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Service Definition

Azeus Convene – Paperless Board and Executive Meetings



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1. An Overview of the G-Cloud Service (functional, non-functional)

Azeus Convene is a Digital meeting solution with native apps for iPad, Android, Windows, Mac and modern web browsers.

Convene is a secure board management and digital governance platform designed to streamline the organisation of board and senior management meetings. It is hosted in the UK at ISO 27001-accredited data centres and supports compliance with UK public sector security standards, including role-based access controls and UK GDPR requirements. Convene is already used by a wide range of public sector organisations, including Local Government, Central Government departments and agencies, and NHS Trusts.

The solution supports mobile access across the iOS, Android and Windows PC platforms, with a strong customer base ranging from large enterprises, banks, retail, education, and financial institutions to government agencies.

Meeting Management
Reduce meeting preparation time and effort with automated scheduling, board pack preparations and secure digital distribution.

Interactive Meetings
Keep everyone on track with real-time synchronised annotations and live control of other devices.

Offline Access
Prepare for meetings and review documents offline – anytime, anywhere.

Remote Meetings
Attend board meetings remotely from any location.

Cross-Platform Support
Access and join meetings on iOS devices, Android devices, Windows PC or modern web browsers.

Security Controls
Data is protected using encryption, authentication, and authorisation mechanisms.

Enterprise Data Integration

- Integrate with SharePoint, Dropbox, Box, and OneDrive document repositories and use documents from those repositories in meetings.

- Integrate with an LDAP server and Active Directory on-premise or on cloud. Convene also supports one-time password, single sign on and can be integrated with an MDM client.

- Integrate with MS Exchange for easier set-up of meetings and coordination of schedules.

Hosting
All of your data will be hosted in the UK using AWS.

AI Features

Convene includes optional AI-enabled features to support meeting documentation and governance workflows. These capabilities include automated summaries, draft minutes, transcripts, and suggested action items, all of which can be reviewed and edited by authorised users. AI assistance is available within the application to support navigation, information retrieval, and access to previous meeting records.

- AI Companion for AI-generated summaries of meeting files - highlighting critical details and providing better insights, to make strategic decisions with confidence.

- Tailored Support, directly in the App - Quickly resolve technical issues or navigate the app by asking Convene AI.

- Smart Assistance – Maximise efficiency by effortlessly creating tasks, sending notifications, and accessing past decisions and records, all with a simple message.

- Automated Minutes - Summarise meetings instantly, access key insights and decisions, as well as transcripts and recordings, in seconds. Edit the AI-generated meeting summaries for greater accuracy.

- Auto-generate Meeting Action Items - Turn meeting summaries into action with automated suggestions, so you can kickstart progress right away.

- Craft Executive-Ready Minutes - Refine grammar, tone, and flow with just a few clicks for clear, actionable documentation.

1.1. Benefits for administrators and secretaries

- Automate the creation and distribution of meeting materials and agenda.

- Upload all documents from the desktop with a simple drag-and-drop interface.

- Collate meeting documents and link to agenda items.

- Quickly define role-based or individual access to documents and folders.
- Notify meeting participants for important updates.
- Keep current and archived meeting information in a central repository with support for document versioning.
- Freeze meeting records for record keeping.
- Use and access enterprise SharePoint, Box, Dropbox documents for meetings.
- Use LDAP/AD directory information for user account management.
- Save time and money through automated processes and reduction of printing costs.

1.2. Benefits for meeting members

- Access meetings and materials securely from anywhere, anytime through mobile devices or web browsers.
- Receive notifications via email with single-tap access to latest meeting information and updates.
- Securely download materials for offline reading.
- Receive auto-updates of downloaded content when these are available.
- Add shared or private annotations and notes to materials online and offline before, during and after meetings.
- Supports real-time synchronised annotations and meeting controls.
- Join meetings from remote locations.
- Access upcoming meetings and review previous meetings.

2. Information Assurance

Our cloud service is provided through Amazon Web Services in the UK. The AWS facility is ISO 27001, ISO 27017, ISO 27018, ISO 9001, and Cyber Essentials Plus accredited.

