



Arcus Add-Ons

Service Definition

Software



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Service Description

Summary

Arcus Add-ons are additional features, licences and services that can be purchased to extend the scope of your Arcus solutions. A short description of each is given below. These options may require implementation / configuration services which are available at our standard SFIA rate card.

Online presence:

- Public Registers
- Public Register Subscriptions
- Consultee Comments
- Online Payment Integrations
- Online Forms
- Online Bookings

Enhanced Features:

- Arcus Document Generation
- Word Add-in for Document Generation
- Email to Custom Object
- Arcus PDF Edit
- GIS Integration
- Batch Communications with GOV.UK Notify Integration

Integrations:

- Planning Portal for both Planning and Building Control
- NLIS
- Secondary Gazetteer Managed Service
- OS Places Address Lookup
- Food Standards Agency "Register a Food Business" service
- Citizens Advice Integration for Trading Standards services
- DBS Update Service
- DVLA Vehicle Lookup
- VOA Business Rates Lookup

AI Enhanced Processing

Designed to deliver massively improved productivity across your entire workflow by seamlessly integrating a diverse range of industry-leading AI tools and models, the Arcus AI service ensures that your teams always employ the right technology for their specific context. By embedding AI into the Arcus platform, we provide tailored support within the legislative context, whether that is built environment, regulatory services, waste management, or corporate governance. With a focus on delivering tangible business value, Arcus AI streamlines operations across every product.



Online presence:

- Public Registers
- Public Register Subscriptions
- Consultee Comments
- Online Payment Integrations
- Online Forms
- Online Bookings

Public Registers

Enables a publicly accessible view of data held in Arcus products to meet legislative requirements and/or open-data goals.

Standard templates available for the Arcus Built Environment product are:

- Planning Applications
- Planning Appeals
- Planning Enforcement
- Building Control Applications

Standard templates available for the Arcus Regulatory Services product are:

- Licensing Act 2003 Public Register
- Taxi Licensing Public Register
- Animal Activities Licensing Public Register
- Gambling Licensing Public Register
- HMO Licensing Public Register
- General Licensing Public Register
- Registered Food Premises Public Register
- Private Water Supplies Public Register
- Cooling Towers Public Register

Non-standard configurations available on request.

Benefits:

- Meets statutory requirements to publish Public Registers for certain key datasets (e.g. Planning and Licensing) with no officer intervention or effort.
- Enable opening up of datasets for all data held in Arcus Solutions.
- Reduces incoming demand on services for information by diverting that demand to the website
- Improves citizen engagement with key regulatory processes by allowing online comments on application (where regulations allow)

Public Registers Subscriptions

Enables users of the Public Register to subscribe to notifications about what is happening in their area, for example to be alerted to new Planning Applications, or new Licence Applications in their neighbourhood. Can also be used to alert Ward Councillors and Parish Councils about new activity in their areas of interest.

**Benefits:**

- Reduces the demand on council officers to manually provide information to councillors by regularly pushing information directly to interested parties
- Reduces incoming demand on services for information by diverting that demand to the website where the public can sign up for subscriptions
- Improves citizen engagement with key regulatory processes by ensuring citizens are told what is happening that is of interest to them, rather than having to look for it.

Consultee Comments

An authenticated portal for consultees or other partners to track and manage responses to applications or cases on which they are asked or required to comment.

Benefits:

- Consultation process managed electronically rather via letters, leading to lower cost and more predictable response times.
- Consultation responses entered into the system without rekeying, saving officer time.
- Increased engagement of non-statutory consultees with a system that is easy to use and can be accessed anywhere at any time.

Online Payment System Integration

Allows users of the Arcus Digital Services Hub to pay for services online using a variety of payment providers. Supports both 'pay now' (e.g. at the point an online form is submitted to request a service) and 'pay later' (e.g. request a service now and return to DSH to pay once the fee for the service has been calculated).

Supported payment providers include:

- GOV.UK Pay
- Access Paysuite (formerly known as Capita SCP)
- Civica eStore
- WorldPay
- Adelante
- Heycentric
- Windcave

Additional payment providers can be added on request.

