

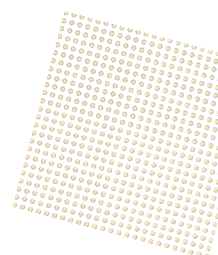


G-Cloud 15 Service Description

**Contensis for Directories – A SEND
Local Offer, health, social care &
community directory & website**



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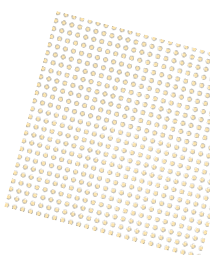


About Zengenti

We're Zengenti, the creators of leading SaaS platforms Contensis and Insytful. We were founded in 2001, and for 25 years, we have provided accessible, responsive websites and digital systems to the public sector. Working with Zengenti, clients gain a single, trusted partner covering the entire digital journey.

Our products, Contensis and Insytful, create outstanding digital experiences.

Contensis is our headless, API-first DXP/CMS, and Insytful is our digital accessibility, website improvement and QA platform. Both tools make it easier for teams to create and manage content, while ensuring it's accessible to all.





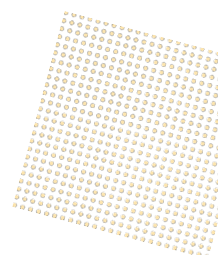
Contensis for Directories

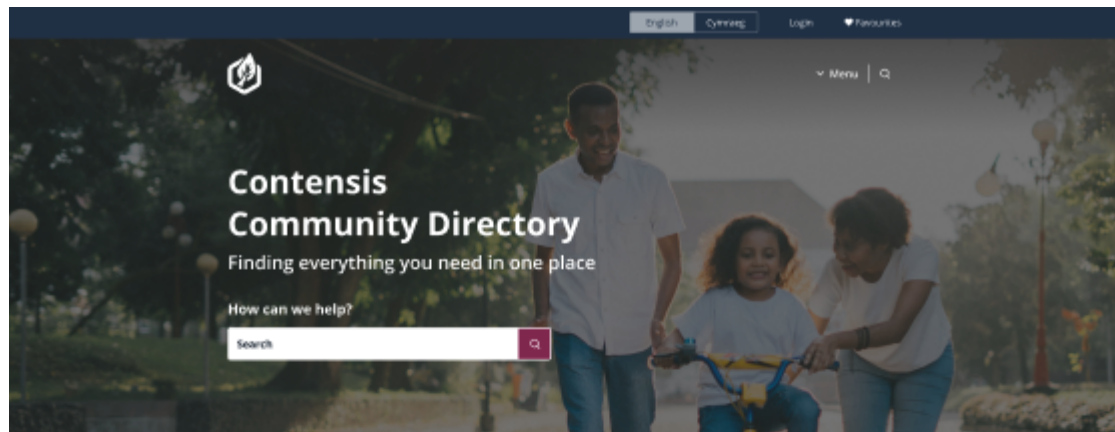
Contensis for Directories is a pre-built platform designed to help local authorities manage, share, and promote vital services for children and young people with special educational needs and disabilities (SEND) and their families. It provides an affordable, accessible, performant and responsive SEND, FIS, and Local Offer website and searchable directory.

The platform also supports information, advice and guidance, health, social care, childcare, events and community services. It helps service users, carers, and professionals to find the information they need quickly and easily, while allowing providers and administrators to manage listings and content with confidence and transparency.

The themeable front-end directory and website have been designed and built in accordance with GOV.UK design system principles. It complies with the latest WCAG 2.2 accessibility guidelines and GDPR legislation.

Contensis for Directories can be deployed as a hosted, software-as-a-service (SaaS) solution in a matter of weeks, backed by Zengenti's professional services team, who can help with seamless data migration and any customisation, user experience, information architecture or integrations you need.





Directory

- All directory service
- Children and Families
- SEND Local Offers
- Adults
- Cost of leaving help
- Communities
- Wellbeing
- Things to do

Information



Adults care and support

Information for adults including those who care for people. Find community groups and services.



Family hub

Here you'll find information and resources to support you and your family, providing opportunities to help every child and family thrive.



Find Childcare

Learn about the different types of childcare providers and what you should know before choosing childcare.



Health, Wellbeing and Lifestyle

Advice and guidance on diet, wellbeing and lifestyle changes advised by NHS and much more.



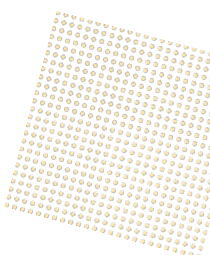
Local Offers and care leavers

Support for care leavers moving into adulthood and independent living.



Care Professionals and Organisations

News, resources and information for care professionals and organisations.





Popular services

[View Directory](#)

Local Offer

Add to favourites

All Aboard Day Nursery Alphabet House Day Nursery Long Eaton & Chilwell

Foundation Stage Unit for children aged 3 and 4. F1 for pre-school children and F2 for reception children.

3.1 miles

7 Welbeck Road, Retford, Nottinghamshire, DN22 7NP

01777 762262

allaboarddaynursery.com

enquiries@allaboarddaynursery

Local Offer

Add to favourites

All Aboard Day Nursery Alphabet House Day Nursery Long Eaton & Chilwell

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01777 762262

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enquiries@allaboarddaynursery

What's new

Dementia support
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01 March 2026

Local library updates
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01 March 2026

Saturday local market
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01 March 2026

Event

01 March 2026

Build and play

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur vulputate nulla nunc.

