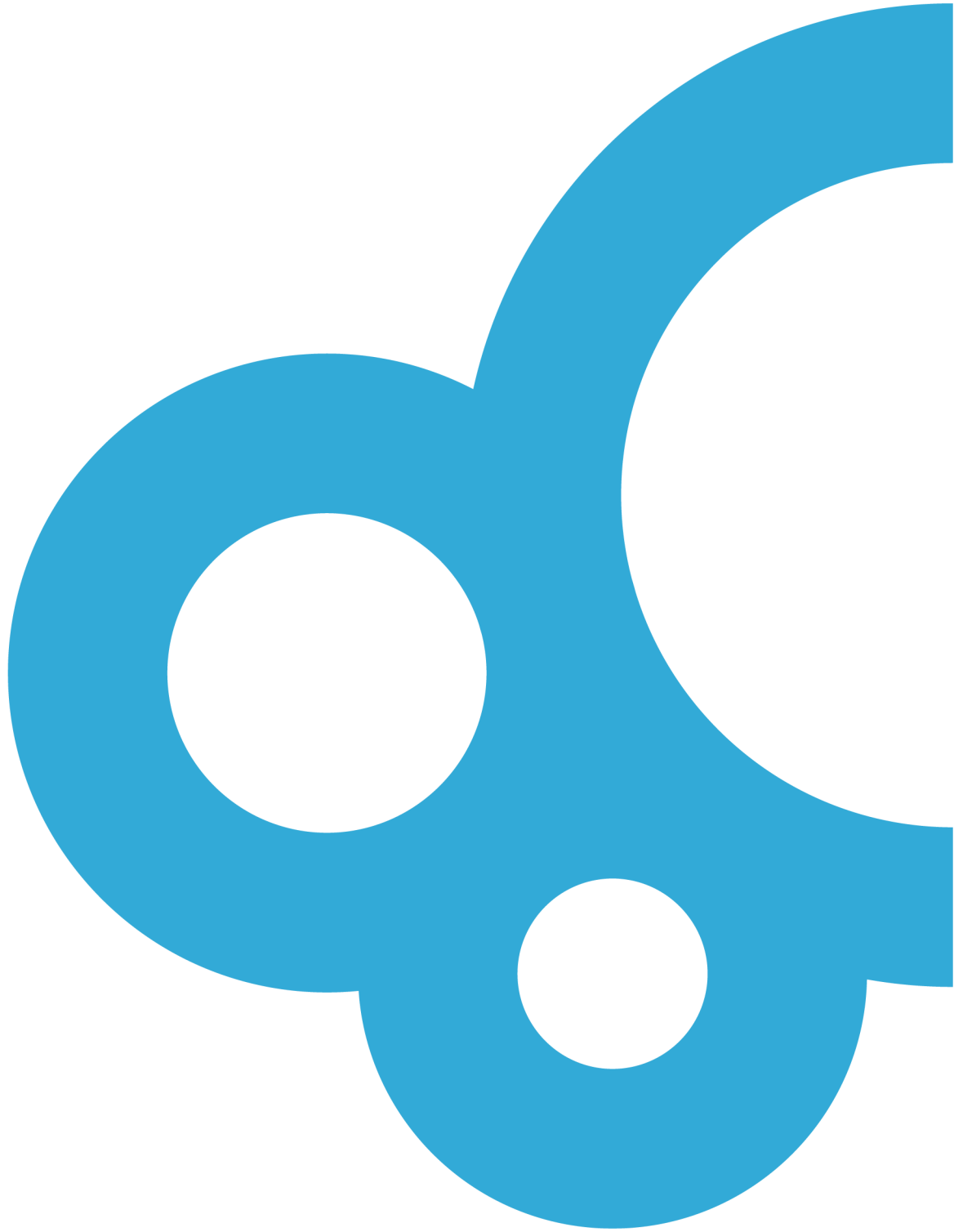




Arcus Global - Salesforce Slack

Digital Marketplace - Lot 2b

G-Cloud 15

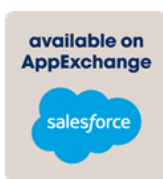


Contact Details

Future Business Centre
Kings Hedges Road
Cambridge
Cambridgeshire
CB4 2HY

Phone: 01223 482768

Email: gcloud@arcusglobal.com





Contents

Salesforce Slack	2
1. Service Description Jon Patterson WORK IN PROGRESS	2
1.1. Service Overview	2
1.2. Service Features Gary Torres DONE	5
1.3. Service Benefits Gary Torres DONE	7
1.4. Main components & Functions of this service Gary Torres DONE	8
Channels	8
Slack Connect	8
Messaging	8
Huddles	8
Clips	9
Conversation Summaries & Recaps	9
Huddle Summaries	9
AI Translations	9
Agentforce Agents in Slack	9
Third-Party AI Agents	10
Advanced Workflow & Automation	10
Workflow Branching & Conditional Logic	10
Workflow Summary Steps	10
Knowledge Management & Discovery	10
File Sharing & Canvas Integration	10
Slack Atlas	10
Lists & Project Management	10
Integration & Extensibility	10
Apps and Integrations	11
Enterprise Security & Compliance	11
Accessibility & Inclusion	11
Accessibility Features	11
2. Information Assurance	11
3. Data Backup / Restore and Disaster Recovery	12
4. On-Boarding	13
4.1. Deployment	13
4.2. Configuration and Customisation	13
5. Off-Boarding	13
5.1. Termination	14
5.2. Data Extraction and removal	14
6. Pricing Summary Jon Patterson WORK IN PROGRESS	14
7. Service Constraints	15
8. Service Management	15
9. Customer Responsibilities	15



10. Client-side Technical Requirements	15
11. Planned Maintenance Windows	16
12. Training	16
13. Data Centre Locations	16
14. Performance	16
14.1. Service Levels	16
14.2. Incident Response Time	17
14.3. Incident Updates	17



Service Description

1. Service Description

1.1. Service Overview

Slack is a messaging app for business that connects people to the information that they need. By bringing people together to work as one unified team, Slack transforms the way that Public Sector organisations communicate, organising messages around the work to be done rather than the people involved. Working in Slack helps you to work in a more connected, flexible and inclusive way.

CONNECTED

Slack channels make it easier and more efficient to collaborate with your colleagues towards a shared goal – you can work with colleagues inside or outside your organisation and collaborate just as you would in person. Slack moves communications into dedicated public and private channels, which bring the right people, partners and systems together.

FLEXIBLE

Slack supports asynchronous work. When work is organised in channels, you can access the information you need in your own time, regardless of your location, time zone or function. Ask questions, catch up with new developments and share updates without having to coordinate schedules.

INCLUSIVE

In Slack, everyone in an organisation has access to the same shared and searchable information. When teams work together in channels, information can be shared with everyone at once, helping teams to stay aligned and make decisions more quickly.