Benefits:

- Allows payment to be taken at the point a service is requested
- Allows customers to return and pay later if needed
- Records payment against the relevant records in Arcus products, ensuring simple reconciliation processes for officers.

Digital Service Hub Online Forms

A library of forms covering key local authority services areas which integrate to the Arcus Regulatory Services, Built Environment and Local Gov CRM products. Including:

- Regulatory Services
 - Licensing Act 2003
 - Taxi Licensing
 - Complaints and requests for service regarding:



- Noise and Nuisance
- Food Safety
- Health & Safety at Work
- Private Sector Housing Standards
- Licensed premises and taxis
- Environmental crime
 - Pest Control Visit Requests
- Built Environment
 - Building Control Applications
 - Local Land Charge Searches
 - Planning Pre-Application Advice
- Local Gov CRM
 - “Report It” forms, covering a wide range of environment, street scene, waste and other service areas.
 - Compliment and complaints

Benefits:

- Allows a range of services to be offered 24-7 on a local authority website
- Data and documents pushed into the relevant records in Arcus products and directed to the appropriate team to deal with saving officer time

Online Bookings

Online bookings for services aligned with the Arcus Place suite of products. Standard booking templates are available for:

- Taxi Vehicle Inspections
- Knowledge Tests
- Pest Control
- Bulky Waste Collections
- Booking a Meeting with the services (e.g. a meeting to discuss a potential planning matter)

Non-standard configurations are available on request.

Benefits:

- Allows a range of services to be offered 24-7 on a local authority website
- Data and documents pushed into the relevant records in Arcus products and directed to the appropriate team to deal with saving officer time
- Booking details managed by back-office teams ensuring only relevant times and dates are available.



Enhanced Features

- Document Generation
- Word Add-in for Document Generation
- Email to Custom Object
- GIS Integration
- Arcus PDF Edit
- Batch Communications

Arcus Document Generation

Arcus Document Generation provides a consistent user interface to enable the efficient production of all documents, from simple acknowledge letters to complex legal records. Arcus Document Generation integrates with a variety of 3rd party engines, offering a range of communication channels from local printing to “print and post” options

Benefits:

- Increased efficiency of document production
- Standardisation of documents and letter outputs
- Reduced costs for printing and posting of letters

Word Add-in for Arcus Document Generation

The Word Add-in for Arcus Document Generation simplifies the editing of documents generated using Arcus products by allowing officers to save edits to documents without needing to upload the document.

Benefits:

- Increased efficiency of document production
- Reduces officer time spent on document editing

Email to Custom Object

An add-on feature to the Arcus Communications Panel component used in Arcus products, which makes interacting with 3rd parties by email incredibly simple and efficient. This feature enables replies to emails sent from the Communications Panel to be automatically stored against the record from which they are sent, with any attachments on the reply being stored in Files against that record.

Benefits:

- Removes need for officers to link emails and attachments to records manually
- Encourages two interactions between the service and service users.

GIS Integration

Integration between Arcus Products and Geographical Information Systems (GIS) that enables:

- Creation of features in the GIS that relate to records held in the Arcus product (e.g. the site of a planning application)
- Spatial integration of data in the GIS to trigger creation of records in Arcus products (e.g. creation of address information for mailshots)



Supported GIS Systems include:

- Cadcorp
- ESRI
- Any other GIS that supports OGC Web Feature Services.

Benefits:

- Enables the creation of spatial data linked to records in Arcus products
- Enables spatial data held in GIS systems to be used as part of the workflow inside Arcus products
- Is vendor independent - working with any OGC compliant GIS

Arcus PDF Edit

Allows users to work with PDF documents in Salesforce Files to:

- Mark PDFs with comments and drawings
- Measure elements of the PDF to scale
- Redact elements of the document, so documents containing personal or sensitive information can be published online in a redacted form.

