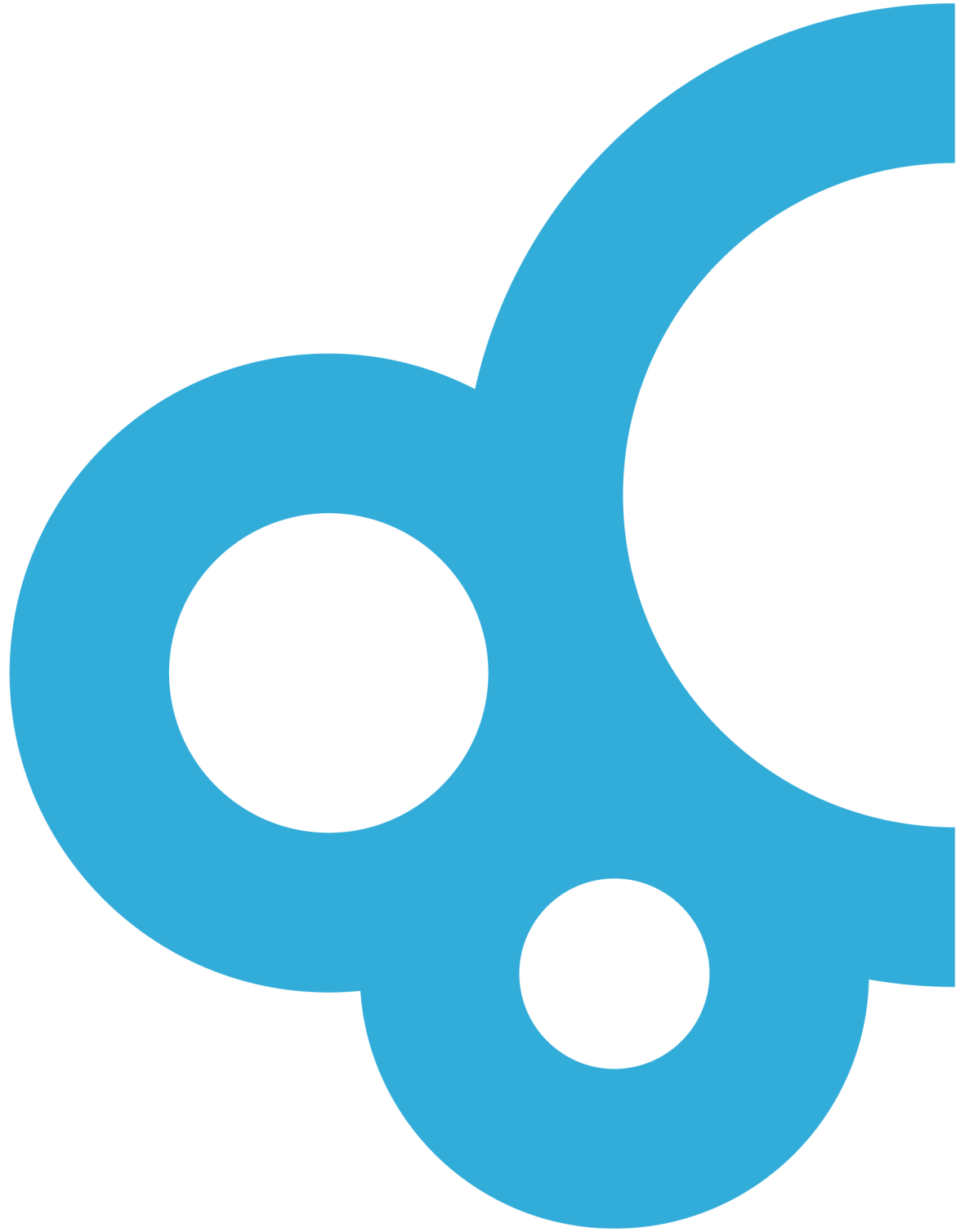




Arcus Cloud Solution Brokerage and Implementation

Service Definition

Support



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Service Description

Summary

Arcus can help you navigate your journey to Digital Transformation, Integration, or Enterprise Architecture.

Through this service, you can access any SaaS, AI or Cloud solution and integrate it into your digital landscape. Arcus will act as a broker, creating a back-to-back contract with one or more chosen providers (either recommended by us, or selected by you), which may or may not have services available directly on G-Cloud. We then act as a reseller and a billing agent.

At its most basic level, this is a brokerage service. As part of the upper tiers of this service, we also offer multiple supporting and enhancing professional service wrappers.

We start by creating a baseline of your current position looking at where your staff spend the most amount of time and consider where savings could be made.

We also consider the latest in industry innovations such as Agentic AI rules / scripts, workforce management and optimisation. We use sentiment analysis to make recommendations that are most suited to your situation and budget. In addition, we will consider non-functional requirements such as scalability, resilience, security, and cost optimisation.

Finally, we are able to help implement and integrate a number of common solutions, and using our in-house software development capability, to create custom code, scripts and deployment options where relevant, or work with 3rd parties to do so.



Features, Advantages and Benefits

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

Feature	Advantage	Benefit
Buy any solution globally	Widest possible range of SaaS solutions, procured via G-Cloud.	We take away the hassle of contracting, by acting as a reseller for you globally.
Transparent Costs	We apply an easy to understand margin on 3rd party solutions.	You always know where you stand and there are no surprises.
Additional Insurance	We can take out additional insurance that will not be typically available from small or foreign SaaS vendors.	We cover the “contract” gap and align insurance levels and risks to levels acceptable to the UK Public Sector.
Currency Trading and Management	We can hedge currency to ensure a stable budgetary number - we can do this long term.	Ensures that your SaaS costs remain predictable whatever happens in the world of exchange rates.
High calibre, certified Architects	Highly skilled, experienced team with deep and wide knowledge.	Confidence the solution design is optimised and sustainable.
Vendor Certified	Qualified Solutions Architects, Security Specialists, Developers and SysOps staff. Our Architects hold Prof Salesforce certificates.	Best practice tested and assured solutions are deployed. Our code is easier to maintain and support.
Security Cleared	Official and Official Sensitive solutions design & delivery experience. We have Security Cleared team members and we have experience of delivering Salesforce environments in government.	Assurance and compliance for government specific requirements.
Customer Satisfaction	Focus on delivering solutions to meet our customers’ needs. We track SLAs and have been attaining targets consistently.	As a customer, you can rely on the timely delivery of the project, as well as continued high quality, problem free support.



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.

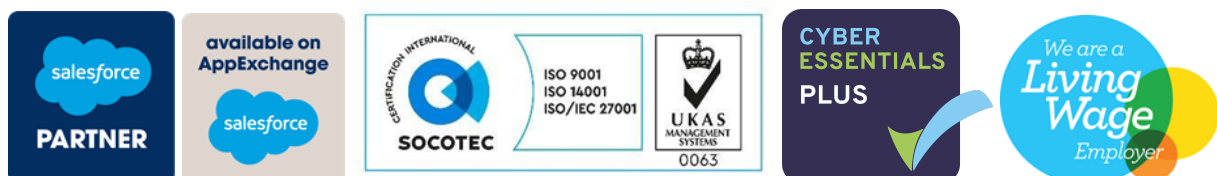
About Arcus Global

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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