[Find out more](#)

Things to do

Event

01 March

Children story telling
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Taxonomy

Event

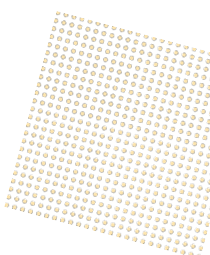
01 March

Let's meet up for a coffee
Lorem ipsum is simply dummy text of the printing and typesetting industry.
Taxonomy

Event

01 March

Crochet at the pub
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Taxonomy





Bringing services, events, information, and directory listings together

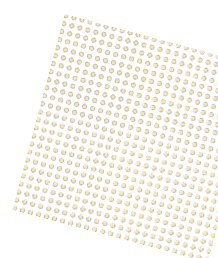
Contensis for Directories enables you to consolidate services, events, Ofsted and CQC data, personal assistants, and other essential information, advice and guidance in a single, searchable platform.

As the name suggests, Contensis for Directories is built on our popular DXP/CMS platform, Contensis, which is already used by over 30 local authorities in the UK.

Contensis is a flexible, modern platform that completely separates content and presentation. It offers all the benefits of a modern headless system, as well as those of a traditional platform.

Contensis for Directories harnesses the power of Contensis, along with a pre-built, modern, themeable, and fully accessible front-end website, helping local authorities manage their SEND Local Offer and Family Information Services directory, as well as health, social care, childcare, and community services.

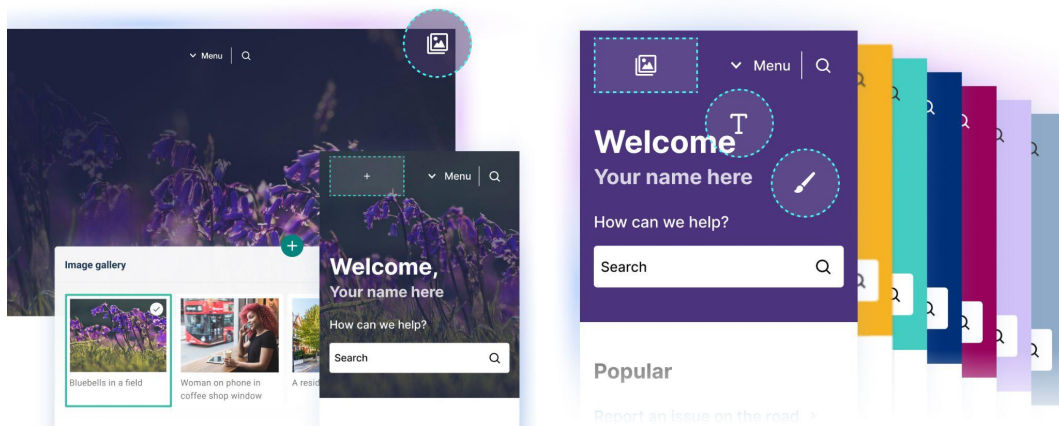
The platform enables easy maintenance of accurate directory listings, as well as the creation and governance of helpful information, advice and guidance, helping to connect users with the support they need.





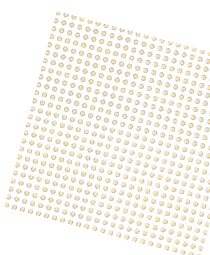
Themeable design

The Contensis for Directories interface has been designed to allow you to customise the theme and branding to your specific guidelines. This includes incorporating your logos, selecting background and accent colours, and choosing any font from the Google Fonts library to personalise the experience to meet your requirements. The design system comprises various components and patterns that will be updated to reflect your brand, offering a flexible, scalable solution.



GOV.UK design system

Contensis for Directories has been designed and built according to GOV.UK design system principles and Government Digital Service (GDS) best practices. This approach combines extensive research and experience to ensure our solution is simple to use, accessible and puts people first.





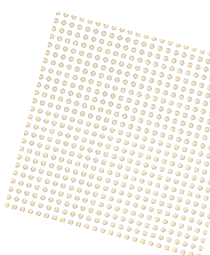
We have adopted this approach for several years, embracing standards that improve experiences and enhance collaboration. Our experienced designers maintain an ongoing commitment to staying up to date with the latest GDS standards and findings, ensuring the continual implementation of best practices.

Accessible by default

Contensis for Directories has been designed to meet WCAG 2.2 AA accessibility standards. The front-end website adopts many design patterns and best practices established by GOV.UK, including clear navigation, consistent headings, accessible form components, and support for keyboard navigation and screen readers. These practices are built into the system and are applied consistently across directory records, information pages, search filters, and forms.

Accessibility compliance is an ongoing commitment. We have extensive experience delivering fully accessible websites and digital systems across the public sector. Accessibility is fundamental to everything we do and is embedded in both the back-end CMS platform and front-end directory website.

Contensis for Directories is regularly tested using a combination of automated tools and manual audits. Updates to maintain and improve compliance with the latest WCAG guidelines are incorporated into product development cycles. Public users, including those using assistive technologies, can access and interact with all parts of the directory effectively and without barriers.





Mobile-first and responsive

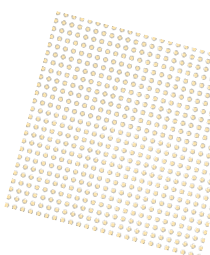
Mobile devices dominate UK internet traffic, accounting for approximately 55% to 60% of total web page views. This is why Contensis for Directories adopts a mobile-first approach, ensuring the solution is optimised for the devices most commonly used by your audience.

