



Mvine Ltd

Digital Marketplace

G-Cloud 15

Service definition document

Cloud software

Mvine delivers Cloud software for Central and Local Government, and Devolved Administrations aligning their digital services to the Government Transformation Strategy. Mvine's Cloud software is available today for procurement from the Digital Marketplace under G-Cloud 15 framework. We have two listings on G-Cloud 15 framework under Cloud software which cover relevant use cases:

- **Mvine for Agencies**, The Mvine Agencies Portal supports agencies with managing collateral, collaborating on client brands, and managing client programmes with full visibility throughout.
- **Mvine for Associations**, Associations provide a wide range of services to their members including events, news, qualifications, training, discussion boards and member directories. Mvine manages all these features alongside a business social network on a single secure platform.
- **Mvine for Boardrooms, Committees, Panels**, In today's world companies need Committees, Panels and Management Boards to function effectively and efficiently. These teams can also include clients and partners across groups of companies.
- **Mvine for Collaboration**, A cyber-secure portal that typically includes users inside or outside of the firewall. A business social network that integrates with your corporate data and applications. The Mvine Platform for Collaboration is organised around the individual user but also designed with the organisation framework in mind. This dual philosophy is its strength. An active dashboard gives every member a real time view of the documents, meetings and events added to the site.
- **Mvine for Crisis Management**, The Mvine Crisis Management Portal supports a broad range of crisis scenarios from reputational management to product recalls and from disaster incidents to political crises. The platform assists organisations with planning, preparing, handling and managing, responding to, recovering and learning from a crisis.
- **Mvine for Customer Portal**, Consumers now hold unprecedented power over how brands are perceived and purchases are made. The Mvine Customer Portal enables companies to extend and maintain their client relationships beyond the initial point of purchase.
- **Mvine for Virtual Data Room**, The Mvine Virtual Data Room Portal enables the parties involved in Mergers & Acquisitions (M&A) to manage the large volume of data on both sides. It improves the efficiency of knowledge exchange between teams and provides a meaningful, live, audit trail which is easy to understand. Mvine gives users the capability to update one another rapidly during the fast paced due diligence phase. The platform makes real life data rooms with filing cabinets obsolete.
- **Mvine for Diversity Networks**, Mvine's Diversity Networks Platform fosters an environment in which diversity networks will flourish. It enhances and complements inclusiveness, wellbeing and a sense of belonging for people within organisations, by creating trusted and secure groups where members can find people with similar diversity interests, share ideas, stories and anxieties while supporting one another. The platform is also a forum for networking and breaking down barriers in organisations and provides a central reference point for communities.
- **Mvine for Document Management**, Mvine is a leading provider of solutions designed to help organisations provide secure and easy-to-use workspaces in the cloud. Our combination of Software-As-A-Service technology and professional services enables teams to work safely outside the firewall with partners, clients and suppliers.
- **Mvine for Procurement**, You will undoubtedly have an internal procurement system in place – i.e. to issue tenders - but Mvine for Procurement enhances and completes this system by providing a modern collaborative portal and mobile app environment, which offers a secure and effective document and information exchange platform to engage with your potential suppliers.

