

Kahootz Service Description

A detailed description of the Kahootz cloud collaboration service for the UK Government's G-Cloud Digital Marketplace

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1. Introduction to Kahootz

1.1 What is Kahootz?

Kahootz is the award-winning, pay-as-you-go secure, cloud-based collaboration platform trusted by the UK government and enterprise organisations. It helps teams work together online by providing private workspaces where you can share documents, manage projects, and communicate securely and effectively.

Kahootz is already used by more than 800,000 people to support the delivery of:

- Managing sensitive documents, tasks and projects with full visibility and auditability
- Enabling cross-organisation collaboration for documentation development, programme delivery and incident response.
- Scaling securely from small teams to thousands of users, including multi-agency and supplier communities.
- Creating secure intranets and extranets to share information with staff, suppliers and partners.
- Running wide-area discussions and persistent group chats across teams and organisations, reducing reliance on email.
- Secure knowledge management, capturing decisions, insight and institutional memory in one controlled environment.

Kahootz is provided as a fully managed cloud service, delivered and supported by a sovereign UK team. By default, the service is hosted in the UK as a public cloud offering with no software installation required. For organisations with specific hosting or elevated security requirements, Kahootz can also be deployed into customer-owned or customer-nominated infrastructure. The service is accessible via any modern web browser and device, enabling rapid onboarding and immediate collaboration.

1.2 Why Kahootz?

During a recent Kahootz User Conference, one key user within the UK Ministry of Defence walked attendees through how their instantiation of Kahootz has supported thousands of mission critical projects:

Why Kahootz?



Simplicity at scale

Kahootz handles the core collaboration tasks exceptionally well, with an intuitive interface that removes the need for formal training. Teams can get started immediately, even at scale.



Built to flex with the mission

The platform scales up or down in line with operational need and supports a wide range of use cases, reducing the need for multiple niche tools



Control, assurance and compliance

Comprehensive and easy to understand audit and reporting capabilities give confidence that information is reaching the right audience, supporting compliance and assurance requirements.



Autonomy without dependency

A self-service-model gives teams full control over their workspaces without reliance on third parties and a drastically reduced internal admin burden, while rapid workspace creation and templating accelerates our teams delivery.



Reliable, evolving and cost-effective

High availability and performance ensure Kahootz is ready when needed, while an evergreen service model means our capabilities are continuing to improve - delivering ever more functionality to end users at a highly affordable price.

1.3 How do I get started?

Getting started is quick and easy – go to www.kahootz.com. You can set up your site in minutes and start collaborating straight away.

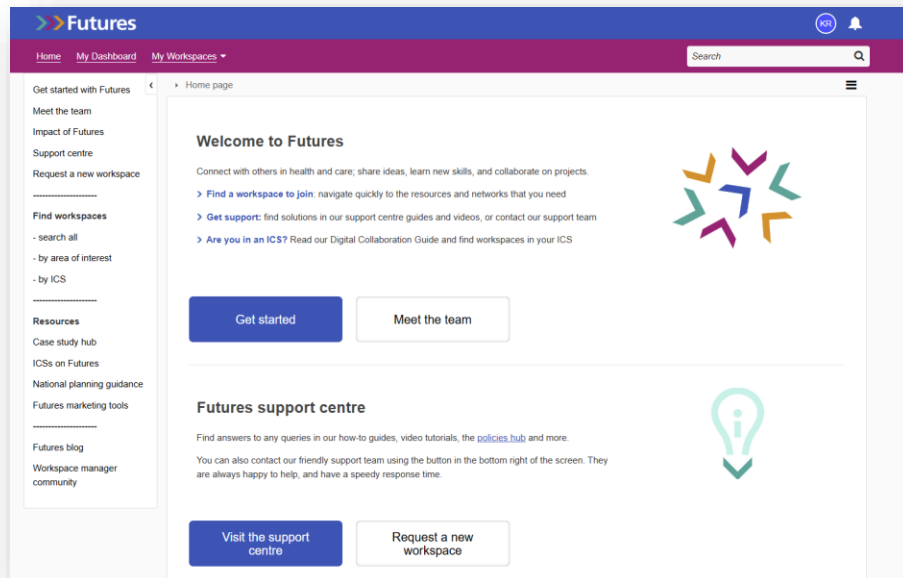
We offer flexible annual subscription plans with no long-term commitment. Before you decide, you can even try Kahootz for free with our 30-day trial, giving you and your team full access to explore all features:

- Kahootz 30-day trial - <https://www.kahootz.com/start-trial/>.

1.4 An introduction to Kahootz

Via the G-Cloud, Kahootz is already trusted by hundreds of thousands of people across UK government departments, local authorities, NHS Trusts and other public sector organisations. They rely on Kahootz to support stakeholder engagement, knowledge management, secure document sharing and effective project collaboration.

Our clients range from small teams managing individual projects to major organisations like the Department of Health and Social Care, the Ministry of Defence and the Cabinet Office, who depend on Kahootz to facilitate teamwork and knowledge sharing across hundreds of thousands of their internal and external stakeholders.



Kahootz provides a comprehensive range of features, enabling users to:

- Create and customise **interactive dashboards** for workspaces and folders
- Securely distribute, discuss, edit, approve and version-control **documents and files**
- Allocate and track project **tasks**
- Co-author and seek feedback on **structured documents**, section-by-section
- Arrange and communicate **meetings** and events
- Create and template tailored **databases** and forms to capture issues, ideas, FAQs etc.
- Seek feedback with interactive **surveys**, quick polls and instant ratings
- Analyse data and create customised **reports**
- Publish **blog** articles, news and project updates
- Take part in topic-based **forums** and discussions
- Share **images** in picture albums and upload **videos** to stream
- **Search** for tagged content across workspaces
- Easily **embed content** from YouTube, Google Maps and other sites
- Use **templates** to reuse and repeat workspace layout and content easily

Kahootz keeps teams informed about fast-moving projects with instant notifications. A full audit trail of versions, updates and comments, tasks, discussions, and other project information ensures new members can quickly access everything they need to get up to speed.