Benefits:

- Enables key functions such as plan measuring, note taking and redaction to be carried out without leaving Salesforce
- Changes to documents stored in Salesforce against the relevant records

Batch Communications with GOV.UK Notify Integration

Enables Salesforce reports to be used as the basis of issuing letters, email and SMS messages to related parties across the system. Typically used to send reminders of licence renewals, annual payments or notification to specific types of business, but can be used for any mass communication.

This used integration with GOV.UK Notify to send letters, email and SMS messages.

Benefits:

- Save officer time by quickly issuing reminders in batches of tens or hundreds (or thousands)
- Free and low-cost SMS and letter and postal services from GOV.UK Notify

Integrations

- Planning Portal for both Planning and Building Control
- NLIS
- Secondary Gazetteer Managed Service
- Use of OS Places Address Lookup as a Gazetteer alternative
- Food Standards Agency "Register a Food Business" service
- Citizens Advice Integration for Trading Standards services
- DBS Update Service
- DVLA Vehicle Lookup
- VOA Business Rates Lookup



Planning Portal Integration

Provides integration between the Planning Portal service for both Planning Application and Building Control submissions. Planning and Building Control applications submitted via the Planning portal are created as records in the Arcus Built Environment product with no need for user intervention. All associated documents are attached to the application records.

Benefits:

- Integration of data and documents directly into Arcus Built Environment saves officer time and increases efficiency.

NLIS Integration

Provides integration between the Planning Portal service for Planning Application and Building Control submissions. Local Land Charges searches submitted via NLIS are created as records in the Arcus Land Charges product with no need for user intervention. All associated documents are attached to the application records.

Accredited to NLIS Level 3, the integration supports service negotiations.

Benefits:

- Integration of data and documents directly into Arcus Built Environment saves officer time and increases efficiency.

Secondary Gazetteer Managed Service

Managed import of DTF files from a Gazetteer Management System into the Arcus Gazetteer which then provides address lookups based on the gazetteer to Arcus products including Built Environment, Regulatory Services and the Digital Services Hub.

Includes initial data load and nightly updates via 'Change Only Update' files.

Benefits:

- Ensures location data used in Arcus products is accurate and up-to-date data from the local land and property gazetteer.

Use of OS Places Address Lookup

Integration with OS Places API enables address lookups within the system to search the national address gazetteer held by Ordnance Survey.

This requires the customer to have a valid OS Places licence key (which most public services will have via the Public Sector Geospatial Agreement).

Benefits:

- For those customers who do not have access to a local property gazetteer, enables easy access to accurate addresses from the national property gazetteer, with updates to the data set made every 6 weeks
- For those customers spanning multiple district authorities (such as county councils, partnerships and shared services) provides a more cost-effective alternative to regularly loading multiple DTF files.

Food Standards Agency "Register a Food Business" service

Provides integration with the Food Standards Agency's (FSA) "Register a Food Business" service. New Food Business registration submitted via the FSA portal are created as records in the Arcus Regulatory Services product with no need for user intervention.

**Benefits:**

- Integration of data directly into Arcus Regulatory Services saves officer time and increases efficiency.

Citizens Advice Integration for Trading Standards services

Provides integration with the Citizens Advice service. Notification and referrals from Citizens Advice are created as records in the Arcus Regulatory Services product with no need for user intervention.

Benefits:

- Integration of data directly into Arcus Regulatory Services saves officer time and increases efficiency.

DBS Update Service

Integration with the Disclosure and Barring Service Update Service

(<https://www.gov.uk/dbs-update-service>) enables changes to a person's DBS status to be automatically reflected in Arcus products, with offices alerted of any change.

Benefits:

- Removes the need for manual checks and so saves officer time
- Reduces the chance of a change being missed, increasing public safety

DVLA Vehicle Lookup

Integration with the DVLA Vehicle Lookup Service enables officers, and applicants using online forms, to search for a vehicle using a Registration Number, and then autopopulate forms with the details of the vehicle.

Benefits:

- Increases the accuracy of data
- Provides an enhanced user experience

VOA Business Rates Lookup

Integration with the Valuation Office Agency API enables officers, and applicants using online forms, to search for an address and then autopopulate forms with the details of the rateable value of the property at that address.