- **Mvine for Sales Teams**, Today's sales and marketing teams' success requires greater internal collaboration, agility and client engagement. From pitching to delivery, Mvine for Sales Teams make it easy for internal teams and clients to come together, share and edit files, arrange meetings, have secure live discussions and track activity in a secure, shared environment.
- **Mvine for Distributed Digital Identity Management**, Mvine for Identity Management is a cyber-secure, flexible and proven platform for distributed digital identity. Mediating between your access management systems and the outside world, enabling your security policies to extend their reach to systems outside the firewall. Mvine for Distributed Digital Identity Management works alongside GOV.UK Verify ID assurance. Process more identity attributes with Citizen consent.
- **Mvine for Inter-Departmental Collaboration**, helps team members in various locations within multiple departments to facilitate collaboration and maintain control at every stage of the project life cycle.
- **Mvine for Task Force-Management**, is part of the feature set of an Mvine portal. The portal is widely used by both the UK public and private sectors to manage effective collaboration of specially formed committees and task forces set up to achieve predefined goals.
- **Mvine for Healthcare**, is a platform which can be used in a variety of contexts right across the sector. For example it can enable: employees to improve efficiency, increase inpatient and outpatient care and increase patient and healthcare worker engagement.
- **Mvine for Human Resources**, is a secure platform where organisations can gain insight into their employees, whilst also providing staff with the ability to access information and services which are relevant to them, their role and interests.
- **Mvine for Volunteer Engagement**, our volunteer engagement platform enables organisations to engage with the volunteer base whilst reducing the traditional burden on administration. Crucially it also allows regions and volunteers themselves, to own their relationships whilst remaining tracked or overseen centrally.
- **Mvine for Citizen Engagement**, Mvine is a secure and flexible solution that can knit together traditionally fragmented community services for citizens. The ease of integration with existing or new systems allows for a digitised citizen experience without the need to overhaul all systems at once. This helps facilitate the move to Government as a Platform (GaaS) with a common sense and simple approach.
- **Mvine for Mobile**, This is more than just an app on a smart phone or tablet, it is about understanding how an organisation would like to engage with citizens. This could mean a dedicated app or, in a number of scenarios, knitting together existing systems and apps to present a uniform experience to individuals or a complex group.
- **Mvine for Biometric Authentication**, Mvine's cyber-secure platform together with Hitachi's finger vein technology allows for physical identification of people in a secure trustworthy way. This is essential for departments and agencies which engage with citizens physically and which need to ensure the identity of the person in front of them. For example, this helps solve the issue of authenticating people in the process of applying for Leave To Remain or temporary residency permits, student visas, etc. It also greatly assists departments needing to authenticate those for whom their first language is not English, struggling to remember logins or passwords, or for those with little or no working knowledge of technology.

Cloud support

Mvine delivers a portfolio of Cloud support services for Central and Local Government, and Devolved Administrations aligning their digital services to the Government Transformation Strategy. These Cloud support services are available today for procurement from the Digital Marketplace under G-Cloud 15 framework.

- **Digital 360 Analysis**, Allow us to run a Digital 360 Analysis with you and we'll also deliver a functioning prototype you can use as proof of value to convince your stakeholders and persuade your Board. Our methods allow better experimentation. Our technology allows you to deliver quickly and change easily, both now and in the future. Converting the prototype into production is seamless. Keep pace with your market. Out pace your competitors.
- **Visual Design and User Experience (UX)**, In this consumer obsessed age, Mvine believes in approaching design 'Outside-In'. We start with the user journey and user experience and go from there. And it stays at the heart of everything we do thereafter. We hold the in-house visual design skills needed to make sure your brand identity and guidelines are fully expressed whether the customer touch points are at their desk or on the move.
- **Project and Change Management**, Our team has the skills and experience to deliver. Our delivery team gained their skills at organisations like Accenture, KPMG, Telefónica and NASDAQ. Mvine takes a structured approach to solutions delivery. We are familiar with all the major project management methods so we can work seamlessly with your teams.
- **System Integration**, Having integrated with over 30 different systems already we have extensive experience of integrating with 3rd party systems. To date, integrations have included Salesforce, SharePoint, Oracle and Hitachi finger vein technology
- **Member and User On-boarding**, Once configured, your Mvine system will need to be populated with users from directories and other data sources. We have extensive experience of this process and, to make life as easy as possible, we have built connectors for Active Directory and LDAP based directory servers.
- **Community Management**, Mvine can provide services to make sure your community stays engaged and coming back. Campaigns and encouraging new content are just some of the ways we can help you keep breathing fresh life into an Mvine enabled Portal.
- **Mobile App Development**, Mvine has the skills to develop your app for the IOS, Android or Microsoft platform.
- **Digital Engagement Readiness Assessment**, Mvine Readiness Assessment provides a detailed report providing an action plan for preparing the current environment for the implementation of a digital engagement system - such as a citizen portal or interdepartmental portal.
- **Collaboration Readiness Assessment**, The Mvine Platform for Collaboration is organised around the individual user but also designed with the organisation framework in mind. This dual philosophy is its strength. An active dashboard gives every member a real time view of the documents, meetings and events added to the site.
- **Mvine Implementation Service**, Mvine Implementations Services provide all the professional services needed to implement an Mvine collaboration solution. Included business analysis, solution design, user experience design, project management and service transition.