The subscription fees are based on the number of users and the amount of storage you use. We make it easy to quickly configure and customise, giving users the context they need. We know collaboration projects differ, so Kahootz is designed to adapt.

Our Kahootz Enterprise licence offers 'Active User' pricing, which means you only pay for people who use the service every month.

Security is essential, so the Kahootz service is subject to regular penetration testing by independent security experts. It was previously pan-government accredited to IL2 and now OFFICIAL protective marking classification.

Under the Secure-by-Design programme, Kahootz is the only system of our type assured at scale by MOD's Cyber Defence and Resilience (CyDR) for use over the public internet to store and share information classified up to OFFICIAL-SENSITIVE, with other offerings assured up to SECRET.

In summary, Kahootz:

- Combines a comprehensive set of collaboration tools in one place
- Supports both internal work teams and external stakeholder communities
- Has been trusted by the UK Government for over 18 years
- Is quick to set up and extremely easy to use
- Ensures data sovereignty, and is approved by many government departments and public-sector agencies for use with OFFICIAL (including OFFICIAL-SENSITIVE) information
- Can be made even more secure with tools such two-step verification
- Aligns with government standards for web accessibility (WCAG 2.2 and BS8878)
- Allows you to easily tailor the user interface to align with your corporate branding, organisational workflows and specific use cases

"Land Registry has found the use of Kahootz invaluable in support of a number of procurement projects. It has enabled the sharing of information in a timely, secure and consistent manner with internal colleagues and suppliers. The use of the tool has given confidence both to Land Registry and suppliers participating in the procurement process that information is available in an equitable and transparent manner. It has saved both time and cost as information is stored in a central repository reducing the need to send multiple emails and follow-up phone calls. The tool is very easy to use and intuitive."

Head of Major Project Procurement, Land Registry

- Kahootz can be delivered with a tailored professional services model, from self-service implementation to a fully managed, turnkey collaboration-as-a-service solution.
- A comprehensive feature set that works seamlessly with all common web browsers and email clients.
- Provides excellent value for money

“Kahootz has made it easier and quicker for us to share sensitive information with restricted groups of individuals and the e-mail update function ensures that the users are kept informed of the latest developments at all times. We have found the system easy to use and have been impressed with its reliability and ability to handle large documents.”

Project Manager, Department for Transport

1.5 Accessibility

Accessibility ensures that people with disabilities can fully participate in collaboration.

UK law, through the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018, requires public bodies to make their websites and apps accessible in line with WCAG standards. This places duties on public sector organisations to ensure websites and apps, including collaboration tools, meet accessibility standards.

Kahootz is designed to align with the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA, the US Section 508 standard, and EU regulations, and follows the principles of BS8878 (Web Accessibility Code of Practice). Our software release process includes testing with text-only browsers and screen readers to support accessibility and help ensure the platform is usable by all users.

1.6 Getting Started

Kahootz Enterprise supports all commonly used web browsers and requires no software downloads or plug-ins, so there are no unnecessary barriers to access. The service is fully responsive, so it works on any mobile device and automatically adapts to smaller screens.

We use email alerts to encourage engagement, and Kahootz works seamlessly with all modern email packages.

1.7 Service Overview

Kahootz enables users to easily customise online workspaces for a variety of collaboration tasks without consultancy or IT assistance.

This approach encourages innovation, helping users create workspaces that go far beyond basic document sharing. Examples include policy development, committees, project teams, special interest groups, bid teams, gateway reviews, forums, governance boards, supplier deal rooms and staff consultations.

Administrators create templates of frequently used layouts for consistency and rapid deployment, allowing new workspaces to be created and populated with a single click. This complements the stated G-Cloud vision for quick-to-deploy and reusable solutions across the public sector

Team collaboration and stakeholder engagement are about more than just sharing documents and managing tasks. Kahootz provides users with a comprehensive set of tools in one secure, integrated environment, so you can choose the right features for each project.

“Projects can fail if not organised well. Kahootz has helped organise the project by providing an overarching structure around work streams, data storage and file management”

“Part of the success of the current project was attributed to the easy planning that Kahootz offered in terms of managing work streams including automatic version control of documents. Version control is one of the hardest things to do well on a project.”

