 per user per month <i>Minimum £1166 per month excluding Code Support</i>
Gold	£111 per user per month <i>Minimum total of £3498 per month excluding Code Support</i>

The pricing in the table above is based on standard 0900-1700 Monday to Friday support excluding bank holidays. Hours on working days can be extended using one of the following commercial multipliers:

- 0800 - 1800 x1.2
- 0700 - 1900 x1.35

Out of hours cover for bank holidays and weekends is available fully ad-hoc (£1350 per day) or as a block (minimum 10 days) purchased at the beginning of each calendar or contract year (£950 per day). Out of hours cover must be booked at least one month in advance.



Out of scope items

Where an item is out of scope for a customer's success plan the Arcus team will be happy to:

- signpost the relevant Salesforce Trailhead resources.
- establish a call-off arrangement based on a committed average monthly volume of enhancement work.
- complete the work as an additionally chargeable service request based on a standard professional services rate card.

Customer obligations

Customers are required to:

- allocate suitably trained (e.g. Trailhead e-learning) resources to undertake all system administration tasks outside of their success plan.
- nominate a suitable number of authorised contacts that will analyse requests from users and undertake any necessary investigation before resolving locally or reporting to the Arcus Service Desk.
- clearly specify issues when reporting them to the Arcus Service Desk - standards will be communicated during onboarding - and collate supporting evidence as and when required.
- liaise with 3rd parties and internal IT teams to provide information and undertake actions necessary to achieve the required business outcomes.
- test all changes made by Arcus (or any other party) in a sandbox environment prior to release to production.
- notify the Arcus Service Desk of all recent changes applied to their Salesforce environment when reporting new issues.

Ticket process

Tickets can be raised through any of the following methods:

- Web Portal (also hosts the Arcus Knowledgebase)
- Email
- Phone Call

Once a ticket has been logged, our Service Desk then manages the classification and resolution of the ticket drawing in resources from our development, product management, training, test and release management functions.

If an incident is detected by Arcus, then nominated customer staff will be notified by email of the nature of the incident and receive regular updates on its resolution. Customer staff will also be notified of any planned downtime that is the result of approved change requests (originating from Arcus) or notified downtime from Salesforce or other third parties.

Standard Service Levels

All issues raised will be classified into one of four categories. The table below outlines the standard classification method practised by the Arcus Global service desk.



Prioritisation table

Priority	Definition
Critical / P1	The Service is down or does not function at all, and there is no circumvention for the problem; a significant number of users (over 40%) are affected, and a production business system is inoperable.
High / P2	A component of the Service is not performing: creating a significant operational impact (affecting over 10% of users).
Moderate / P3	A component of the Service is not performing as documented: unexpected results; circumventable problems; moderate or minor operational impact causing inconvenience.
Low / P4	Usage questions or normal business questions: clarification of documentation, suggestions; requests for new product features and enhancements.

Response and resolution table

Priority	Response (working hrs)	Target Findings (Code Support) OR Resolution - Bronze+, Silver & Gold (working hours)
Critical	< 4 hrs	8 hrs
High	< 8 hrs	16 hrs
Moderate	< 8 hrs	40 hrs
Low	< 16 hrs	80 hrs

The response time is the maximum time in which Arcus will respond to the submitter acknowledging receipt of their issue, first you receive an automated response then one of the Service Desk will send you a personal message. The actual response time will generally be much faster.

Achievement of these resolution times is subject to the issue being within Arcus scope to resolve. Issues related to the Salesforce platform itself will be addressed in line with Salesforce SLAs (these depend on whether or not the customer has purchased a Premier Success Plan).

All tickets recorded within our Support portal can be logged (and viewed and updated) via phone, email or web self-service. Arcus Global currently uses Salesforce Service Cloud as its Service Management system.

If an incident is detected by Arcus, then nominated customer staff will be notified by email of the nature of the incident and receive regular updates on its resolution. Customer staff will also be notified of any planned downtime that is the result of approved change requests (originating from Arcus) or notified downtime from Salesforce or other third parties.



Standard requests

All requests included as part of your success services / plan will be covered as part of the “Low / P4” Service Level Agreement unless separately agreed.