Slack provides a limited Free service for teams to trial the benefits. For ongoing use in the Public Sector, Slack is available in the following three upgraded paid plans:

Pro Plan

This Slack plan is the first step in moving your work into structured, searchable channels.

- Unlimited channels and messages
- Unlimited integrations to bring all your work and tools into one place
- Work seamlessly with people from outside your team or company by inviting them to one or more *Slack Connect* channels and/or adding guest accounts to your workspace
- Set custom retention policies on messages
- Forward emails into Slack
- Utilise Huddles and Clips features
- Set up User groups
- Group voice and video calls
- Custom profiles
- Screen sharing



Business+ Plan

The Business+ plan gives organisations additional control and oversight into their organisation's use of Slack and the data within it. Business+ also includes a number of powerful AI powered features and rate limited access to the leading AI powered personal assistant *Slackbot*.

Security and Compliance:

- Business+ allows organisations the option to move their data residency to UK Data Centres.
- Authentication and identity management is offered through SAML based Single Sign On solutions.
- Improve visibility and control through enhanced administrator tools such as Channel Management and Corporate exports on all messages, including DMs and Private channels when and if required.
- Gain the assurance of guaranteed reliability and fast, dedicated support.

AI Features

- AI powered RAG search to find answers and knowledge housed across the workspace messages and files.
- Daily recaps to allow users to curate their own digest of adjacent channels and stay focused on their main cases.
- File summaries that give a summary of any uploaded files.
- AI language translations.
- AI workflow generation to build workflows with a single prompt (e.g Build a workflow to remind my team to post their updates in the following form every Tuesday by 10AM).
- AI message explanations allows users to instantly understand company or industry acronyms, projects or jargon in the context of your enterprise knowledge.
- AI writing assistance in canvas to help draft briefs, recaps, updates or documentation.
- AI steps in Workflow Builder to enhance your workflows with AI powered steps (e.g When we mark a case resolved, write a summary and send it to this KB or system of record).
- AI assistant with usage limits – Slackbot provides intelligent search and assistance across your Slack workspace, with a weekly usage allowance that keeps your team productive (estimated around 15 messages per user per week after an introductory period).

Slackbot AI Assistant

- AI assistant with usage limits – Slackbot provides intelligent search and assistance across your Slack workspace, with a weekly usage allowance that keeps your team productive.