Project Manager, NHS Trust

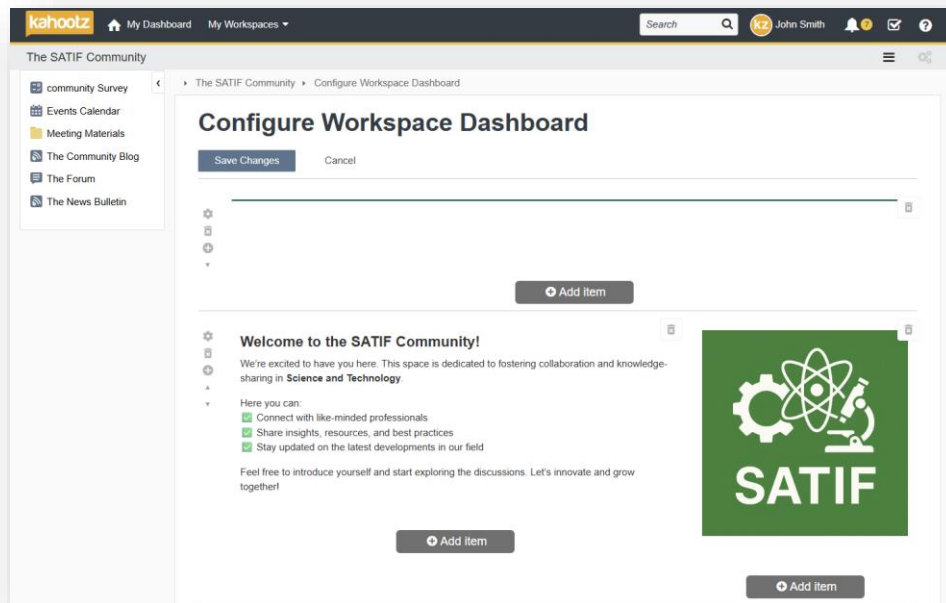
1.8 Workspace Customisation

Our interactive dashboard builder allows users to create dynamic, visually engaging pages within their online workspaces. You can customise the workspace, user, or folder dashboards by simply dragging and dropping items into multiple-column layouts.

Dashboard buttons can link directly to workspace content or external resources, with icons from an online library providing clear visual guidance.

Carousels and accordions help structure information into concise, easy-to-navigate sections, while interactive content such as videos, RSS feeds, and images can be embedded to increase engagement. Where required, custom applets can be created to deliver specific capabilities.

To ensure dashboards fit seamlessly into your corporate or partnership brand, Kahootz Enterprise allows you to define the colour palette available for dashboard items, ensuring brand consistency.



Kahootz Enterprise clients can integrate business intelligence tools like Microsoft Power BI and Tableau, so users can access corporate and project performance data directly with dashboards

1.9 Access control and Team Membership

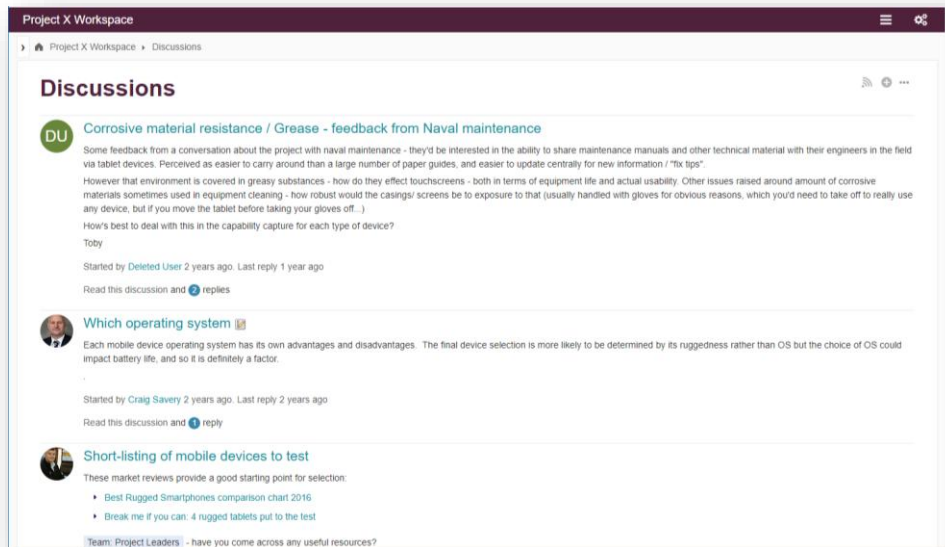
Within your Kahootz site, you can create unlimited workspaces, and users can join as many as they need. In Kahootz, workspaces are secure and only accessible to invited members reducing the risk of data leaks.

Access control is straightforward, with simple defaults. Workspace managers who want more granular Role Based Access Controls can create teams and assign permissions to items based on team memberships.

1.10 Forums, Discussions, Emails and Comments

A workspace can contain multiple discussion forums. These allow threaded discussions and support functionality such as moderation, pinned topics, closed topics and attachments.

Workspace members can be alerted by email whenever a new discussion message or other content is added or modified. The email alert contains a link to view the discussion on the website, where they can reply. Alternatively, people can respond to the email directly from their email client, and their reply will be automatically linked to the original message and shown on the website.



Workspace members can choose how often they receive email alerts on a workspace-by-workspace basis. In addition, discussion messages can contain quick polls to seek feedback or help reach a consensus on an issue:

Discussions can occur either in a forum or against any content in the workspace, including documents, blog posts, folders and calendar events.

1.11 Document Management

You can upload documents to share with other workspace members, with comprehensive permission and access controls. Users are able to create document workflows to seek feedback or formal document approvals. Users can add several documents simultaneously - using drag-and-drop or browsing your disk - and even add a zip file, which Kahootz can automatically unpack for you.

Once uploaded, you can edit or preview the document directly in your browser. When opened, it either shows the latest preview, if already available or generates a new preview from the latest version of the document. Any documents you add are version-controlled, and you can view or delete old versions by viewing the version history.

Documents in standard formats - such as Microsoft Office, Adobe PDF, and Open Document Format - are full-text indexed, so you can find them by searching for the words they contain. Video and audio files (in MP3 and MP4 format) are streamed directly in the browser.

In addition to standard information such as the document name and description, Kahootz Enterprise adds meta-data to documents. The system administrator controls the choice of meta-data fields and can include various field types, such as text numeric or predefined lists.

All document views and updates are audited, providing a complete history of who has accessed and modified each document. Users can add tasks and comments to each document.