This approach helps us consider the simplest of experiences, keeping things uncomplicated and removing unnecessary elements from the user interface that may slow performance or hinder the user journey.

It also helps us create consistency across breakpoints and devices, allowing us to upscale to larger screens more efficiently. It also allows us to define content hierarchy in a single-column layout, ensuring that the highest-priority content is presented to the user first.

The single-column and priority-order features are also reflected in the CMS itself. Contensis for Directories and the underlying CMS platform are designed to encourage you to write and prioritise mobile-first content.

Perhaps most importantly, our approach also encourages authors to write for mobile devices. Mobile screens have limited space, so writing for mobile allows authors to be concise and get to the point quickly.





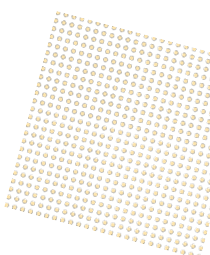
This approach requires clear, straightforward language for easy comprehension on smaller screens. This clarity benefits all users, not just those on mobile devices, by improving overall readability.

To improve performance across devices, Contensis for Directories automatically optimises your uploaded images. Content authors can also apply a custom crop or resize and optimise images as required.

Comprehensive search, filters and location maps

The built-in intuitive search makes finding the proper support fast and frustration-free. Directory listings can be displayed in either list or map view.

The list view provides a clear, structured layout that allows users to scan key service information quickly.





Showing 1 - 20 of 244 results

Results per page: 20 ▾

Show results on map 

Local Offer

Add to favourites 

All Aboard Day Nursery Alphabet House Day Nursery Long Eaton & Chilwell

Foundation Stage Unit for children aged 3 and 4. F1 for pre-school children and F2 for reception children.

 3.1 miles
7 Welbeck Road, Retford, Nottinghamshire, DN22 7RP

 01777 702202

 allaboarddaynursery.com

 enquiries@allaboarddaynursery

Add to favourites 

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Categories in Children and families

Select categories ▾

Filter by

Clear all

Postcode

Radius

Search

Service Type ▾

Locality ▾

Accessibility ▾

Funding 2 Year Olds



Funding 3 And 4 Year Olds



Specialist Childminder



Facilities ▾

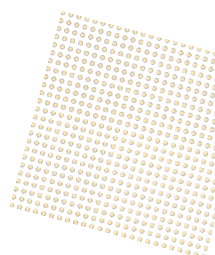
Pickup Available



Pickup: School ▾

Inclusion ▾

The map view offers an interactive experience where users can view services geographically, using a postcode or location to centre results and explore what is available within a specified radius. The postcode lookup and radius-based filtering feature is particularly valuable in helping users understand the proximity of services to their home or other chosen location.



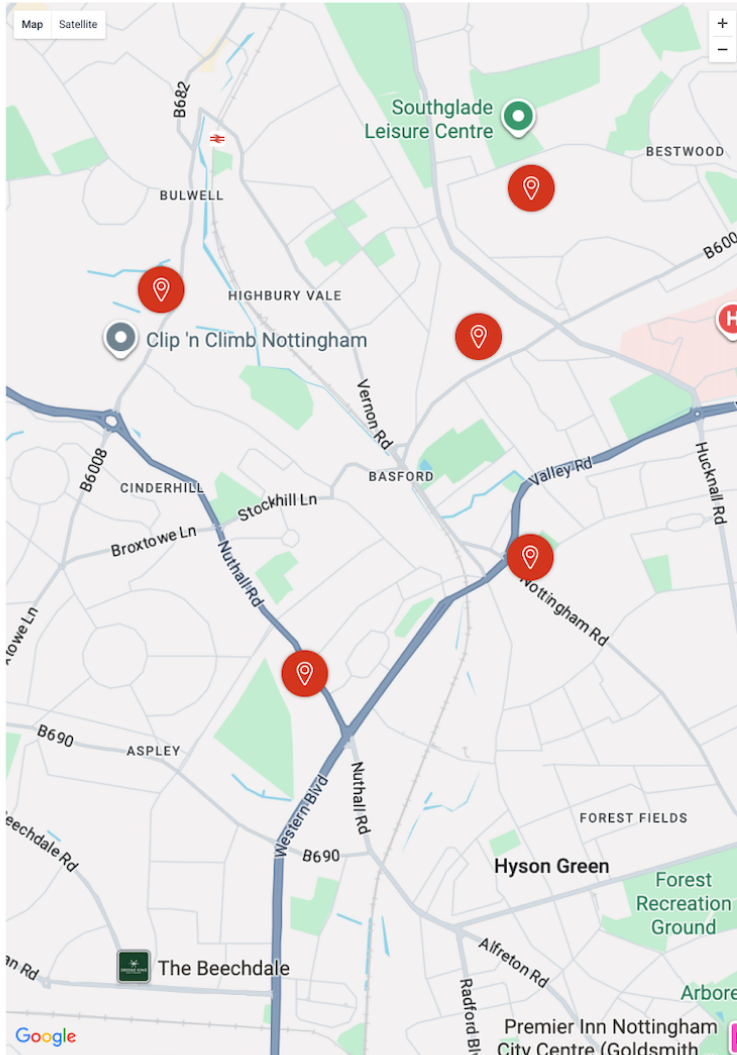


Showing 1 - 20 of 244 results

Results per page: 20 ▾

[← Back to previous category](#)