What Makes It Different?

Enterprise class and cloud enabled from the ground up. The platform was built explicitly to run in the cloud as opposed to trying to extend the capabilities of a product originally built within a firewalled environment into the cloud. The Mvine platform has successfully bridged the gap between the organisation and the citizen. It is secure, user friendly, accessible, manageable by the organisation and provides simple communication tools and rich content that make citizens' lives easier and more productive.

Security. Mvine's technology stack incorporates security features at the very lowest levels, which is one of many reasons why Mvine has achieved the prestigious Qualys 'A' security accreditation. From its inception Mvine has incorporated regular security-oriented code reviews into the core R&D process.

Mvine's security framework is robust and sophisticated, providing for complex role-based access for users and groups of users as well as secure content provisioning.

An Mvine enabled organisation is able to establish layers of trust between itself, divisions and citizens using the platform, and can delegate the management of particular users down to the correct level. This means that all organisations using the platform have full regulatory control of their users, and can govern what citizens can see and do on the platform.

Federated identity management. Users can be authenticated using their existing security credentials, bringing the benefit of simplicity for citizens as well as ease of management for IT departments.

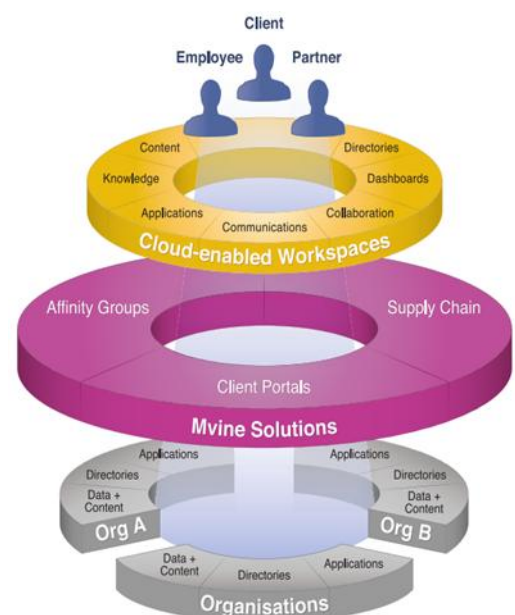
Open, integrated and flexible. Mvine can pull in data from any external application or data source, making it accessible to users via dashboards and other tools. Mvine does not necessarily aim to replace existing applications and infrastructure, but can enhance them by bringing them into the cloud to increase their accessibility and value.

The platform provides native digital asset management for documents, video, audio and more, with rich taxonomies to enhance search and a full set of content provisioning tools for administrators.

Mvine is also continuing to add value by pre-integrating with a variety of third party tools and communication channels, including payment services, SMS, CRM, EMS, telephony and conferencing services, social media tools, and even credit and fraud agencies.

The ease of integration with different data sources, applications, content types and external services means that the Mvine platform can support a very wide range of social business applications.

Business intelligence. Quite often business intelligence (i.e. audit trails, regulation and reporting) is added or bolted onto a product as an afterthought. The Mvine platform is unique in that it was built with business intelligence in mind, putting it at the heart of the platform.



The Product



The Mvine platform brings together **citizens** with the **content** they need, in the right **context**. It does this by enabling the separate administration of content and document management, access control, user directories, presentation and navigation.