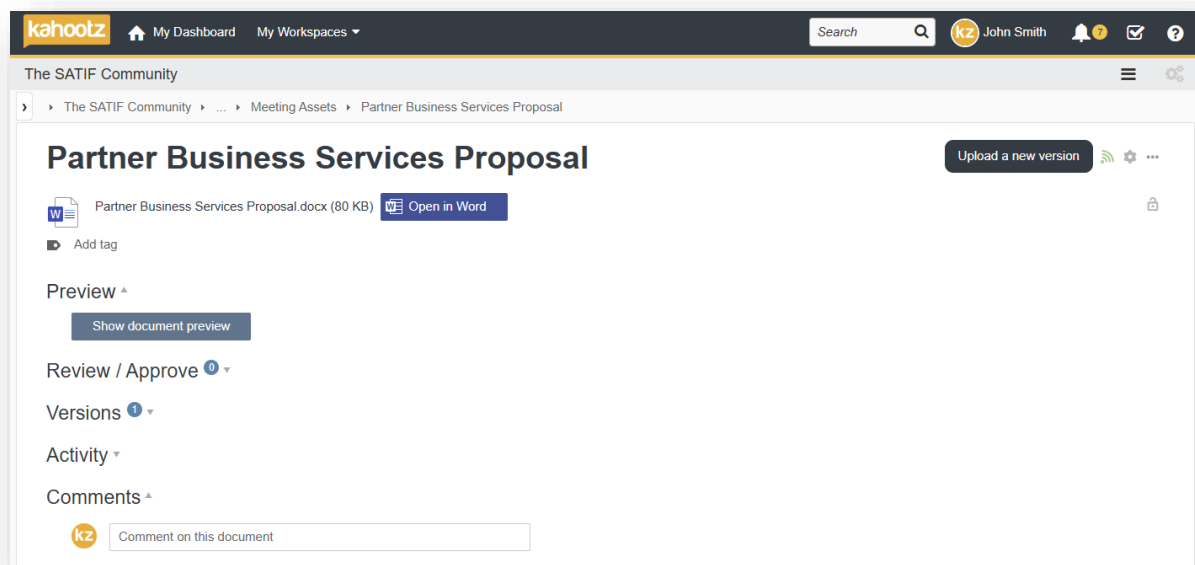
Alternatively, users can attach files to workspace messages, calendar events, survey responses, and Database entries.

Kahootz allows users to lock documents for edit. This indicates to other users that a user is either currently editing the document or intends to edit it, preventing others from editing it. If necessary, it is possible to break another user's lock on a document.

For enhanced security, Workspace Managers can restrict document downloads to a user's local disk and only allow document editing via the cloud (i.e., via the integration of Kahootz with Microsoft O365 or through the integrated Kahootz Office toolset).

"We found Kahootz was an invaluable tool to aid project management, improving communication between the project team and giving us a full version control of working documents. Having a shared space to upload, store, disseminate and discuss project documents, combined with tools like the calendar, allowed all team members (including those working in different offices and with different IT systems) to work together and stay in touch."

Matthew Taylor Review Secretariat



1.12 Direct Edit via Microsoft Office

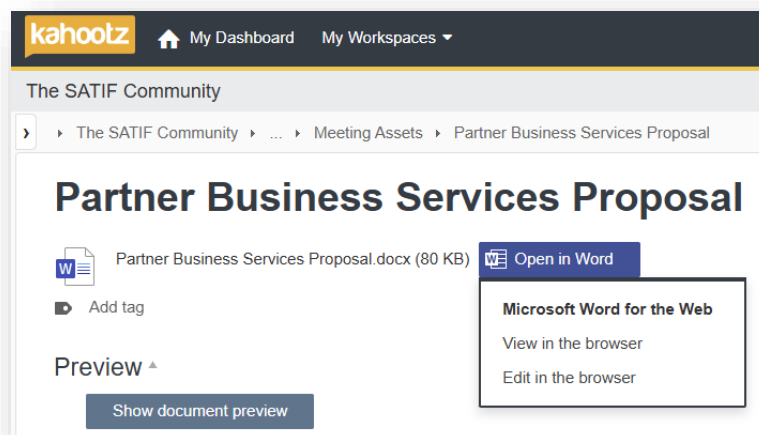
Direct Edit is the ability to edit a document within Kahootz using the original authoring application and then save the changes back to Kahootz without performing separate download, edit and upload steps.

Kahootz supports direct editing within desktop applications such as the Microsoft Office suite. This means that users can click a link in the browser to edit documents and seamlessly save the changes back into Kahootz. This makes it incredibly quick and easy to work on documents in Kahootz.

1.13 Multi-user Edit via O365

Microsoft documents can also be edited via the cloud-based Microsoft Office 365. Fully and seamlessly integrated with Kahootz, one or more users can edit a document simultaneously online.

Within Kahootz, users can access their Office 365 account to create and invite team members to co-author Microsoft Word, PowerPoint, and Excel files. All changes are saved automatically within a user's Kahootz online workspace, where they can apply team-based access permissions, request comments and approvals, manage document versions, and assign and track tasks.



1.14 Kahootz Office – Secure Online Productivity

Kahootz Office is our integrated solution for creating, editing, and collaborating on documents directly in your browser - offering a common experience similar to Microsoft 365 for the web, but with the added assurance that your data remains secure within Kahootz.

With Kahootz Office, you can:

- **Work online without downloads** – Create and edit documents, spreadsheets, and presentations in real time.
- **Collaborate seamlessly** – Multiple users can co-author content simultaneously, with changes saved automatically.

- **Keep data secure** – All files stay within your Kahootz environment, ensuring compliance with UK Government security standards.
- **Access anywhere** – Use any modern web browser on desktop or mobile for a consistent experience.

This feature combines the convenience of online productivity tools with the robust security and governance that public sector organisations demand.