Show results as list ☰



Categories in Children and families

Select categories ▾

Filter by

Clear all

Postcode

Radius

Search

Service Type ▾

Locality ▾

Accessibility ▾

Funding 2 Year Olds ☐

Funding 3 And 4 Year Olds ☐

Specialist Childminder ☐

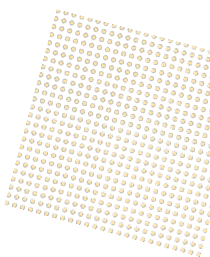
Facilities ▾

Pickup Available ☐

Pickup: School ▾

Inclusion ▾

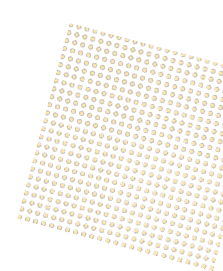
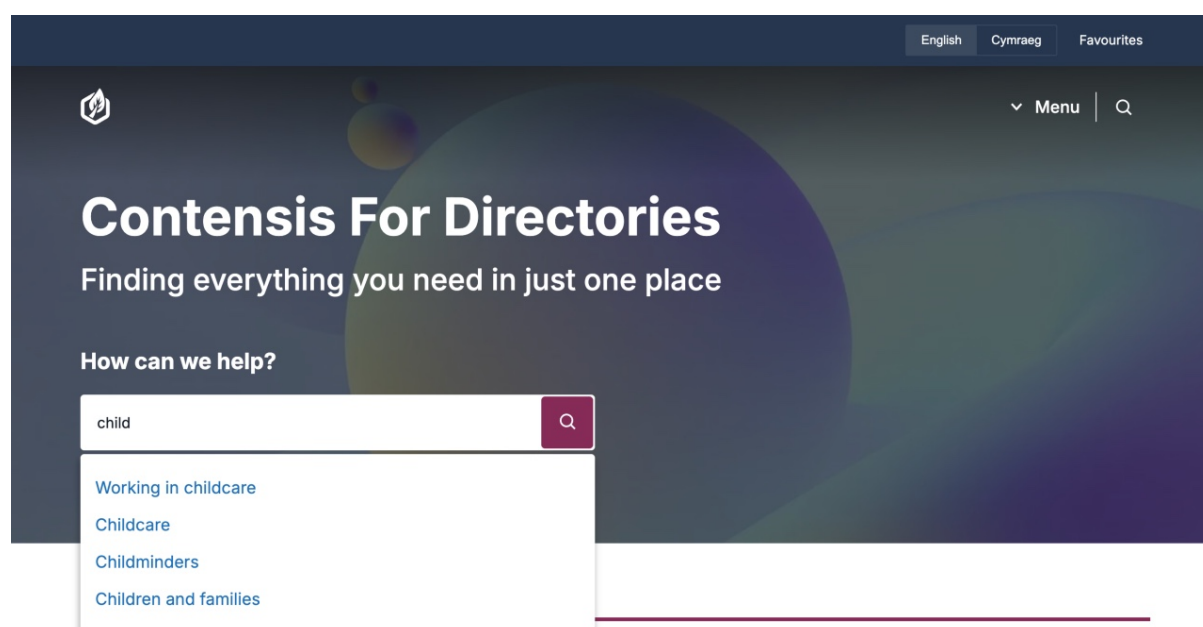
To further support users in narrowing down results, Contensis for Directories includes a comprehensive set of filters for directory records. Filters can be configured to reflect the specific needs of the directory and its audience, such as age group, type of support, accessibility features, service categories, or





Ofsted/CQC rating. These filters work seamlessly with both list and map views to offer a consistent experience regardless of how you search and filter.

Alongside the directory-specific search, Contensis for Directories also has site-wide search functionality. This includes all content published to the platform, including services, information pages, advice, guidance, news and events. Results start appearing dynamically as the user types, enabling quick discovery and reducing unnecessary navigation.





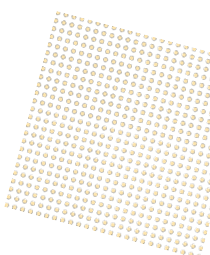
Enhance your directory and content with rich media and asset downloads

Contensis for Directories provides full support for rich media, images, video, and downloadable assets, allowing content authors to create engaging, accessible content across both information, advice and guidance pages and directory records.

Content within the platform can include high-quality images, videos, and image galleries. Images can be added individually or grouped into galleries for more visual layouts.

These images can be uploaded and sourced from the managed media library, which supports tagging, metadata and alternative text.

Images are automatically optimised for fast delivery across different devices and platforms. Our image processing API supports format conversion, resizing, cropping, and quality adjustments, optimising file sizes and improving page load times without requiring manual intervention.





In addition to media, the platform supports downloadable assets, such as PDFs. These can be uploaded and linked directly from a page or directory record, giving users access to supplementary information such as referral forms, policy documents, brochures, and other resources.

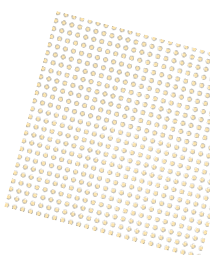
Flexible page layouts

Content and directory records are modelled and defined in the platform using content types. Content types are different types of content broken down into their smallest parts.