Site administrators have a rich set of features enabling them to quickly assemble a rich, customised and secure experience for their users, whether they are employees or citizens. What's more, the administrator also has a set of tools giving insight into user activity on the platform.

Feature List

The Mvine platform is low-cost, deeply customisable and deployable within weeks. Some of the features provided include:

User and citizen profiles, rich user directories and integration with Identity Management services and authentication systems

- Secure collaboration and communication tools including messaging, forums, comments, blogs and more.
- Digital asset management for documents, video, audio and more, with rich taxonomies to enhance search.
- User and content provisioning tools for administrators.
- Embedded business intelligence for social and business reporting and analytics.
- Full event management with user-centric calendars.
- Active, customisable dashboards with presence and real time alerting.
- Integrated payment services currently including PayPal, CreditCall, DataCash and Barclays, and with links to credit and fraud agencies.
- Integration with communication channels including SMS, telephony, video conferencing services,
- Integration with social media including Twitter and Facebook.
- Access via mobile devices including iPhone, Android and iPad or dedicated app.
- Easy integration with existing apps via web services and native APIs.



Security and policy management

Mvine's security framework is robust and sophisticated, providing for complex role-based access for users and groups of users as well as secure content provisioning.

An Mvine customer is able to establish layers of trust between its divisions and citizens using the platform, and can delegate the management of particular users down to the appropriate level. This means that an organisation using the platform have full regulatory control of their users, and can govern what users can see and do on the platform.

Federated identity management also means that users can be authenticated using their existing security credentials, bringing the benefit of simplicity for users as well as ease of management for IT departments.

Role-based access

Site administrators can define and manage all elements of the site, including Area, content attributes and user profile attributes.

Area administrators have management rights and privileges relating to specific Areas granted to them by Site administrators. These govern who has access to the Area and the content within it, as well as what content can be published. See section on Mvine Areas for more detail.

Users have role-based access rights and privileges granted to them by Site and Area administrators:

- Administrators can assign one or more users to a group;
- Different groups of people can be assigned different roles;
- Each role can in turn be given specific permissions relating to, for example, Area access, the Area services and features they can use, down to individual digital assets

A wide variety of user-centric features

The platform gives users a wide range of secure collaboration and communication tools including messaging, forums, comments, blogs, as well as full events management with calendaring. There are user and organisation profiles, customisable at different levels by users and their administrators, as well as rich user directories enabling people to find and contact each other.

Mvine provides active dashboards for users which run in real-time, giving users access to fully current data at all times. **This does not require a software download to work.**

Finally, users have a great deal of freedom to set their own preferences, within the boundaries established by the administrators. They can: opt in and out of certain groups; personalise privacy and notifications settings; manage the layout of their own active dashboards, and more.



The Technology

Mvine Ltd recognises that cyber security is the single most important feature of any online tool. For this reason, the Mvine platform has been built using Linux, Apache, PostgreSQL and Perl.

Mvine's cloud software technology stack is amongst the most secure which is why Mvine has achieved the prestigious Qualys 'A' security accreditation by passing Qualys' full penetration testing.

Mvine has implemented the Fail2Ban security tool, which prevents repeated attempts to break in via IP or URL. For example, to defend against brute force attacks, Mvine cloud software will lock out the attacker's IP address after three attempts thereby preventing DDOS attacks on a service. Mvine also regularly carries out its own penetration testing using Metasploit tools.

If you intend to carry out your own Metasploit penetration testing, please note that Fail2Ban needs to be switched off first to allow the robot exploitation test to run.

The Detail

On-boarding

The Mvine cyber-secure portal is able to offer a number of customised on-boarding options, for example:

Self-registration

The portal can run with self-registration, where users on-board themselves directly by completing an application form. The application form may require payment or just registration and can also include email validation where it will only accept specific email addresses or domain names.

Integration

The portal can also integrate with existing CRM/CMS databases. Mvine can equally hook into multiple user systems each synchronised at an attribute level, uni or bi-directional, i.e. allow specific fields that can be handed over to the end user to modify which can be synchronised back to the source data system.