1.15 Co-creation of large documents

Kahootz also provides native support for co-authoring through the ‘Structured Documents’ feature. These are interactive web documents that workspace members can collaboratively build, section by section. An audit trail of all the changes made to each document section is maintained.

Structured documents can be created using the web interface or by importing an existing Microsoft Word document. The import facility uses the heading structure of the Word file to break the content into sections and retains simple formatting, images and tables.

Once a document has been created, users can navigate the document section-by-section or list sections matching a keyword search.

The document owner can enable comments on specific sections as needed, and users will see the ‘Add Comment’ links in the document. The comment form is customisable and can allow users to upload supporting documents.

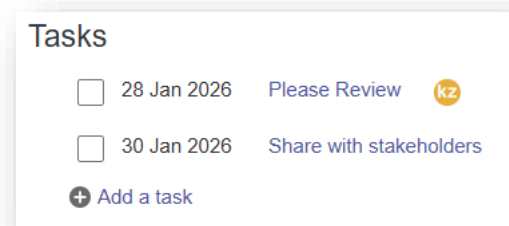
The document owner can review the comments section by section and apply access control to say whether users can see each other’s comments.

1.16 Task and Project Management

Within a workspace, users can create tasks to track progress on a project or assign work to members. Tasks are quick to create; each can be given a description, start date, due date, priority, status and repeat interval. A task can be assigned to one or more workspace members and the creator can decide if it needs to be completed by just one or all of the assignees.

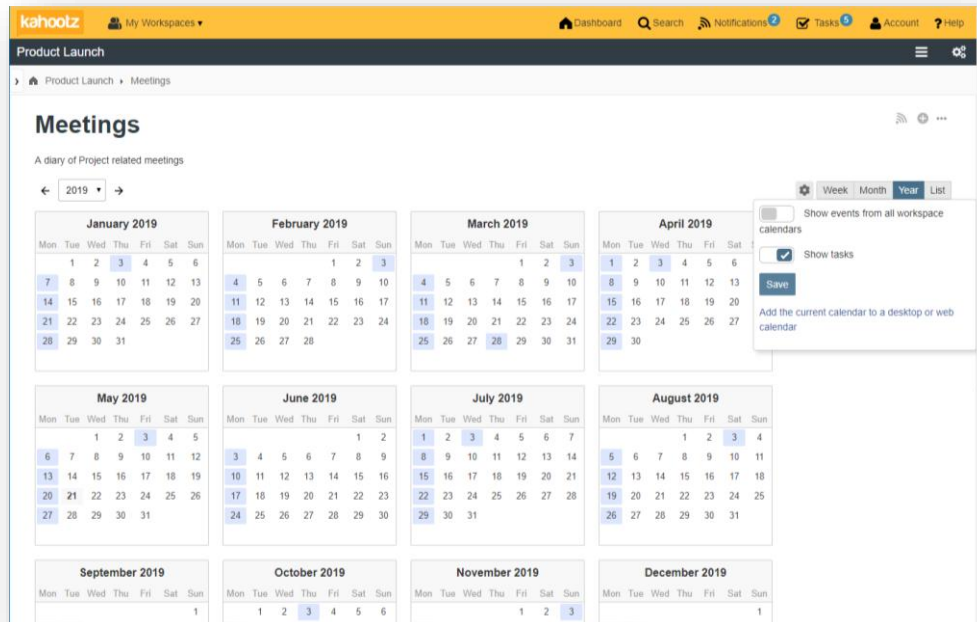
Tasks can be created within a list—which keeps related tasks together—or against any item within a workspace, such as a document or calendar event. Users can attach files to tasks or link to other workspace content.

All tasks a user has created or been assigned are collated under their ‘My Tasks’ page to help users manage their activities. Users also receive email alerts to remind them of any tasks that are upcoming or overdue.



1.17 Meetings and Events

Each workspace can contain multiple calendars, displaying events and other date-based information, such as workspace tasks.



Events can be given a name, description, list of invitees, location details, agenda, and attachments. They can be set to repeat at a user-defined frequency for a defined period. For example, ‘Project Reviews’ could be held every Monday at 10 a.m. for six months.

When an event is created, you can notify workspace members and ask for a response to the event. Users are presented with a form which provides the options available, for example, “I will attend” or “I will send someone in my place”.

When an event is deleted, a notification is sent to inform users not to attend.

As with other information, events can have related discussions and tasks, which help arrange venues, agree on objectives and collectively decide on agenda items.

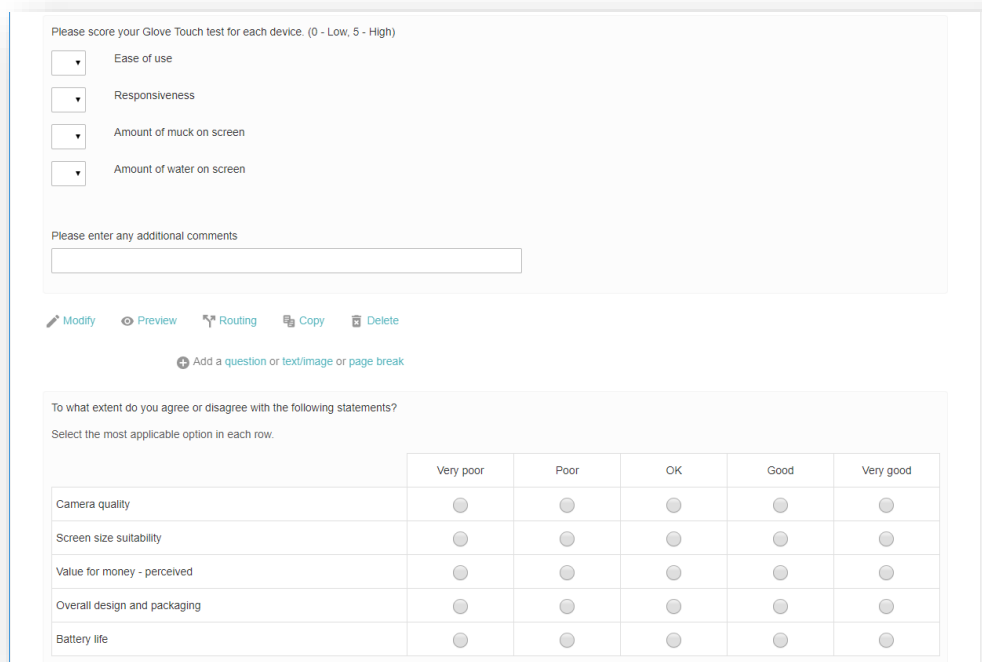
The event creator can also specify reminder emails to be sent to workspace members at specific times before each event.