We also have existing arrangements with a number of UK data centres and infrastructure partners for our cloud services offerings. Their data centres adhere to best practices described by the EU Code of Conduct for Data Centre Operations. They can meet the profiles of PSN accreditation and possess the required ISO27001 certification.

Our UK office is registered with the ICO and holds Cyber Essentials, Cyber Essentials Plus and ISO 27001 certifications.

3. Backup/Restore and Disaster Recovery Provisions

Details of the Level of Backup/Restore and Disaster Recovery that will be Provided

Azeus performs a full backup of the database on a daily basis during off-peak hours. This allows the service to recover to a prior state in the case of a major failure (with a Recovery Point Objective of 24 hours).

Azeus Convene leverages the Availability Zones (AZ) provided by AWS to ensure minimal disruption time. An AZ cluster of data centres is provided by AWS for each region. An Azeus Convene environment is hosted inside an AWS region that contains at least two AZs to ensure no single point of failure and to provide high availability. This allows Azeus Convene to be quickly recovered to another AZ (with a Recovery Time Objective of 4 hours) in the case of a major failure or disaster at the data centres.

Azeus keeps redundant backups of the whole cloud server in different locations to protect against data loss. A daily data backup strategy will be implemented to ensure the availability of data. Typically, data backups will only be kept for up to 7 days. Longer backup data retention periods can be considered for public authorities.

A disaster recovery environment will be available and ready in case a disaster or any similar event occurs. The disaster recovery environment will have sufficient hardware and software to take over the operations of the production site. Azeus will strive to restore services to normal operations within 24 hours.

4. Trial Accounts

Trial accounts are available for both technical and end-user testing. Once a trial is started you have full access to the Convene support and customer success teams. The trial is provided to allow customers to evaluate the service. The trial will be made available for your full decision-making cycle.

5. On-boarding and Off-boarding Processes/Scope

5.1. On-Boarding

The Customer should contact Azeus to express their intent to subscribe to our cloud-based services. Azeus will work with the Customer and agree on the terms and conditions for our services.

After completing the contract signing and obtaining from the Customer the required information, Azeus will prepare the cloud-based instance according to the Customer's specifications. Azeus will provide the Customer with the complete account details, payment/billing information and login credentials to the cloud-based instance. Usually, it would take less than one week from the point of order for a Customer to start using the service.

Registered Customers will have the admin facility to manage the set of user accounts within their cloud-based instance. User account creation will be handled by the Customer's System Administrator or authorised representatives.

5.2. Off-Boarding

Azeus may destroy or otherwise dispose of any of the Customer Data in its possession unless Azeus receives, no later than thirty days after the effective date of the termination of the Contract, a written request for the delivery to the Customer of the then most recent backup of the Customer Data. Azeus shall use reasonable commercial endeavours to deliver the backup to the Customer within 30 days of its receipt of such a written request, provided that the Customer has, at that time, paid all fees and charges outstanding at and resulting from termination (whether or not due at the date of termination). The Customer shall pay all reasonable expenses incurred by Azeus in returning or disposing of Customer Data.

6. Pricing

Please refer to the Pricing Document and the SFIA Rate Card submitted together with this proposal.

7. Service Management Details

7.1. Service Delivery

7.1.1. Service Level Management

Azeus will monitor system performance levels to ensure that service level agreements (SLAs) are met. Adjustments to the system will be carried out if service levels fail to meet the agreed levels.

7.1.2. Performance and Capacity Management

Performance and Capacity Management will be conducted regularly by Azeus to meet the agreed SLAs.

7.2. Security Management

Azeus will conduct a security review at least once a year. Identified system or service vulnerabilities will be subjected to risk assessment and impact analysis, which will determine any necessary course of action.