Within the context to the portal, the user has the capability of managing their privacy settings by determining how much of their profile is exposed to other members of the community, whether that is all members, only the administrator or no one at all.

Additional on-boarding capabilities can also include integration with active directories or other LDAP systems, using either Shibboleth or SAML2 or OpenID Connect or OAuth2 or social logins. For governmental ecosystems Mvine offers a Distributed Digital identity Management capability.

Technical requirements

There are no specific technical requirements from the end user other than having access to a browser. The Mvine platform supports all of the standard browsers and mobile devices i.e. Android, IOS, Internet Explorer, Chrome, Opera, Firefox and Safari.

Off-boarding

The standard Mvine Software as a Solution Agreement is very explicit about all the data being owned by the client and at the point of exit Mvine will make available to the client all the data and content held on the system.



Subject to how on-boarding took place, if an end user joined via self-registration, the administrator has the capability to off-board the user. If a user joined via automated synchronisation with an existing data base, the off-boarding process would happen automatically as part of the synchronisation process

Mvine can also authenticate users by checking with the originating IDP that the user is still a member of the organisation. The administrators can then off-board the user if they are no longer a member.

Data extraction/removal

In the event of a customer cancelling their platform license, Mvine will make available a file of the client data, if requested. Mvine has no obligation to retain the client data and will delete all such data after 30 days from date of termination.

Data storage

Mvine deploys its solutions to iomart's Public CloudSure environment, hosted UK onshore, which has Pan Government Accreditation (PGA) awarded by CESG, now part of National Cyber Security Centre (NCSC). Fast, scalable, resilient, secure and fully redundant, appropriate for sensitive data. Built on VMware VSphere in a high availability configuration across a network of data centres.

Data restoration and service migration

Data restoration: Subject to requirements, frequency of backup can be increased all the way through to real time. Mvine's standard backup service provides hourly back up services which means that Recovery Time Objective (RTO) and Recovery Point Objective (RPO) is one hour from reported data loss. Business continuity and disaster recovery back up is also provided by iomart, which is ISO27001 compliant.

Service migration: If client wishes to migrate from a legacy collaborative environment into an Mvine environment, we have a number of ETL (extract/translate/load) tools which allow the client to import either as a one off process or dynamically on-going information, whether that is data on people, content or other facilities such as discussion forums, into the new platform.

Backup and disaster recovery

Standard backup services are run on an hourly basis. Mvine is also able to offer various disaster recovery packages, such as mirrored servers based in multiple locations, real time backup and full disaster recovery capabilities. Disaster recovery can be tailored for each specific client's needs and requirements at an additional fee.

Deployment model

The Mvine platform is deployable within In-house, hosted, or IaaS systems.

Service levels and support

Telephone and Email support – 9am to 5pm Monday to Friday. Onsite and out of hours support is available by arrangement. Please refer to Mvine Service Level Agreement, for full details.

Training

Mvine is able to provide both onsite and virtual training on how to use and administer the platform. Basic training is provided as part of the implementation process however if a client requires additional training this can be arranged for an additional fee per day.



Pilot services

Under certain circumstances can build basic pilot systems for the purpose of demonstrating how the platform can work within the prospects organisation.

The Commercial terms

Pricing

Please refer to the separate Pricing document.

Ordering and invoicing

Orders should be placed directly with the Finance team by emailing accounts@mvine.com.

Mvine invoices are issued in advance: monthly, quarterly or yearly.

Standard payment terms are within 15 days of receipt of invoice unless agreed otherwise within the Terms and Conditions document.

Mvine shall be entitled but not obliged to charge interest on any overdue amount at the rate of 4% (four per cent) per annum above the base rate for commercial lending charged by Barclays Bank Plc at the time the amount is overdue.

Termination

Please refer to the Terms and Conditions document which includes full details regarding termination.