To improve coordination, workspace calendars can include events from third-party calendars—such as Google Calendar—using Internet Calendar subscriptions. Likewise, workspace calendars can be displayed within other applications that receive an Internet Calendar subscription, such as Microsoft Outlook. This function requires authentication to ensure diaries remain secure and can’t be accessed without permission.

1.18 Surveys and Quick Polls

The survey builder makes it easy to create and conduct online surveys. You can use various question types, each with its own set of options, allowing you to customise the questions being asked. Conditional routing can decide which question to ask based on a user's response to earlier questions.

A survey can include formatted text, images and links to other workspace content, allowing you to provide the context that members need to make informed decisions.



Please score your Glove Touch test for each device. (0 - Low, 5 - High)

Ease of use
 Responsiveness
 Amount of muck on screen
 Amount of water on screen

Please enter any additional comments

[Modify](#) [Preview](#) [Routing](#) [Copy](#) [Delete](#)
[Add a question or text/image or page break](#)

To what extent do you agree or disagree with the following statements?
 Select the most applicable option in each row.

	Very poor	Poor	OK	Good	Very good
Camera quality	☐	☐	☐	☐	☐
Screen size suitability	☐	☐	☐	☐	☐
Value for money - perceived	☐	☐	☐	☐	☐
Overall design and packaging	☐	☐	☐	☐	☐
Battery life	☐	☐	☐	☐	☐

Once created, workspace members can be notified by email to take part and be thanked by email when they submit an answer.

Subject to the permissions set up by the creator, users can view real-time summary charts, a list of the responses, individual responses and even cross-tabulations. Further reporting can be done using the powerful built-in report writer to present and organise survey responses within custom graphical, tabular and map reports.

1.19 Custom Forms and Online Databases

There are many situations where capturing, structuring, and sharing tabular information such as Risk and Issue Registers, Contact Lists, FAQs, Inventories, and Incident Reports is useful. Typically, this information is stored in spreadsheets, which are difficult to use in a collaborative multi-editor context. Kahootz provides a powerful yet easy-to-use Database builder that allows users to create and deploy custom online databases and input forms quickly.

“Kahootz has given us the opportunity to develop a database which allows us the freedom to adapt and modify it to suit our business needs. Its ease of use enabled the team to create a simple and effective working tool that both mirrored and enhanced our customer journey. It has proved invaluable in the sharing and updating of claimant information on a daily basis which has supported staff in their delivery of JCP services.”

Jobcentre Manager, DWP

Standard forms/databases can be created from system-wide templates or by copying columns from existing databases to speed deployment.

By restricting user access permissions, a select peer group can test and review forms if necessary. Once approved, authorised workspace or team members can be presented with an automatically generated input form to add and update Database records. An optional email notification can be used to alert workspace members about any updates.

Kahootz Public Forms make it easy to collect information from people outside your workspace. You can create secure, customisable forms that feed data directly into your Kahootz database—ideal for consultations, surveys, registrations, or feedback. Responses are stored safely within your workspace, where you can manage, analyse, and report on them alongside other project data. This feature helps you engage external stakeholders without compromising security or compliance.

A Database entry can also contain hidden ‘back-office’ columns that can be used to process and track information. The built-in report writer can report on all data held within a custom Database.

You can also create ‘Calculated columns’ to develop application-specific values, such as traffic light warnings in Risk and Issue Registers. Alternative views, such as a Kanban board, can manage, filter and navigate Database entries.

Risk Register

Quick search

2 entries

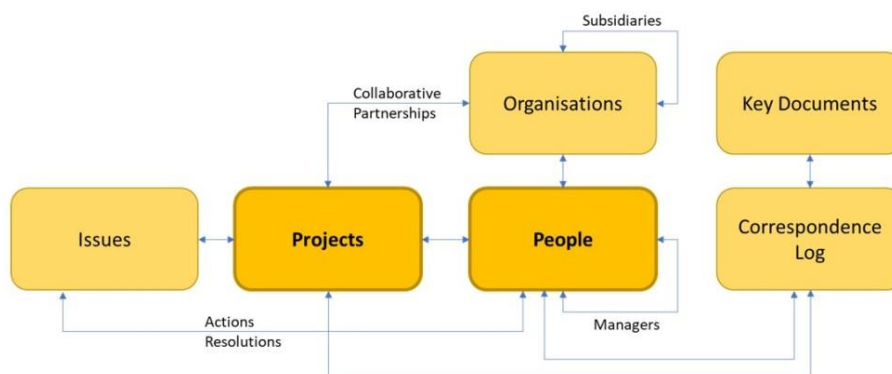
Risk Number	Category	Risk Title	Risk Description & Cause	Risk Impact	Risk Owner	Likelihood	Impact	Risk Rating
1	Commercial	Supply chain disruption	Recent global events pose a threat to our supply chain.	Restrictions imposed on units ready to sell	John Smith	3 - Medium (21%-50%)	4 - Significant detrimental	
2	Environmental	Traditional fuel sources scarcity	The need for alternative fuel sources is becoming more and more prevalent due to global events.	Lack of traditional fuel sources will severely delay operations	John Smith	5 - Very High (81%+)	5 - Could prevent achieve	

Modify Delete

Add tag

A default column-based search facility is provided, as well as functionality to provide users with a customised Database search form to facilitate the construction of useful search criteria.