Enterprise+ Plan

Enterprise+ is Slack's solution for large, complex organisations with strict security and information governance requirements. Enterprise+ includes all the security and governance functionality you expect in an enterprise solution (e.g SIEM, MDM,



eDiscovery, Domain Claiming and Data Loss Prevention) whilst also providing an intuitive, consumer-like user experience.

Enterprise+ is designed to mirror the way your organisation is structured and is made up of unlimited workspaces connected within the container of an organisation. Workspaces are often provisioned for business units, departments or subsidiaries, but allow channels to span any or all workspaces to meet your collaboration needs.

Enterprise+ Slack also brings industry leading AI powered features to your work operating system. Enterprise search allows Slack search to span your Enterprise knowledge, through out of the box connectors with popular tools like Sharepoint, OneDrive, Google Drive and Atlassian. We also allow custom connectors to be set up for any system such as a Knowledge or Case Management system. This allows answers to be found across the gamut of Enterprise knowledge sources and Slackbot AI assistant to use these answers to multiply Staff productivity.

Security & Governance Features exclusive to Enterprise+:

- Unlimited workspaces - Create multiple separate workspaces under one centralized organization with unified administration and cross-workspace channels for seamless collaboration across departments, M&A integrations, or client-facing environments.
- SIEM integration (Audit Logs API) -Connect with security information and event management tools like Microsoft Sentinel, Splunk, or custom solutions to monitor and analyze security events in real-time.
- Native DLP for Slack Connect - Built-in data loss prevention that automatically scans and protects sensitive information shared in external Slack Connect channels.
- Legal Holds -Preserve messages and files for specific users regardless of retention settings, essential for litigation and compliance requirements
- Domain Claiming - Prevent unauthorised workspace creation by claiming all company-owned email domains.
- Advanced mobile device management – Block jailbroken/rooted devices, enforce minimum app versions, control default browsers, and prevent file downloads/message copying on mobile devices.
- Information Barriers - Prevent communication between specific groups within your organization for compliance purposes.
- Granular admin roles - Delegate specific administrative tasks (user admin, channels admin, compliance admin, etc.) without granting full admin access
- Sponsored Connections - Invite unlimited external partners to collaborate in your workspace without requiring them to have paid Slack accounts.

AI Features

- All features in Business+.
- Enterprise-wide search across connected systems - Slackbot searches beyond Slack to find information across all your connected enterprise platforms including Google Drive, SharePoint, OneDrive, Salesforce, and more. This unified search experience means your teams can discover documents, files, and data from multiple systems without leaving Slack, significantly reducing



time spent switching between applications and improving knowledge discovery across your organization. Enterprise Search also includes advanced features like semantic search that understands natural language queries and can surface relevant information even when exact keywords aren't used.

Unlimited Slackbot AI Assistant usage

- Unlimited Slackbot AI assistant with enterprise search across connected systems (Google Drive, SharePoint, etc.).

Enterprise Key Management (EKM)

With Slack EKM, organisations can encrypt Slack messages and files with their own keys, stored in Amazon's Key Management Service (AWS KMS). Administrators can also revoke key access on a granular user level so wider teams experience minimal disruption EKM is an additional bolt-on module available for Enterprise+ only.

The features available within each plan are summarised here:

<https://slack.com/intl/en-gb/pricing>

* Please note the commercially available pricing shown for each Slack plan may differ from the public sector rates in this Digital Marketplace service listing.

1.2. Service Features

COLLABORATION & AI

- Enterprise-grade Channel-based messaging platform with native AI capabilities.
- AI-powered productivity features: Thread & channel summaries, huddle notes with automatic transcription, and AI workflow builder for no-code automation creation.
- Slackbot 2.0: Personal AI companion that understands your work patterns and provides intelligent assistance.
- Enterprise Search: AI-powered federated search across Gmail, Outlook, Dropbox, Notion and all connected applications without leaving Slack.
- Agentforce integration: Deploy custom AI agents directly in Slack channels for team-wide automation and knowledge management.
- Securely work with external organisations using Slack Connect.

PLATFORM & AUTOMATION

- AI Workflow Builder: Create sophisticated workflows using natural language prompts or no-code builder.
- Conditional logic and automation: Advanced workflow capabilities with branching logic for complex business processes.
- Integrate with 2,600+ best-of-breed applications and build custom apps to work more efficiently.
- Universal Agent Platform: Support for AI agents from OpenAI, Salesforce Agentforce, Google, Anthropic and other leading providers.
- Seamless Salesforce integrations including Agentforce for Sales, Agentforce for Service, Marketing Cloud, Tableau and MuleSoft.