Each content type consists of predefined fields for authors to complete. Components are optional and repeatable groups of fields that can be added to your content types as needed.

Subject to appropriate roles and permissions, authors can populate the content types with data by simply filling in a series of fields. We call this an entry. This provides a very simple, easy-to-use, and intuitive editing experience, and makes it easy to reuse and manage entries across the front-end website.

Contensis for Directories includes a preconfigured set of content models, page layouts and components designed to streamline the creation of structured directory content and rich information pages. These support a wide range of content types, including events, news articles, general content and information





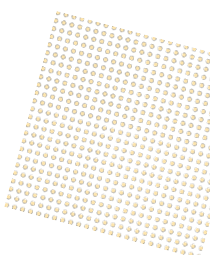
pages, landing pages, and directory records.

Content authors can use these content types to maintain consistent and accessible information across the directory and other associated areas of the website.

Each content type includes customisable fields, validation rules, and optional components to support structured and unstructured content as required.

In addition, authors can incorporate promotional banners and highlight panels within content entries. These allow for the placement of promotional content such as featured events, campaigns, or internal calls-to-action, directly within the flow of a page.

This enables authors to draw attention to important updates or initiatives without requiring additional development work.





[Sign in](#) [Sign up](#) [Log in](#) [Feedback](#)

 [Menu](#) [Q](#)



Home

Adults care and support

Information for adults including those who care for people, find community groups and services.

Popular

- [Keeping safe](#)
- [Financial and legal advice](#)
- [Carers support](#)
- [Somewhere to live](#)
- [Things to do in the community](#)
- [Help in your home](#)



Care homes

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Welcoming places

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Volunteering

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Housing

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Staying well

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Social groups

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[Event](#)
10 November

Octoberfest

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[Find out more](#)



Things to do



Learn about technology

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Technology



Let's meet up for a coffee

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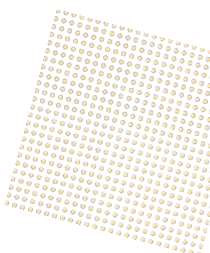
Technology



Crochet at the pub

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Technology





Register

Get help

Log in

Feedback

Menu

Q

Alphabet House

Day Nursery

Home

Directory

Alphabet House Day Nursery

Long Eaton & Chilwell

The aim of Alphabet House Chilwell is to provide quality care and learning in an atmosphere of happiness, warmth and nurturing.

ALPHABET HOUSE

DAY NURSERY

Overview

The aim of Alphabet House Chilwell is to provide quality care and learning in an atmosphere of happiness, warmth and nurturing.

- To provide a warm, happy and loving environment for the child
- To teach the child a wide variety of learning skills
- To make learning stimulating and fun through play
- To develop social skills
- To inspire self-esteem and confidence.

Implementation

Alphabet House uses the Early Years Statutory framework (EYF) as our base curriculum the overarching principles are :

- Every child is a unique child, who is constantly learning and can be resilient, capable, confident and self-assured.
- Children learn to be strong and independent through positive relationships.
- Children learn and develop well in enabling environments with teaching support from adults, who respond to their individual interests, needs and help them to build their learning over time. Children benefit from a strong partnership between practitioners and parents/carers.
- Importance of learning and development. Children develop and learn at different rates. The framework covers the education and care of all children in early years, including children with special educational needs and disabilities.

Add to favourites

Add to Calendar

- Overview
- Contact Details
- Address
- Opening times
- Image gallery
- Download
- Childcare
- Availability
- Care
- Insider
- Local offer
- Related

Contact Details

Zoe Widdowson
Nursery Manager

0115 824264

alhouse@alhouse.co.uk

chilwell@alhouse.co.uk

Second Contact name

Nursery Manager

0115 824264

alhouse@alhouse.co.uk

chilwell@alhouse.co.uk

Address

Alphabet House Day Nursery

42-44 Abernethy Lane
Beeston
Nottingham NG9 5W
Nottinghamshire

Opening times

The park is open daily throughout the year down to clock.
The cafe is open:

18

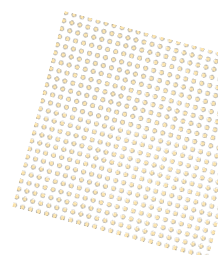


Integration and open standards

Contensis for Directories offers comprehensive support for the Open Referral UK standard, enabling the exchange of structured, reusable data across systems.

The platform includes an extensive API development framework, enabling developers to extend its functionality and build any required integrations using any programming language or framework.

All content is accessible via RESTful APIs and can be integrated with CRM and case management systems. Directory data can also be embedded in third-party websites through widgets or accessed directly via the API for syndication.







Integrate data from Ofsted and the CQC

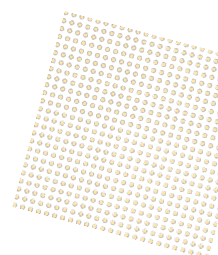
Contensis for Directories supports integration with external data sources from Ofsted and the Care Quality Commission (CQC), allowing structured data from these providers to be surfaced and managed within directory records.

All data and directory records in the platform are structured using Contensis content types and entries, which include fields specifically designed to store and display data from Ofsted and CQC. This consists of inspection ratings, dates and links to full inspection reports. Fields can be configured to accept manual input or can be populated automatically via an integration with the relevant data source.

Easy Read pages

Easy Read pages use larger fonts, generous spacing, and a simple single-column layout to support clear and comfortable reading.