Kahootz Enterprise clients can also benefit from the capability to 'link' databases together within a Kahootz workspace. This allows Database owners to associate entries in one Database with entries in one or more other databases and create referential back-links where required.



Linked Database columns let you 're-use' data from another Kahootz Database. Therefore, you avoid potential issues around data duplication and make it much easier to create complex relationships across multiple Databases (in the same workspace).

1.20 Web Links, Wikis and Web Pages

Additional web pages can be added to a workspace to present information to users, such as organisational diagrams, operational guidance or even embedded content from other websites, such as YouTube. These web pages can be linked together to provide wiki-type navigation – critical when creating Knowledge Management systems with Kahootz.

In addition, a ‘web link’ object is provided to reference external websites, allowing users to discuss web pages and articles of interest.

Alternatively, internal workspace content can be easily and quickly associated with other workspace objects and discussions via the ‘Related Item’ function.

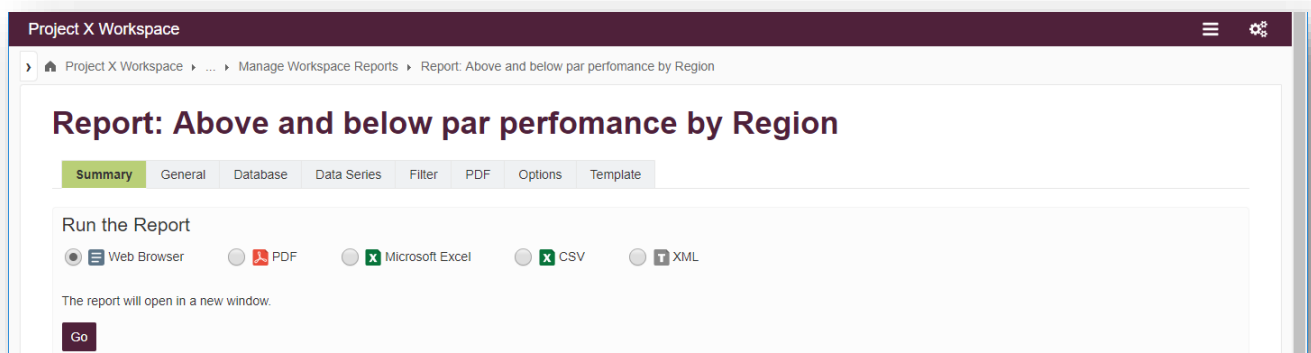
1.21 Photo Albums

With the proliferation of digital imaging devices, such as mobile phones, it is common for workspace members to want to share and discuss images. To support this, Kahootz allows images to be uploaded into albums. A simple-to-use picture editor is also provided to allow users to crop, rotate, and resize images

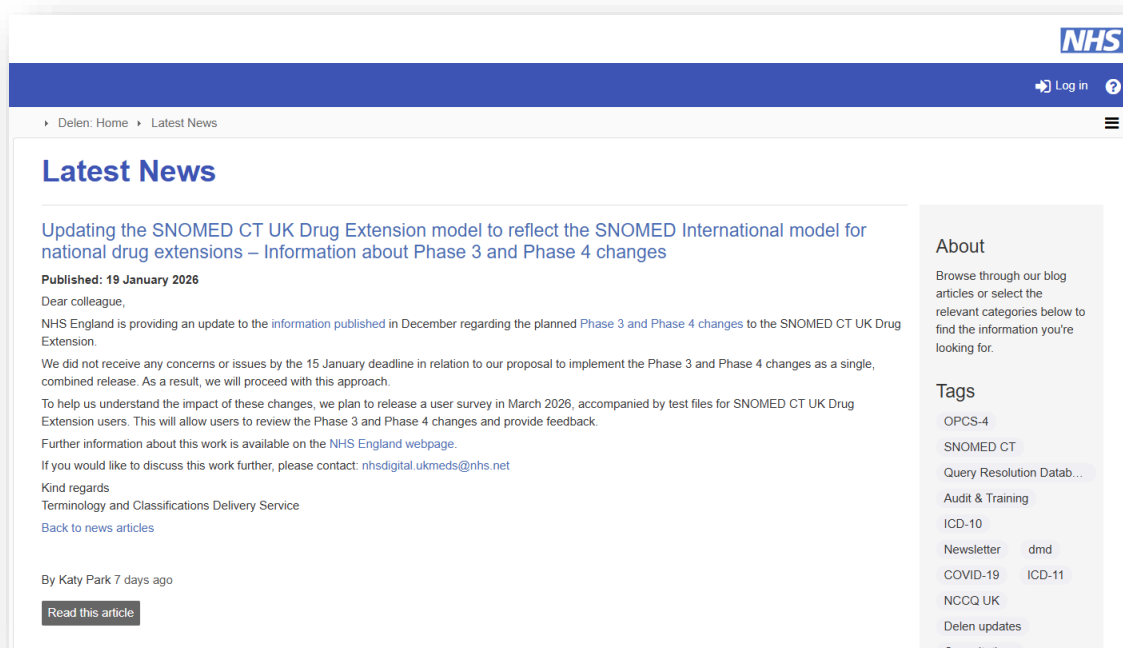
1.22 Report Creation

As seen in the paragraphs above, Kahootz provides several innovative methods to allow workspace members to offer structured feedback via document commenting, survey responses and Database form submissions. To make sense of user contributions, workspace managers have access to a built-in report writer to analyse, segment, filter and cluster contributions quickly.