ADMIN CAPABILITIES & GOVERNANCE

- Meet information governance requirements with UK data residency and hosting options
- Enhanced identity and access management: Native SSO, SCIM provisioning, and integration with multiple Identity Providers (IDPs)
- Advanced security controls: Enterprise Key Management (EKM), Data Loss Prevention (DLP), and Mobile Device Management (MDM)
- Comprehensive audit and compliance: Legal holds, eDiscovery API, audit logs, and retention policies
- AI governance controls: Granular admin settings for AI features with security-first design
- Administrator analytics and insights with AI-powered usage analytics
- Guaranteed uptime SLA and fast customer support access

CUSTOMISATION & SCALE

- Enterprise architecture: Unlimited workspaces with centralised administration and governance
- IDP Groups: Centralised user group management across workspaces via Identity Provider integration
- Customise Slack to reflect your organisational structure and hierarchy
- Partner with dedicated Customer Success team
- Advanced user provisioning and deprovisioning capabilities

SECURITY & COMPLIANCE

- Data residency available in the UK
- Enterprise-grade AI security: Customer data never leaves Slack infrastructure; AI models are not trained on your data
- Claim your email domain to ensure all Slack workspaces meet your regulatory compliance and security needs
- Advanced threat protection: Real-time security monitoring with anomaly detection and custom thresholds
- Integrate with existing Security Information and Event Management (SIEM) tools and security stack
- Comprehensive compliance: SOC 2, ISO 27001/17/18, GDPR, HIPAA compliance options
- Content moderation: Advanced tools for enterprise content governance and safety
- Authentication controls including multi-factor authentication (MFA) enforcement

AI & INTELLIGENT FEATURES

- Natural language search: query and find information across your entire organisation
- Real-time language translation: Communicate across 100+ languages seamlessly
- Smart notifications and summaries: AI-powered daily recaps and intelligent alert management



1.3. Service Benefits

- **Unified Work Operating System:** Transform your organisation with a single platform that integrates collaboration, people, data, AI and tools - eliminating the need to switch between multiple systems and creating a seamless work environment.
- **Stay organised and focused** with central spaces for conversations, files, tools and people enhanced by AI-powered organisation and intelligent content suggestions that surface relevant information when you need it.
- **Provides individual knowledge workers, teams and communities** dedicated channels with AI summaries and recaps to increase alignment, reduce meeting dependency and avoid cumbersome email chains while maintaining full context.
- **See all discussions and files** about a given subject in one place: a channel, with AI-powered search that understands natural language queries and connects related content across your entire workspace.
- **Access to real-time conversations** with intelligent notifications and AI agents that can provide instant responses, route queries to the right people, and handle routine requests automatically.
- **Decide which channels are core to your work** and let AI help optimise your notification settings based on your work patterns, priorities, and collaboration needs.
- **Defaulting to open channels** increases future value through AI-powered knowledge discovery that learns from your organisation's conversations and makes institutional knowledge searchable and actionable for everyone.
- **Avoid work and knowledge becoming siloed** with intelligent content organisation, automated tagging, and AI agents that can surface expertise and information from across your entire digital ecosystem.
- **Spend less time switching context** between apps with over 2,400 integrations, AI-powered workflow automation, and intelligent agents that can perform actions across multiple systems from within Slack.
- **Work seamlessly with external suppliers, integrators, contractors and other Public Sector organisations** using Slack Connect enhanced with shared AI capabilities, secure cross-organisational workflows, and unified compliance monitoring.
- **Leverage AI-powered productivity gains** through automated summaries, intelligent translations, conversation recaps, and AI agents that handle routine tasks - allowing your teams to focus on high-value strategic work.
- **Transform institutional memory** with AI that continuously learns from your organisation's communications, creating a searchable knowledge base that gets smarter over time and preserves expertise as teams evolve.
- **Ensure compliance and security** with AI-powered threat detection, automated audit trails, and intelligent governance tools specifically designed to meet stringent public sector requirements while maintaining operational efficiency.
- **Seamless internal and external collaboration:** Unlike traditional platforms, Slack Connect enables secure, real-time collaboration with external partners, suppliers, contractors, and other government agencies without compromising security or requiring separate systems - breaking down organisational silos while maintaining full control and visibility.
- **Unified communication across organisational boundaries:** Collaborate with internal teams and external stakeholders in the same channels, maintaining context and continuity across projects that span multiple organisations. Eliminate the friction



of switching between internal collaboration tools and external communication methods.