Contensis for Directories supports the creation of Easy Read pages through its flexible content modelling and editing features. Content authors can create content and pages designed explicitly for Easy Read formats, incorporating simplified language, short sentences, and large, clear headings.





Easy Read pages can be supported by images, videos, symbols, and other media to enhance understanding and ensure compliance with accessibility legislation.

Social sharing tools

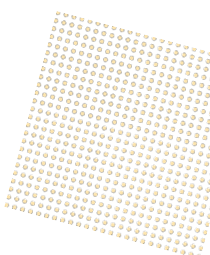
Contensis for Directories enables content to be easily shared across popular social media platforms, boosting visibility and reach for services, events, and other directory records. Each directory record, event, article or page published through the platform can include social sharing links. These are typically displayed in the content template and allow users to share the page directly on platforms such as Facebook, X, and LinkedIn, as well as via email.

Last Updated: 24 October 2024

Share this page



Links open the relevant platform's sharing interface, prepopulated with the page title, summary, and a link to the record, enabling users to quickly and easily post content to their own networks. Each page and directory record supports metadata tagging, including OpenGraph text and images, to optimise how pages appear when shared on social media.



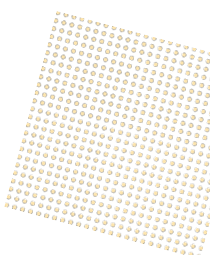


Provider dashboard and self-service management

Contensis for Directories includes a secure, flexible login area that enables service providers to manage their own directory records. The self-service model reduces administrative overhead for local authority teams and helps ensure listings remain accurate and up to date.

Each provider can register with the platform, giving them access to a dedicated management dashboard tailored to their role.

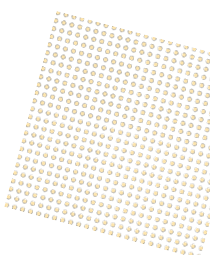
The screenshot displays the 'Account settings' page of the Contensis for Directories provider dashboard. The page has a dark blue header with the Contensis logo, language options (English, Cymraeg), and links for 'My account' and 'Favourites'. Below the header is a navigation bar with icons for 'Dashboard', 'Account settings' (active), 'Services', and 'Personal assistance'. The main content area is titled 'Account settings' and contains four sections: 'Name' (Ben Greenwood, with an 'Edit your name' button), 'Email and password' (ben.greenwood@gmail.com, with a 'Change your Email and password' button), 'Account type' (Professionals and Organisations, with a 'Change account type' button), and 'Directory updates' (with a 'Manage updates' button).





Once logged in, providers can create, manage, and update all the directory records they are responsible for, including contact information, service descriptions, opening hours, eligibility criteria, and their user profile. They can also add supporting assets such as images, documents, and referral information. Media such as logos can also be uploaded, ensuring listings are both informative and engaging.

Changes made by providers are subject to audit, with a full version history maintained for each entry. The dashboard's approval workflow ensures changes are reviewed and approved by appropriate council administrators before being made live on the platform.

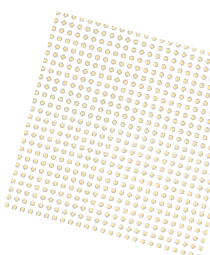




Save and manage your favourites

Contensis for Directories allows public users to create accounts to manage and store their personal favourites. Once registered, users can bookmark directory records of interest, creating personalised shortlists of favourites for different service categories that can be revisited at any time. Users can access their saved items from different devices to compile and manage resources over time, such as childcare options, support services, or activities.

The screenshot shows the 'Favourites' section of a web application. At the top, there is a dark blue header with 'English' and 'Cymraeg' language options, and 'My account' and 'Favourites' links. Below this is a maroon navigation bar with a logo, a 'Menu' dropdown, and a search icon. A light blue navigation bar contains links for 'Dashboard', 'Account settings', 'Services', and 'Personal assistance'. The main content area is titled 'Favourites' and features a 'Childcare' filter dropdown and a 'Delete list' button. A single favourite item is displayed, marked as a 'Local Offer'. The item is 'All Aboard Day Nursery Alphabet House Day Nursery Long Eaton & Chilwell', described as a 'Foundation Stage Unit for children aged 3 and 4. F1 for pre-school children and F2 for reception children.' It includes details such as '3.1 miles', the address '7 Welbeck Road, Retford, Nottinghamshire, DN22 7BP', the phone number '01777 702202', the website 'alaboarddaynursery.com', and the email 'enquiries@alaboarddaynursery'. An 'Add to favourites' button with a heart icon is located at the top right of the item card.



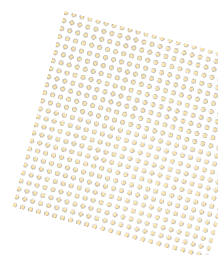
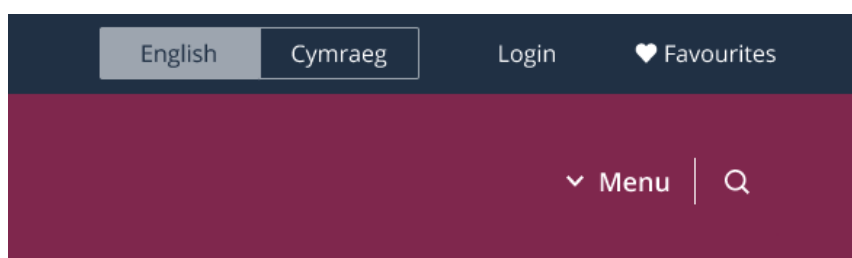


Bilingual support

As standard, Contensis for Directories provides full support for bilingual content in English and Welsh. Content authors can compare and translate all content side-by-side in the CMS, and clone fields to speed up translation between languages.