In addition to the standard SLA structure, some standard admin tasks in the Silver and Gold plans are offered to enhanced SLAs. Examples are set out in the table below:

Task	Target Resolution Time
Create user	4 hours
Deactivate user	4 hours
Update queue membership	4 hours
Add / Remove Holiday Hours	8 hours
Add / Remove Conga Query	8 hours
End user question	8 hours



Features, Advantages and Benefits

The following table lists product features with associated advantages and benefits.

Feature	Advantage	Benefit
On-demand salesforce support	No need to maintain the full range of Salesforce capability internally.	Cost effective, scalable, and sustainable support arrangements.
Experienced Salesforce administrators	Reduce risk and manage learning curves for internal administrators.	Lower risk of introducing errors into the production environment. Internal staff feel less “exposed”.
Fixed price options	Clear, transparent, and modular pricing.	Accurate budgeting without sacrificing value of technology platform.
Flexibility to add on additional services	Build a single supplier relationship for your Salesforce needs.	Reduced cost and less frustration from repeated conversations.
ITIL Service Management processes	Trusted and reliable processes.	Seamlessly integrated to internally delivered support arrangements.
ISO 27001, 9001 and 14001 certified provider	Best practice operational practices.	High quality and low risk support.
Licence Optimisation	Only buy the Salesforce licences you need.	Minimise costs without sacrificing business value.
Monthly service reports	Transparent play-back of issues encountered and resolution performance.	Identify trends/opportunities to drive further value from technology investments.
3rd party product expertise	Coverage for a wider range of potential issues.	Deliver to business objectives in the most cost effective and sustainable way.
Access to Arcus developers and implementation teams	Expert debug of Arcus Product issues.	Accelerated and cost-effective issue resolution. Tickets drive improvements for the full user base.



Arcus SaaS Platform

Arcus Global delivers Software-as-a-Service (SaaS) business applications built on the same technology platform as Salesforce, the world's leading CRM.

All Arcus applications combine core “platform” technologies developed by Salesforce, Arcus on-Salesforce components, and Arcus strategic integrations to 3rd party technologies such as Gov.UK Notify, Ordnance Survey, GIS solutions and PCI compliant payment providers.

Together these technologies deliver all of the components necessary to deliver on a wide range of requirements and thus support the majority of business processes delivered by public sector organisations.

In many cases, including well established examples in local government, applications can operate from within a single “org” - delivering end-to-end integrated processes, opportunities for “master data management” (including “single view”, “golden record” etc) and a single security model without the constraints and costs involved in typical cross-application solutions.

Where multi-org solutions are preferred, these can be knitted together with each other and 3rd party systems using Open APIs, Salesforce Data Cloud, or customer's own integration tools with web services support.



Arcus Platform - We refer to the collection of re-usable (and re-used!) technologies and the applications that they deliver as the Arcus Platform.

The Platform delivers a 360-degree view of people, places (linked to full NLP/LLPG/BS7666 addressing where appropriate) and services. This optimises the experience for customers and officers alike, whilst delivering the basis for tactical and strategic insights to drive management decisions.

Better informed decisions with better access to insight into the results means that services are efficient and meet customer needs with appropriate use of rules-based automations. More information on our Digital Platform Solutions can be found here: <https://www.arcusglobal.com/digital-platform>



Artificial Intelligence - Arcus is closely aligned with the Salesforce approach to Artificial Intelligence, seeking to deliver “human in the loop” processes with massively improved productivity around specific and measurable tasks. Our solutions employ the right technology for each context with a focus on business value over academic technical interest.



Professional Services - where standard applications don't match your processes, Arcus has the depth and breadth of team and expertise to support you in achieving your business goals with Salesforce and/or Arcus Global technologies.



Speak to us to share your ambitions and understand how we can work with you to implement your vision through an agile process, delivering incremental solutions offering tangible results, backed by a range of support and managed service options. <https://www.arcusglobal.com/professional-services/>

Customer Responsibilities

Arcus Global is committed to timely and sustainable customer success.

Most of our customers are undertaking a migration from legacy technologies that have been in use for a decade or more and in many ways have defined current ways of working. It is therefore imperative that implementation projects are supported by the right resources applied in the right quantities at the right time by both Arcus and the customer.