- **Secure cross-sector partnerships:** Enable trusted collaboration between public sector organisations, private sector partners, and international agencies through enterprise-grade security controls, shared governance policies, and transparent audit trails that meet regulatory requirements while fostering innovation.
- **Streamlined supplier and contractor management:** Integrate external vendors directly into relevant project channels, enabling real-time updates, shared document collaboration, and instant communication while maintaining clear boundaries and access controls for sensitive information.

1.4. Main components & Functions of this service

Core Communication & Collaboration Channels

Bring order and clarity to work – create them for every project, topic or team. Channels provide you and your team with a shared view into the work being done. With access to the same information, everyone in the channel can work in sync, and new members have full context when they join. As you work in channels, your conversations and files become a searchable archive that gets more useful with time. Find answers, get context and make better decisions without having to chase down people or information.

Slack Connect

Collaborate with teams at other companies in the same way you do with teams at your own. Bring communication out of inboxes and into channels, where you can work quickly and collaboratively with outside organisations. Keep your work secure with Slack's enterprise-grade security features and compliance standards. Reduce your team's exposure to the email phishing and spam attacks that come with email. Easily book meetings, share documents and simplify various other routine tasks with apps. Streamline processes and speed up collaboration by building and connecting new workflows across organisations.

Messaging

Compose your message, and either send it immediately or schedule it for later. Team channels keep colleagues from across different locations in sync and included. Get important updates, discuss them and take action – all without switching tabs. By connecting other work tools to Slack, you can have richer, more informed conversations with enhanced formatting, reactions, and threading capabilities.

Huddles

Empower people to achieve success from anywhere by providing them with the flexibility to choose where, how and when they work best. Huddles recreate quick, informal office discussions with lightweight audio and screen-sharing. Give teams a digital-first way to brainstorm, solve time-sensitive issues and chime in on projects using Slack huddles – all without scheduling meetings, so work keeps on flowing uninterrupted.



Clips

Giving everyone across teams, time zones, physical spaces and companies accessible tools to collaborate asynchronously with each other. Clips are short audio, video and screen recordings with Slack clips to provide an update, showcase work, go through a product demo or give step-by-step instructions. Watch clips your way – speed them up, slow them down or read the captions. Transcriptions are archived and searchable, adding to your organisation's knowledge history.

AI-Powered Intelligence & Automation

Slackbot AI

Your intelligent assistant that helps streamline work and provides instant support. Slackbot AI can answer questions about your organisation, help draft messages, provide summaries of conversations, and assist with daily tasks. It learns from your workspace to provide contextual, relevant responses while maintaining enterprise-grade security and privacy standards.

AI-Powered Search & Enterprise Search

Revolutionary search capabilities that understand natural language queries and provide intelligent results across your entire workspace. Find information faster with AI that understands context, intent, and relationships between content. Search across messages, files, apps, and integrations with enhanced relevance ranking and semantic understanding of your organisation's knowledge base.

Conversation Summaries & Recaps

Automatically generated summaries of channel conversations and threads help teams stay informed without reading every message. AI creates concise overviews of discussions, decisions, and action items, ensuring no important information is missed. Perfect for catching up after time off or joining ongoing projects mid-conversation.

Huddle Summaries

AI-generated summaries of huddle conversations capture key discussion points, decisions, and next steps. These searchable summaries become part of your organisation's knowledge archive, making informal discussions as valuable and accessible as formal meetings, enhancing institutional memory and continuity.

AI Translations

Break down language barriers with real-time message translation capabilities. Teams can collaborate seamlessly across different languages, with AI providing accurate translations that preserve context and tone. Essential for global organisations and diverse teams working together in the modern workplace.

Agentforce Agents in Slack

Intelligent Salesforce agents integrated directly into Slack channels and conversations. These AI agents can handle customer service requests, process business workflows, access Salesforce data, and provide expert assistance without leaving your Slack workspace. Bring the power of Salesforce automation into your daily collaborative environment.



Third-Party AI Agents

Extensible platform supporting integration of various AI agents and intelligent assistants from partner organisations. Enable custom AI capabilities tailored to your specific industry needs, workflows, and business processes while maintaining security and governance standards.

Advanced Workflow & Automation

Workflow Branching & Conditional Logic

Advanced workflow capabilities with intelligent branching, conditional steps, and dynamic routing based on content, user roles, or external data. Create complex business processes that adapt automatically to different scenarios, reducing manual intervention and improving operational efficiency.

Workflow Summary Steps

AI-generated summaries at key workflow stages provide visibility into process status, decisions made, and pending actions. These intelligent checkpoints help teams track progress, identify delays, and maintain accountability across complex multi-step processes.

Knowledge Management & Discovery

File Sharing & Canvas Integration

Enhanced file sharing capabilities with intelligent organisation, automatic tagging, and contextual suggestions. Canvas integration provides collaborative document creation and editing directly within Slack, combining the immediacy of messaging with the structure of traditional documentation.