You can set up roles and permissions to specify what content and languages content authors can manage. Content authors will only see the content they have permission to access, keeping the interface clean and straightforward.

If bilingual content has been enabled, a language switcher will be displayed in the website's header, allowing users to switch between languages quickly.





Underpinned by Contensis

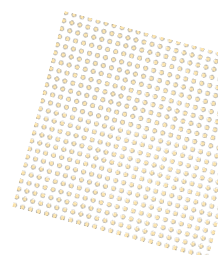
Contensis for Directories includes the Contensis DXP/CMS, one of the few truly accessible CMS platforms. It has been independently tested by the Digital Accessibility Centre, with their staff carrying out various content tasks to ensure they can use the system successfully. If you don't ensure you have an accessible CMS, you could be excluding your team members from authoring content.

Contensis includes a comprehensive, easy-to-use editing user interface based on content types and entries. The entry editor helps remove distractions and provides a more streamlined editing experience. It lets authors focus on what they do best – creating great content without needing to think about how it will be presented and displayed on the website.

For long-form content and rich text editing, the flexible Canvas editor enables authors to create engaging information, advice, and guidance pages, as well as other content such as news articles, using an interface similar to Google Docs or Notion.

Canvas offers many common text formatting options, such as bold, italic, headings, highlighting, and links. It also supports other content blocks, such as code snippets, callout panels, tables, images, videos, call-to-actions, and quotes.

As content is added to the CMS, Canvas automatically includes the number of words and an estimated reading time.





< **Long-form story** Composed data Related entries >

Uncovering the world's largest tree

General Sherman is a giant sequoia (*Sequoiadendron giganteum*) tree located in the Giant Forest of Sequoia National Park in Tulare County, in the U.S. state of California. By volume, it is the largest known living single-stem tree on Earth. It is estimated to be around 2,300 to 2,700 years old.

While the General Sherman is the largest currently living tree, it is not the largest historically recorded tree. The Crannell Creek Giant, a coast redwood (*Sequoia sempervirens*) cut down in the mid-1940s near Trinidad, California, is estimated to have been 15–25% larger than the General Sherman tree by volume.

Another larger coast redwood, the Lindsey Creek metres), was reported felled by a storm in 1905.

The long history

The General Sherman was named after the American general Sherman. The official story, which may be apocryphal, claims that the tree was named in his honor.



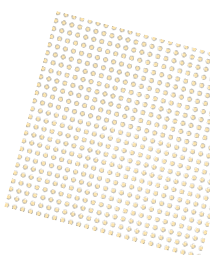
Code

BASIC BLOCKS

- P Paragraph
- H1 Heading 1
- H2 Heading 2
- Image**
- Table
- Divider
- Panel

Content collaboration

Contensis helps support effective collaboration by using comments and starting conversations about your content. Authors can add comments directly to specific fields within the entry editor, enabling conversations and engagement among Contensis users.





 **Dashboard** Help & Support

Comment activity

Show older activity

THIS WEEK

 Will Griffiths Today at 15:45

@mentioned you on Photos in Coffee Morning

"Hey @charlotte. We could add a few plants into our photography, to keep the green theme going. "

 Dave Witherspoon Today at 15:02

@mentioned you on Product detail in Orange Ceramic Flower P

"@charlotte hi again, that's now done. "

 Makenna Vetrovs Today at 14:31

@mentioned you on Title in Money Plant

"@charlotte this is the entry we discussed. Give me a shout if you have any further questions. "

 Makenna Vetrovs Today at 10:31

@mentioned you on Related content in Spider Plant

Entries

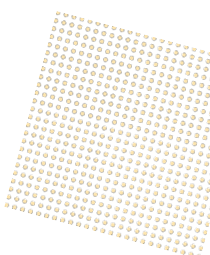
New entry

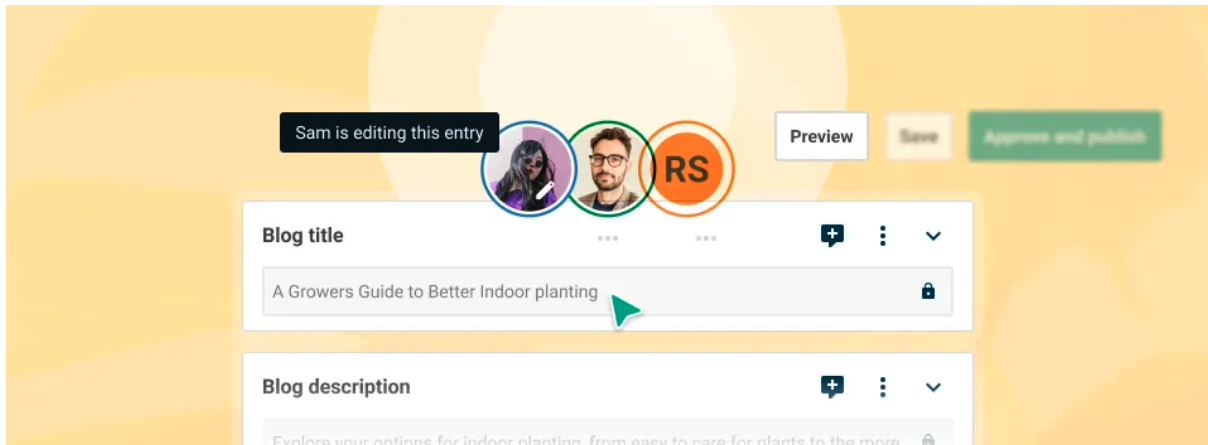
All entries Blogs owned by me Products to approve