The project must be led by a customer project sponsor / owner that has a clear view of the scope and purpose of the project and can steer the team to deliver that outcome, managing the extent of change that is undertaken at initial implementation and identifying those further ideas that should be revisited following the initial “go live”.

We are happy to discuss the scope, team structure and timetable you wish to work to and prepare a tailored indication as to the resources required. The following customer roles are generally required to deliver a smooth implementation:

Project Sponsor	Senior Manager or group of Managers who provide financial and resources support to the project.
Responsibilities	• Ensuring the project meets its objectives. • Offering direction, guidance, decision making and support to the project team. • Unblocking issues within the Council to ensure the project delivers benefits and value. • Monitoring the council project team effectiveness. • Monitor milestone progress.

Senior Users	Senior Manager of the new system to work closely with the implementation team.
Responsibilities	• Prioritises implementation tasks. • Signs off on completed work. • Provides resources to perform UAT. • Answers Technical consultant questions and provides regular feedback. • Ensures End Users are trained. • Inputs into data transfer activities.



Project Manager	To manage the customer project plan and all project activities.
Responsibilities	• Provides regular project updates internally to its own organisation. • Manages customer resources to ensure they are available at the required time for the Arcus project. • Manages payment milestones for the project. • Manages customer deliverables.

System Administrators	To carry out application system configuration tasks during the implementation and system administration and maintenance once in BAU.
Responsibilities	• Manages users and permissions. • Carries out unit testing and UAT. • Configures customer configuration tasks including process flows, pick list values, document templates and ad hoc reports. • 1st line support.

IT/Technical lead	A member of the IT department available to help set up all internal IT required to deliver the project on time.
Responsibilities	• Provides information on APIs, integrations or websites that are required to deliver the project. • Provides access to legacy systems as and when required. • Provides guidance on internal IT processes for Handover to support.

Data lead	Skilled team member to correctly extract and translate data into .csv format.
Responsibilities	• Attend an initial discovery session with Arcus lead data resource to understand legacy system data. • Perform data cleansing activities. • Extraction of Data. • Mapping of data to Arcus schema.

GIS Lead	Skilled team member GIS.
Responsibilities	• Provide information relating to corporate GIS. • Carryout configuration following Arcus guidelines. • Create required Cadcorp SWDs. • Assist business areas with mapping to GIS tables.

Gazetteer Custodian	Skilled team member Gazetteer.
Responsibilities	• Provide information relating to the corporate Gazetteer. • Liaise with Arcus on provision of DTF files.



Business Analyst	Enable the council to maximise business effectiveness through data driven decisions. Recommending changes to IT and Business processes, organisation structures and staff development.
Responsibilities	• Gathering definition and analysis of business requirements. • Assisting the project manager with reporting. • Working with internal teams improving business processes. • Assisting with test scripts and UAT.

Technical Architect	Involved in designing and implementing the technical solutions for the project within the council organisation. Typically, this person is involved in larger change programmes.
Responsibilities	• Design the overall architecture of a system or application. • Evaluation of the incoming technology. • Translation of business requirements into technical specifications. • Design and oversee the integration of various system components ensuring data consistency and performance optimisation across different technology platforms.

System Administration Requirements

Customers that purchase Arcus Software are investing in a platform technology that has an unrivalled ability to grow and adapt with the changing needs of their organisation. This is very different to traditional software applications which are generally delivered in fixed “silos” of functionality with limited configuration options.

The combination of Arcus and Salesforce technology offers huge potential, but it is not realistic to expect to be “trained” on or learn all aspects from day one. Instead, the best way to make use of the new capabilities is to build up experience over time - working with users and managers to explore the way in which configuration and customisation potential can deliver business benefits.

To enable customers to work at the pace that works for them Arcus will provide advice, guidance, training, and options for supplementary services.