Slack Atlas

Comprehensive organisational intelligence platform that goes beyond names and faces to provide contextual information for effective collaboration. Features customisable user profiles, project associations, expertise mapping, and integration with HR systems to maintain accurate organisational structure and reporting relationships.

Lists & Project Management

Structured data management with intelligent lists that integrate seamlessly into conversations. Track tasks, manage projects, and organise information with categorisation, prioritisation, and workflow integration.



Integration & Extensibility

Apps and Integrations

Connect over 2,400 apps and services to create a unified work environment. Enhanced integration capabilities with AI-powered app recommendations, automated data synchronisation, and intelligent workflow connections. Transform Slack into your organisation's central nervous system for all digital tools and processes.

Enterprise Security & Compliance

Comprehensive security framework with AI-powered threat detection, automated compliance monitoring, and advanced data governance. Meet stringent public sector requirements with features like data residency controls, audit trails, and regulatory compliance tools specifically designed for government and enterprise environments.

Accessibility & Inclusion

Accessibility Features

Comprehensive accessibility support ensuring Slack works for everyone, regardless of ability or preferred interaction method. Features include screen reader optimisation, keyboard navigation, high contrast modes, and voice control capabilities. Detailed accessibility documentation available at slack.com/accessibility.

Slack serves as the Work Operating System, integrating communication, collaboration, automation, and intelligence into a unified platform that transforms how organisations in the public sector operate in the digital age.

2. Information Assurance

Enterprise-grade security is built into every aspect of how users collaborate and get work done in Slack, without sacrificing usability, so that you can get the most value out of Slack and do your best work.

Slack's industry-leading security programme is based on the concept of defence in depth: securing our organisation – and your data – at every layer. We continue to earn certifications adhering to the most broadly recognised security standards, offer solutions to help you to address your compliance requirements and employ rigorous measures at the architectural and operational levels to keep your data safe.

Security architecture and practices

Slack's dedicated security team uses industry-accepted best practices and frameworks to keep your data safe. Our security approach focuses on security governance, risk management and compliance. This includes encryption at rest and in transit, network security and server hardening, administrative access control, system monitoring, logging and alerting and more.



Slack supports customers' compliance with:

- HIPAA
- FINRA 17-a4 configurable
- GDPR
- Data residency in UK
- ISO IEC 27001
- ISO/IEC 27017
- ISO IEC 27018
- ISO 27701
- SOC 2
- SOC 3
- TISAX Level 2
- CSA
- FedRAMP Moderate
- APEC

Further details on Slack's Security credentials:

<https://slack.com/intl/en-gb/trust/security>

3. Data Backup / Restore and Disaster Recovery

Redundancy and Scalability

The service is highly scalable and redundant, allowing for fluctuation in demand and expansion of users while greatly reducing the threat of long-term outages.

Load-balanced networks, pools of application servers, and clustered databases are some of the high level features of our design.

Disaster Recovery

The Slack service is based on a primary and secondary model whereby customer data is both resilient in each data centre, and stored in 2 distinct geographical locations and replicated over secure network links. This enables service availability around maintenance and disaster recovery. Additional information can be shared under NDA.

Backup

In addition to our disaster-recovery capabilities, customer data is also backed up both within the local and remote data centre in the region. Backup media is not removed from the data centres, reducing the risk of loss. Customers on Business+ can also choose to store and manage their own back ups of Slack data using our *Corporate Exports* feature. Those on Enterprise+ can use our Discovery API to achieve the same result, and integrate with DLP solutions.

Restore

For Pro and Business+ plans, Slack workspaces can be restored using our *Import* tool. You can use the import tool to pull content from one of these sources: another Slack workspace, a CSV or text file or data that has been exported from third-party apps. For Enterprise+ customers, we don't support direct imports. As an alternative, you can import data to a separate workspace, then migrate that entire workspace into your org.



Further information on security at Slack is available from various Salesforce resources, including:

Help page where security articles are available:

<https://slack.com/intl/en-gb/help/categories/360000049043>

Salesforce compliance portal:

Security at Slack white paper:

<https://compliance.salesforce.com/en/documents/a006e00000yn85CAAQ>

SOC 2 report:

<https://compliance.salesforce.com/en/documents/a006e00000yn9bhAAA>

4. On-Boarding

For larger customers, Slack's Customer Success team advises and guides a wide variety of customers, ensuring they launch Slack successfully, adopt it widely and are continually driving business value from Slack.