8. Service Constraints

Convene for Windows requires Windows 7 or higher. Convene for Mac requires X 10.10 or higher. Convene for Android requires Android 7.0 or higher. Convene for iOS requires iOS 11 or higher. Our standard terms of service have set out the scheduled maintenance window for servers hosted in different regions, and such terms of service are incorporated as part of the contract. Scheduled maintenance would be carried out within that window. That would suffice as communicating scheduled maintenance in advance. When we need to deploy a major release, we inform customers in advance to make them aware of upcoming changes.

9. Service Levels

9.1. Availability

The Availability SLA for Azeus Convene service is 99.5%.

9.2. Severity Definitions

Reported issues are prioritised according to their nature and impact on business operations. The priority definitions are:

Priority	Definition	Target Response Time
1 – High	Service is unusable.	1 hour
2 – Medium	Service is usable, but affects day-to-day operations.	2 hours
3 – Low	Service is usable but has minor issue(s). Ad-hoc queries by end users.	8 hours

9.3. Service Support

9.3.1. Service Help Desk

Role of Service Help Desk

Support services are provided through the Convene Help Desk with support staff attending to any usage enquiries, requests for assistance and reported problems with the applications and technical aspects of the Service.

Support requests and incidents are logged into the ticket monitoring system with a ticket number assigned for reference. All information such as user profile, date and time, target response and fix times, as well as follow-up actions, are logged in the ticket monitoring system. Users can contact the Help Desk and provide the assigned ticket number to check the status.

Covered Hours

Convene software service will be monitored 24x7 to ensure serviceability.

Help Desk support service will be provided 24/7/365.

Contacting the Convene Help Desk

A telephone number and an email address will be provided to customers for contacting the Convene Help Desk.

9.3.2. Support Boundaries

Support services cover end-user support for enquiries and problems for the following:

- Installing the Azeus Convene app onto compatible end-user devices.
- Using the Azeus Convene app to access the subscribed features and services.
- Using the Azeus Convene Portal to access the subscribed features and services through compatible web browsers on compatible platforms.

9.3.3. Software Upgrades

There will be three types of release - patch release, minor release and major release. Major releases include upgrades and new features for the standard software version. Sometimes, major releases may include substantial changes and some major enhancements to the standard package that may cause previous versions to be incompatible. Minor releases will be released for minor changes/enhancements, or to fix reported bugs of the product. Patches include fixes to critical issues, where it was deemed that it cannot wait to upgrade to a minor or major release. Patches may be applied across different package versions if deemed necessary and clients will be notified.

All changes in these different releases will undergo rigorous and comprehensive testing and change control. Merging and/or propagation of all fixes and upgrades across different package versions will be handled properly using Software Configuration Management tools.

9.3.4. Documentation

Azeus maintains and updates service documentation. Customers will have access to the updated documentation.

10. Training

Service users can pick up how to use the Service right away with the intuitive software design and on-screen user aid. Comprehensive user guides and administration manuals will

be provided for more advanced tasks. Unlimited remote training is provided as part of the subscription. On-site training can be provided on request.

11. Ordering and Invoicing Process

The initial subscription term should be for a minimum of 12 months, and each renewal of subscription of the Services should also be for a minimum period of 12 months.

Please also refer to Part A - Order Form and Clause 8 in the G-cloud Services 8 Call-off Terms, and the clause on “Payments, Refunds and Cancellations” in the standard Terms of Service for Azeus Convene submitted together with this proposal.

12. Termination Terms

Please refer to Part A - Order Form and Clause 23 and 24 in the G-cloud Services 8 Call-off Terms.

13. Data Restoration/Service Migration

Data loss can be recovered by restoration of backups within the 7-day retention period. Azeus shall as far as possible perform the restoration within 48 hours upon request for data loss caused by Azeus’ system failure. Azeus shall not be responsible for any data loss, destruction, alteration or disclosure of Customer data caused by any third party. For data loss caused by the Customer, Azeus will charge the Customer on a time and material basis the cost of restoring the data lost.

Azeus can assist in the migration of the Customer’s data from another service. Migration of data shall be performed upon receiving the complete data from the Customer. The committed completion time will depend on the structure of the Customer’s data. Azeus will charge the Customer on a time and material basis the cost for the data or service migration.