We expect all customers to accept the following responsibilities from Go Live (and preferably earlier in the project lifecycle to ensure they build confidence and experience):

First point of contact	Customer System Administration resources must ensure that all user queries are assessed and addressed by the customer team before raising a ticket with Arcus Support.
User management	Create, update, and disable users as required. Assign relevant licences, roles, profiles, and permission sets. Reset passwords and deal with other access issues.
Queues & Public Groups	Add and remove members from queues and groups.
Holidays	Maintain a register of bank holidays for at least 12 months into the future.



Monitoring File & Data Storage allowances	Monitor rate of usage of Data Storage and File Storage to forecast when it might expire. Take action to remain within limits - either deleting unnecessary records or purchasing additional storage via your Arcus Global account manager.
Data & Backup administration	Salesforce maintains a copy of customer data for disaster recovery purposes, but customers are expected to operate their own data backup and recovery processes to manage data corruption risks (e.g. user error). https://help.salesforce.com/articleView?id=000334121&language=en_US&type=1&mode=1 https://help.salesforce.com/articleView?id=home_delete.htm&type=5
Data Quality	Put in place and maintain plans to preserve data quality. Identify and correct data quality issues when they arise.
Email and document templates	Update and add Templates, making them available for use through Communication Panel Context and/or other administration tools.
Change management and regression testing	Agree and operate a change management interface with internal "ICT" teams. Maintain a register of key business processes and test processes still operate as expected with local configuration/customisation in a sandbox environment when updates are applied.

We have deliberately excluded all tasks that are related to "business change". It is strongly encouraged that this work is undertaken in-house as a route to getting to know more about the technology, but it can be purchased as a managed service from Arcus in the event of extreme resource pressures.

Salesforce's advice on system administration resourcing can be found at <https://help.salesforce.com/articleView?id=000327119&type=1&mode=1>

Delivering this minimum level of administration work should not be viewed as a sensible "goal" as it will leave significant business benefits unrealised. Arcus offers advice and guidance to all customers on how to get the most out of their investment, and a "Managed Service, Customer Success and Support" offering to complement internal staff as skills are developed and/or to address specific recruitment or operational challenges.

System Requirements

Arcus solutions run on the Salesforce platform. It can be accessed from any computer with an internet connection (unless restricted through security settings). It is assumed that port 80 and 443 are open for all users and that any web filtering software and firewalls will allow free access to the URLs used by the service.

We support the latest versions of the following browsers:

- Mozilla Firefox
- Google Chrome



- Apple Safari
- Microsoft Edge

Further information around supported browsers can be found at:

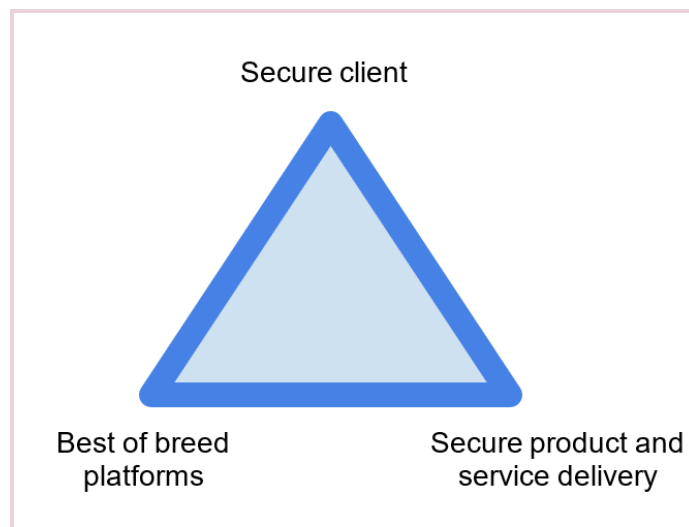
https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5

Your responsibilities are for Internet connectivity, Bandwidth, and utilisation on the customer corporate network. We recommend that at least 128kbps are available per concurrent user of the system.

Arcus Global approach to information security

Arcus Global is committed to improving the impact of technology on its customers and the communities they serve. We do so by adopting, adapting, and extending best-of-breed cloud technologies to deliver solutions that work for the unique circumstances of each of our customers in a sustainable and cost-effective way.

It is clear that the security of information systems is crucial to their success. Arcus Global takes a three-pronged approach to delivering security:



Best of breed platforms

Our team has selected two primary technology partners - Salesforce and Amazon Web Services. These leading cloud computing service providers deliver market-leading functional capabilities and share our belief that security is crucial to maintaining the confidence of our customers.