- Slack's Help Center (<https://get.slack.help/hc/en-us>) provides user assistance.
- Slack offers online learning capabilities at - <https://get.slack.help/hc/en-gb/articles/218080037-Getting-started-for-new-members>

4.1. Deployment

Slack is a SaaS (Software as a Service) solution and users access the service via a web browser or by installing our iOS, Android or iPad clients. Enterprise+ customers can manage the installation of any Slack app via an Enterprise Mobility Management solution. Details on how to set this up can be found here:

<https://slack.com/intl/en-gb/help/articles/115002579426-Enable-enterprise-mobility-management-for-your-org>

4.2. Configuration and Customisation

The service provides many configuration options, including integration with custom applications. Details can be found in our help centre here:

<https://slack.com/intl/en-gb/help>

5. Off-Boarding

Off-boarding from the service is as simple as exporting and downloading your data and metadata if you choose to do so. We provide your data in an industry standard format to make it as easy as possible for you to migrate to another service if you wish to do so. Slack does not provide exit / transition services to support migration to future platforms or services. Export capabilities are available at:

<https://get.slack.help/hc/en-gb/articles/201658943-Export-your-workspace-data>

Please note. Slack has no obligation to maintain or provide any customer data and upon deletion of accounts Slack shall unless legally prohibited delete all Customer Data in accordance with its security practices.



5.1. Termination

Details of termination options and implications are contained in our Slack Customer Term of Service. The Supplier would not terminate except for buyers' material breach of the Call-Off Contract and the governing Terms of Use.

5.2. Data Extraction and removal

On the Pro plan, Workspace Owners may use the Standard Export to export content from public channels only. Standard Exports will include links to files, but not files themselves.

On the Business+ plan, Workspace Owners can apply to access Corporate Export, a self-serve export tool that permits a Workspace Owner to export content from private channels and direct/group messages as needed and permitted by law.

On the Pro plan, Workspace Owners can contact Slack and apply to export content from private channels and direct/group messages. Customers have access to their data at no additional cost.

On the Enterprise+ plan, Org owners can apply to access a self-serve data export tool. Access to this tool permits an org owner to export content from all channels and conversations, including private channels, direct messages and all conversations that a single user is part of, as needed and permitted by law.

Each org owner must ensure that (a) appropriate employment agreements and corporate policies have been implemented, and (b) all use of business exports is permitted under applicable law. Data exports will include links to files, but not the files themselves. Data exports for a single user's conversations will contain files if the export is in TXT format. Workspace owners and admins who manage individual workspaces in an Enterprise+ org may also export data from their workspace's public channels.

Details on how to delete a workspace can be found at the link below:
<https://slack.com/intl/en-gb/help/articles/204067366-Delete-a-workspace>

Note that this action is permanent and can only be taken by the Primary Owner.

6. Pricing Summary

Comprehensive pricing details can be found in our separate pricing document.

Slack charges customers based on the metric of monthly active users (aka MAU) in the workspace (or workspaces) included in the contract. Different 'per active user' pricing is defined for each of the three paid plans.



Slack	Unit Price	
Description	Unit	Price
Slack Pro	Active User/year	£69.00
Slack Business Plus	Active User/year	£144.00
Slack Enterprise Plus	Active User/year	£432.00
Add on module for Enterprise Grid	Unit	Price
Enterprise Key Management	Active User/year	£48.00

The Slack ELA contract terms determine the Subscription fees. The ELA is offered with either an annual or a quarterly True up schedule.

On an Annual True Up schedule, a fixed fee for an annual period is agreed at the start of the contract based on the 'Good Faith Estimate' (GFE) of monthly active users in that term. The Good Faith Estimate of users is then invoiced annually in advance. The User threshold will then change in any subsequent renewal periods.

On a Quarterly True Up schedule, an initial Good Faith Estimate is agreed at the start of the contract and is invoiced annually in advance, then the User threshold may increase (or 'True up') on a quarterly schedule. A User Threshold increase will only occur if the Monthly Active Users on the day of the True Up is higher than the current Good Faith Estimate (GFE). Any additional users are then Invoiced for the remainder of the annual term (pro-rated for the remaining quarters of that annual term).

A Monthly Active User is any non-bot member of the workspace who has performed any action in Slack in the preceding 28 days. Actions include:

- Logging in and reading messages
- Posting messages
- Reacting to messages
- Uploading files
- Using search
- Any other interaction with Slack

5 Single Channel Guest accounts are offered free of charge for every paid member of the workspace. Multi-channel guest accounts are charged in the same way as standard member accounts. Users from other workspaces invited to collaborate with your users in Slack Connect channels are never charged in your workspace.