Benefits:

- Increases the accuracy of data
- Prevents erroneous fee calculations

AI Enhanced Processing

Integration with a diverse range of industry-leading AI tools and models to deliver productivity gains across all Arcus products. Provides a range of services including:

- AI driven automation of routine administrative tasks such as document classification and application validation.
- Agentic AI working in tandem with human customer service agents
- AI augmented "human in the loop" decision making processes.

**Benefits:**

- Frees up officers from routine administrative tasks to allow them to concentrate on adding value
- Boosts human productivity through integrated AI support agents
- Augments officer decisions making by providing recommendations

Features, Advantages and Benefits

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

Feature	Advantage	Benefit
Public Registers	Fulfils and exceeds statutory duty to publish registers with no intervention from officers. Increased efficiency and reduction of incoming demand for information.	Increased efficiency and reduction of incoming demand for information.
Consultee Comments	Consultations dealt with via web rather than paper or email.	More efficient statutory consultation process. Increased public and political engagement in non-statutory consultations.
Online Payment Integrations	Take payment from the customer at the point of requesting a service and record against the relevant record in Arcus product.	More efficient application processes and payment reconciliation.
Online Forms	Enable 24-7 access to services with integration directly to relevant back-office products.	Improved customer experience and more efficient processing.
Online Bookings	Enable 24-7 access to services with integration directly to relevant back office products.	Enable 24-7 access to services with integration directly to relevant back-office products.
Arcus Document Generation	Quick, consistent customer communications.	Reduces effort of routine communication tasks. Provides customers with a consistent experience across all comms channels.
Email to Custom Object	Simple and efficient two-way communications with customers	Reduce admin overhead for officers.



	recorded automatically against records.	
Arcus PDF Edit	Measure, markup and redact documents from within Salesforce, removing the need to download / upload documents.	Removes inefficiency from council processes.
Batch Comms	Quickly send batches of letters, emails or SMS using the most cost-efficient channel available.	Saves time and money on regular communications.
Vendor agnostic GIS Integration	Use spatial data in workflows from any OGC standards compliant GIS.	Removes tie in to any one GIS product vendor.
Integration to Planning Portal, NLIS and LLPG	Automated integration with no officer time required.	More efficient processing of applications.
OS Places Integration	API Integration to the National Land and Property Gazetteer for UK address lookups	No need to maintain a secondary gazetteer with your products.
Citizen Advice Integration	Automate the download and processing of notifications and referrals from Citizens Advice	Save officer time managing the download and data processing.

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 NLPG/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

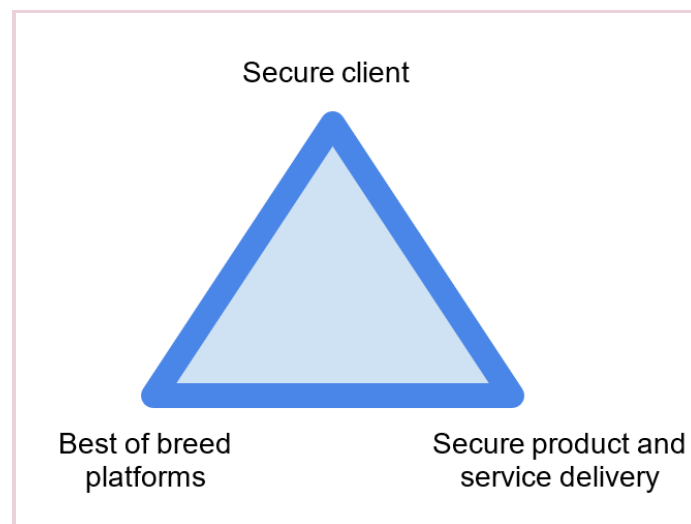


Your responsibilities are for Internet connectivity, Bandwidth, and utilisation on the customer corporate network. We recommend that at least 128kbps are available per concurrent user of the system.

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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