In case of termination of services, Azeus may destroy or otherwise dispose of any of the Customer Data in its possession unless Azeus receives, no later than thirty days after the effective date of the termination of the Contract, a written request for the delivery to the Customer of the then most recent backup of the Customer Data. Azeus shall use reasonable commercial endeavours to deliver the backup to the Customer within 30 days of its receipt of such a written request, provided that the Customer has, at that time, paid all fees and charges outstanding at and resulting from termination (whether or not due at the date of termination). The Customer shall pay all reasonable expenses incurred by Azeus in returning or disposing of Customer Data.

14. Consumer Responsibilities

The Customer shall:

- Provide Azeus with all necessary cooperation in relation to the G-cloud service Framework Agreement; and all necessary access to such information as may be required by Azeus, in order to provide the Services, including but not limited to Customer Data, security access information and configuration services;

- Comply with all applicable laws and regulations with respect to its activities under the G-cloud service Framework Agreement and Terms of Service of Azeus Convene;

- Carry out all other Customer responsibilities set out in the Terms of Service of Azeus Convene in a timely and efficient manner. In the event of any delays in the Customer's provision of such assistance as agreed by the parties, Azeus may adjust any agreed timetable or delivery schedule as reasonably necessary;

- Ensure that the Authorised Users use the Services and the Documentation in accordance with the terms and conditions of the Terms of Service of Azeus Convene and shall be responsible for any Authorised User's breach of the Terms of Service;

- Obtain and shall maintain all necessary licences, consents, and permissions necessary for Azeus, its contractors and agents to perform their obligations under the Terms of Service of Azeus Convene, including without limitation the Services;

- Ensure that its network and systems comply with the relevant specifications provided by Azeus from time to time; and

- Be solely responsible for procuring and maintaining its network connections and telecommunications links from its systems to Azeus' data centres, and all problems, conditions, delays, delivery failures and all other loss or damage arising from or relating to the Customer's network connections or telecommunications links or caused by the Internet.

15. Technical Requirements

Supported End-User Platforms	**Android** Devices: Android phones and tablets OS: Android 7.0 or above Memory: At least 3 GB of RAM **iOS** Devices: iPads and iPhones For iPads OS: iPadOS 13 or iOS 12 Memory: At least 3 GB of RAM For iPhones OS: iOS 12 or above Memory: At least 2 GB of RAM **Windows** Devices: For desktops and Surface Pro OS: Windows 10 (64-bit) or above Screen resolution: At least 1024 x 768 Memory: At least 4 GB RAM Application size: ~190 MB
	Mac Devices: MacBook, MacBook Air, MacBook Pro, Mac Mini, iMac, Mac Pro devices manufactured since Fall 2014 OS: X 10.10 or above Screen resolution: At least 1024 x 768 Application size: ~184 MB
Network	WiFi hotspots / 3G / 4G / 5G network for accessing the Convene Portal or conducting remote meetings
Browser	IE 11 / Mozilla Firefox 62 / Google Chrome 51 / Safari 9 / MS Edge 13.1056 or above

Supported File Formats	Convene's Document Library supports these file formats or extensions without the need to convert them before uploading: pdf, doc, docx, xls, xlsx, ppt, pptx, rtf, txt, jpg, jpeg, png, gif, tif, tiff, mp3, m4a, ogg, wav, avi, mp4, m4v, wmv, mpg, mpeg, ogv, 3gp, zip, rar. Convene's Agenda builder supports various file formats including MS Office (MS Word, PowerPoint and Excel), pdf, txt, jpg, and png files. Large formats like A1 and high-resolution images are also supported.

16. Details of Any Trial Service Available

For trial and subscription details, visit https://www.azeusconvene.com/en-gb/

The Azeus Convene app is publicly available for download at the Apple Apps Store, Google Play Store and our product website.

17. Contacts and Information

Product Website:

https://www.azeusconvene.com/en-gb/

Sales Enquiries:

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