Please note:

- Invoicing is annual, in advance according to our ELA terms, with True up defined by the specific schedule listed on the Order Form.
- Quarterly True Ups may apply if the user threshold is increased and the customer has not opted for an Annual ELA.
- Please see our Terms of Use for further information



7. Service Constraints

The Slack Product plans differ in terms of which features are available in each plan. The details of which features are available on which plan can be seen in more detail in our Pricing Document and at <https://slack.com/intl/en-gb/pricing>

8. Service Management

Your success is our success

Customer success is a top priority for Salesforce and Slack. For all Enterprise+ customers and larger Business+ contracts, Slack's Customer Success team will be assigned to advise and support Slack deployments and ensure they are continually driving business value from the service.

- Slack's Help Center (<https://get.slack.help/hc/en-us>) provides user assistance.
- Slack Customer Experience teams can be contacted by paying customers using feedback@slack.com. The service levels of this channel will differ depending on the plan purchased.
- Slack offers online learning capabilities at <https://get.slack.help/hc/en-gb/articles/218080037-Getting-started-for-new-members>

Bespoke Slack service and support packages can be discussed directly with the Slack account team and your delivery partners.

9. Customer Responsibilities

Details are as set out in the Terms of Use.

10. Client-side Technical Requirements

Slack is a SaaS (Software as a Service) solution and users access the service via either a web browser or through one of our installed application clients (iOS, Android, Linux, Windows, Mac and iPad).

Browser & System requirements

Slack supports a range of popular browsers and Operating systems. Learn more: [System Requirements for using Slack](#).

Internet access

Slack is designed to use as little bandwidth as possible, so that the service performs adequately over high-speed, wireless and mobile Internet connections.

11. Planned Maintenance Windows

Sometimes we need to perform maintenance to keep Slack working smoothly. This is a rare occurrence but if scheduled downtime is necessary, we'll give you at least 48 hours' advance notice. In a year, scheduled downtime won't exceed 10 hours.



We expect planned downtime to be infrequent, but will endeavour to provide the Customer with advance notice (e.g. through the Services) if we think that it may exceed five (5) continuous minutes.

More details on this policy can be read in our SLA (<https://slack.com/intl/en-gb/terms/service-level-agreement>) and the Slack service status can be found at: <https://status.slack.com/>

12. Training

We provide webinar-based and instructor led training for the Slack product. The extensive list of training resources can be found at:

<https://slack.com/intl/en-gb/help/categories/360000049063>

Users, Developers and admins can also become Slack Certified by taking a course and passing an online exam. More details and information can be found at:

https://trailheadacademy.salesforce.com/all-offerings#f-products=Slack&f-siteLanguage=en_US

13. Data Centre Locations

Slack's Pro plan services are run from AWS data centres in the USA. For customers on Business+ and Enterprise+, customers can request their data to be hosted and stored in UK (or EU) based datacenters. More details on how to do this can be found at:

<https://slack.com/intl/en-gb/help/articles/360035633934-Data-residency-for-Slack>

14. Performance

Full details on our SLA can be found at:

<https://slack.com/intl/en-gb/terms/service-level-agreement>

14.1. Service Levels

- Slack provides a 99.99% uptime commitment for customers on the Business+ subscription and above (our service level agreement or SLA). If we fall short of our 99.99% uptime commitment and your workspace (or, in the case of Enterprise+, your org) is affected, we'll apply a service credit to your account for future use.
- To review current and historical uptime, visit Slack status.
- As our business evolves, we may change our service level agreement. Customers can review the most current version of the service level agreement at any time by visiting:
<https://slack.com/intl/en-gb/terms/service-level-agreement>



14.2. Incident Response Time

Get updates on Slack's uptime alerts

Transparency is important to us, especially when it comes to how we communicate Slack's service availability and uptime. That's why we keep Slack Status and our issue history accessible to everyone and as up to date as possible.

14.3. Incident Updates

During an issue

For issues that affect our customers, you'll find the most up-to-date information on Slack Status. Here are a few other ways to stay informed:

Subscribe to our Slack Status RSS feed

Using your preferred subscription tool, subscribe to Slack Status updates via [Atom feed](#) or [RSS feed](#). You can even set your RSS reader to regularly check for updates so that you're immediately notified of anything new.

Follow @SlackStatus on Twitter

Follow @SlackStatus on Twitter for updates that affect Slack services.

Set up a third-party monitoring system

Visit [Slack API](#) for information about building a custom tool that sends updates when Slack services are affected.

After an issue

After we've resolved an issue, we'll publish an issue summary on Slack Status within 24 hours. The issue summary will include more specific details about what occurred and how our customers were impacted.

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