The technologies are highly certified across a broad range of internationally recognised standards, maintaining microsites dedicated to communicating this information:

[Salesforce Compliance: Certifications - https://compliance.salesforce.com/en](https://compliance.salesforce.com/en)



[AWS Compliance Programs - https://aws.amazon.com/compliance/programs/](https://aws.amazon.com/compliance/programs/)

Secure product and service delivery

Arcus Global is committed to ensuring that the products and services it delivers to extend the offerings of our platform partners do not compromise the market-leading security arrangements they offer.

All Arcus Global operations are all covered by our Business Management System. This is certified to ISO27001:2022 (information security), ISO9001:2015 (quality) and ISO 14001:2015 (environmental management).

We complete Salesforce security reviews for all of our standard Salesforce applications as a matter of course - reviewed packages include Arcus Shared Gov, Arcus Gazetteer, Arcus Built Environment, Arcus Regulatory Services, Arcus Land Charges, Arcus Corporate Governance, Arcus Development Monitoring, Arcus Community Base and Arcus PDF Edit.

Wherever possible the core building blocks are re-used for clients for whom we are delivering custom development.

Members of our project delivery and managed service/support teams can be vetted (if not already completed for other customers) to client standards e.g. SC clearance.

Operating a fully cloud-based business, our office networks and devices/client machines are straightforward, but still certified to the Cyber Security Essentials Plus standard.

Secure client environments

Like all component technologies the security of the end solutions into which they are assembled is dependent upon the way in which they are customised, configured, and maintained.

Arcus Global delivery methodologies ensure that security arrangements are considered throughout the project lifecycle and implemented in line with customer requirements and risk posture. This includes support for penetration tests and other 3rd party security assessments.

Further guidance is provided on topical information security issues (such as GDPR) to assist customers to make use of Arcus (partner) technology in a way that complies with all applicable regulations whilst continuing to deliver business value.

Our team responds rapidly to any information security related intelligence from Salesforce, our customers or the wider guidance including completing pro-active customer audits to ensure that security integrity has been maintained in higher risk configurations such as publishing open data.



NCSC guidance

Arcus regularly reviews and evaluates the security of its arrangements in light of National Cyber Security Centre guidelines including the 14 Cloud Security Principles with which our cloud services are fully aligned.

Further details on alignment with NCSC standards and other information security considerations is available upon request - NDA may be required.

About Arcus Global

Arcus Global is a market-leading GovTech Software as a Service (SaaS) company, delivering mission-critical technology solutions that enable public sector organisations to transform their service delivery. Arcus was formed in 2009 and is based in Cambridge UK.

Arcus has developed a platform-based suite of Applications for Local and Central Government. Addressing the challenges in citizen digital interaction and citizen relationship management through specific platform-based case management solutions for an ever-increasing number of services - Planning, Building Control, Licensing and Environmental Health, Housing regulation, Anti-Social Behaviour etc.

Arcus has grown to over 60 public sector customers including Manchester City Council, London Borough of Haringey, Wiltshire Council, Westminster City Council, Chesterfield Borough Council, Eastleigh Borough Council, Ashford Borough Council, Wrexham County Borough Council, the Home Office, the Greater London Authority, and the Department for Culture Media & Sport.

Arcus Global supports customers so they can realise true efficiencies and meet the digital expectations of citizens through SaaS applications, secure hosting environments, and cost optimisation services.



Arcus Social Value

At Arcus we want to have a meaningful impact as an organisation and to be able to actively demonstrate that in our actions.

Despite being an SME without the large-scale resources of a major corporation, we endeavour to be philanthropic where possible and to work to make the world a better place for all our stakeholders. This includes our customers, employees, investors, partners, and the communities in which we all work and live.



Arcus Are Part Of Pledge 1%



Pledge 1% is a global movement that inspires, educates, and empowers every entrepreneur, company, and employee to be a force for good.

Arcus is an active Pledge 1% organisation:

<https://pledge1percent.org/pledged/>, which means our business has committed to add value by donating 1% of our time and/or money to good causes/environmental improvement.