Title	Workflow status	Content type	Updated date
5 ways to keep your plants happier this winter		Blog	Today at 10:24
About this website		Content page	Today at 10:15
New eco friendly pots	Draft	Pot	Yesterday at 11:43
Heartleaf philodendron		Plant	Yesterday at 11:38
Calathea orbifolia	Draft	Plant	Yesterday at 10:25
Shop for plants now	Awaiting approval	Call to action	28 March 2022
Terra large terracotta pot		Pot	28 March 2022

You can use the @mention feature to involve relevant individuals, facilitating conversations and feedback at every stage of your content workflow.

The entry collaboration view also prevents editors from accidentally overwriting or losing content when multiple people work on the same entry. With the collaboration view enabled, if somebody is actively editing an entry, it will be locked to prevent other users from making changes. The first person to open an entry for editing becomes the designated author until they close the browser tab or navigate away from the entry.

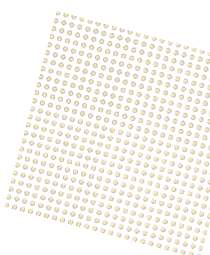




If someone else opens an entry an author is editing, their avatar will appear in the top toolbar and can hover over it to see their name. Anyone who opens an entry after another author won't be able to edit it until they close it or become inactive. However, they can view and comment on the entry to provide feedback and collaborate.

To prevent users from accidentally leaving an entry locked, if an author leaves the entry open but inactive for more than 10 minutes, they will be marked as inactive. The entry will then be unlocked, allowing the next viewer to take over.

For more details about the Contensis DXP/CMS platform, its features, and benefits, search for Contensis under Lot 2b on G-Cloud.





Maximise content reuse

Ensuring all your content is quick and easy to update is a core part of the Contensis for Directories editing experience. Items such as images, videos, calls-to-action (CTAs), links, and assets, for example, can often be referenced in multiple places throughout your content and website as needed.

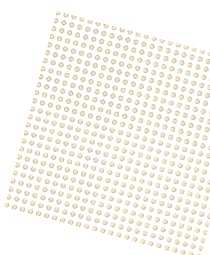
Using content types and entries, users can create pages where these key items sit as individually editable elements within the context of your content. If a section CTA needs to be replaced or updated, for example, users with appropriate permissions can update it once, and the change will be reflected across every page it has been added to, maximising content reuse across your website.

Migration

Zengenti has proven migration skills. Over many years, our experienced professional services team has successfully migrated numerous websites to Contensis, encompassing millions of pages and data records.

We've built a suite of tools for our own use (which we also release to our customers). These enable us to import content and directory records from various sources, including websites, file repositories, databases, and XML and JSON files.

If your project requires content migration from any legacy directory system, we can confidently incorporate this step into the overall delivery.

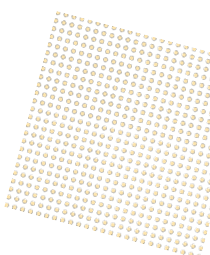




Support, hosting and service level agreement (SLA)

Our cloud-based SaaS model brings together all the essential elements into a single comprehensive service for managing and hosting your directory and DXP/CMS:

- Contensis DXP/CMS SaaS environment
- Contensis for Directories content model and codebase
- Segregated server solution (no sharing of equipment)
- UK-based Tier 3 data centres
- ISO27001 certified
- Hosting of front-end websites with between 99.9% and 99.99% uptime
- Server and uptime monitoring 24 x 7
- Regular upgrades to the platform, carried out by our engineers
- Unlimited support (including 24 x 7 support for critical tickets)
- User group and conference attendance
- Access to secure client areas of our websites and Contensis Slack channels
- Dedicated account management



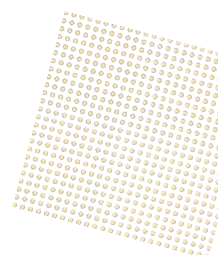


Support is managed through the following SLA:

Definition	Response	Resolution
Critical (24 x 7 x 365)	1 hour	8 hours
High	4 hours	2 working days
Normal	8 hours	3 working days
Low	8 hours	3 working days

All our support processes, including our staff, are entirely UK-based. Our help desk is available 24 x 7 x 365 via our contensis.com website.

Critical issues are covered 24 x 7 x 365. Lower-severity issues are handled under a business-hours SLA from 9am to 5.30pm. Our help desk engineers will pick up any tickets raised and communicate with you until the issue is resolved. They prioritise tickets to ensure SLAs are met effectively.





Contact us

Zengenti

The Old Pump House,
Cleedownton, Ludlow, Shropshire
SY8 3EG

Email: enquiries@zengenti.com

Website: www.zengenti.com

Contensis

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Cleedownton, Ludlow, Shropshire
SY8 3EG

Email: enquiries@zengenti.com

Website: www.contensis.com

New features and updates are made to the platform as releases are pushed out.

For the most up-to-date information, visit www.contensis.com