<https://www.arcusglobal.com/news/arcus-global-joins-the-pledge-1-movement/>

Volunteer Days

Working to make the public sector better feels good, so in addition we encourage all of our team to take two charity days per year on top of their annual leave to donate their time to worthwhile causes. This is often in another local authority area to which our office is located, as our team is largely remote and distributed throughout the country.

ISO14001 Certification:

Identifying our environmental impact and achieving ISO 14001 certification goes hand in hand with Arcus' environmentally friendly ethos and means that we're able to make our day-to-day operations more sustainable.

When in the office, we reside in a building that has a BREEAM rating of EXCELLENT - the **Building Research Establishment Environmental Assessment Method** (BREEAM) is the world's foremost environmental assessment method and rating system for buildings and sets the standard for best practice in sustainable building design, construction, and operation.

Amongst other things, the building uses rainwater harvesting tanks to collect and store water for use as 'grey water' for toilet flushing, etc. Has Solar PhotoVoltaic panels on the roof and building's front elevation, saving almost 13 tonnes of CO2 per year. We also closely monitor our energy consumption and have low-energy, high-efficiency lighting throughout the building, and PIR movement detector control.

When it comes to business travel, we encourage our team to try and select the most environmentally sustainable mode of transportation, that is if a virtual meeting is not a suitable option. We also operate a Government cycle scheme to help with the cost of purchasing a bike for commuting, or general lifestyle. Cycling is a great way to build fitness into a daily routine and it's good for the planet too, so it's win : win!



What Our Customers Say

Arcus pride ourselves on working closely and collaboratively with our customers, evidence of which is provided below:



"Arcus have supported us in implementing their Regulatory Services system, and in a short period of time, we have been able to design a solution that will further enhance our commitment to excellent victim and witness care throughout our investigations. By making use of the Digital Services Hub, we've also made it easier and quicker for our customers to register with us. Working with the customer-focused and friendly team at Arcus has made the process far smoother than it might otherwise have been."

Steve Toppin, Service Manager, Gloucestershire Trading Standards



"I am delighted that Durham County Council's Community Protection Service has now successfully migrated its business compliance case management functions onto the Arcus Regulatory Services platform. This marks the end of an extensive and rigorous market exploration, testing and competitive procurement exercise.

We have collaboratively worked with Arcus throughout the implementation stages of the project and whilst any major change is challenging for the respective project teams the implementation went relatively smoothly. Early feedback from the wider service staff who are now using the software has been very positive about the product's functionality, usability and appearance. If the early signs are anything to go by, I can only see the benefits of the Service utilising Arcus to its full capabilities enhancing further the great work that Community Protection delivers across County Durham.

Thanks to all those involved in the project and I hope it's the beginning of a great working partnership."

Gary Carr, Durham County Council Strategic Regulation Manager



"The introduction of the Arcus Regulatory Service has significantly improved the efficiency of our street-based officers. The mobile application provides real-time updates to the back office, enabling officers to carry out their duties swiftly and effectively within the community. This has led to a notable increase in customer satisfaction.

The intuitive web-based system, accessible from anywhere, has improved our performance during inspections and visits across the city.

The solution enhances reporting and intelligence, offering a clearer view of the City and enabling proactive measures to be implemented.

A sincere thank you goes out to Danny Ivie, Denise Farrelly and Anna Gerrard and the team for their tireless efforts, innovative application of Arcus solutions, and unwavering collaboration throughout this process. Your hard work and perseverance have been instrumental in bringing this vision to life.

Thank you for your patience and support as we've worked to implement these improvements. We look forward to the positive impact these services will bring and are excited to continue serving you in new and improved ways."

The Westminster City Council Safe City team



"We wanted an experienced partner like Arcus Global to lead the implementation for us. Arcus' expertise has been invaluable, and the project has been very timely, especially given the need for flexibility and remote working in the current climate. As the product is cloud based it's given us a robust and easy system that allows our officers to work anytime, anywhere, enabling us to carry on delivering better outcomes for London citizens and visitors."

Peter Kemp, Head of Change Delivery & Planning, Greater London Authority



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