During report creation, managers can specify the data to report on, whether it will be presented in a tabular list, a graphical chart or on a map and the output format (Web page, PDF, CSV, or XLS). Custom reports can be saved to a library of reports to be re-run later.



1.23 Workspace Blogging



The workspace blog feature allows workspace members to post articles and project updates. For ease of retrieval, blog posts can be assigned to one or more pre-defined categories or displayed using a calendar view.

When created, there is an option to send a blog post summary to each workspace member to inform them of the post. Blog owners can also allow users to comment on blog posts

1.24 Content searching and what's new?

All workspace content can be tagged for subsequent search and retrieval. A quick workspace search facility and functionality for users to search across all the workspaces they are members of are provided.

A 'What's New' function and a 'What's New' email digest can be used to keep workspace members informed of workspace content additions and modifications. In addition, 'What's New' widgets can be added to the user and workspace dashboards to highlight new content.

1.25 Support and the Kahootz Knowledgebase

Kahootz is extremely easy to use; most clients use it with zero training.

To help your users get the most out of Kahootz, we provide a [very informative online Knowledgebase](#). We also offer an [online support ticket service](#) to [every user](#) in case they need extra assistance

2. Pricing, Ordering and Commercial Terms

2.1 Pay-as-you-go Licensing

As a Cloud commodity software service, you only need to pay for what you need, as we don't artificially force you to purchase user licenses you don't yet require.

Ordering the service is extremely easy; go to the Kahootz website, answer a few basic questions and your site will be available for use within minutes. To avoid delays, you can also use the free 30-day trial whilst you finalise contracts and arrange a purchase order. The minimum subscription for Kahootz is ten users, and the minimum subscription period is twelve months. You can choose either an annual or a monthly subscription. The annual subscription is more cost-effective because the yearly price is equivalent to eight months (i.e. four months free).

For Enterprise Users, we offer an unlimited amount of storage.

2.2 Payment

Payment is due within 30 days of the start of each subscription period. For public sector customers we will send you an invoice, which you can pay with BACS.

An aggregated invoice can be provided when an organisation has several distinct subscriptions and Kahootz sites.

To make the invoicing and payment more manageable, you can pay in advance for as many months or years as you like. Invoice amounts should be for a minimum of £1000 unless otherwise agreed.

2.3 Free and Trial Services

We offer a free 30-day trial service. This provides the full functionality of a paid subscription but has some restrictions, as shown in the table below. You can upgrade a free or trial service to a paid subscription service anytime, and your service will continue uninterrupted.

Kahootz Free Trial	
Maximum users	25
No. of workspaces	Unlimited
Storage	2GB
Duration	30 days
Customer support	Included
Website	https://www.kahootz.com/start-trial/
Security	Not assured

To help you make the most of the service, users of free or trial systems may receive email updates regarding Kahootz functionality, helpful suggestions, and case studies.

The site owner may receive more frequent tutorials, tips and advice.

2.4 Subscription and Termination Terms

Within a contract term, a subscription will automatically renew on the same terms as the original subscription unless it is cancelled at least thirty working days before it expires.

You can increase the number of users or storage anytime.

The fee difference is usually calculated using the monthly rate from when the extra capacity is available to the end of the subscription period. The change will be invoiced for the month in which the upgrade order was placed.

If required, you can decrease capacity, provided your existing user count and storage used are below the new subscription parameters required. The reduction can be requested at any time up to 5 working days before the end of the existing subscription period. The reduced capacity will be applied at the end of the existing subscription period, and the future subscription fee will be reduced accordingly.

You can ask to terminate the service, which will be terminated at the end of the current subscription period. Upon request, the service can be terminated partway through a subscription period, but there is no refund for unused portions of the current subscription.

Kahootz is permitted to terminate the service if the customer falls more than 30 days behind with the payment of the subscription fees that become overdue. Once a subscription has lapsed, all data will be deleted from the service between 30 and 40 days later.

2.5 Consumer Responsibilities

We ask our clients to:

- Provide a primary point of contact, the “site owner”, for billing, payment, reporting and notifications about the service.
- Ensure that purchase orders are raised and the subscription fees are paid promptly.
- Provide clear guidance to their users regarding the storing and sharing of OFFICIAL and OFFICIAL-SENSITIVE information.
- Follow their GDPR Data Controller processes as appropriate.

3. Kahootz Enterprise

The Kahootz Enterprise license is the ideal choice for organisations that want the simplicity of a quick-to-deploy cloud collaboration service together with more in-depth administrative control, customisation and configuration capabilities.

Kahootz Enterprise provides your site administrators, and your budget holders, with improved methods of operational control and flexibility.

Kahootz Enterprise includes all the capabilities of our standard Kahootz offering plus:

- More flexible licensing options and payment terms
- A fair use storage policy
- Deeper levels of site customisation and configuration
- Access to advanced system administration tools
- Additional product functionality
- Preferential consultancy support services
- Adoption and implementation reviews and audits

We can also provide options enabling:

- Single sign-on and system integration (Microsoft Power BI, etc)
- Custom plug-in development
- Multi-site configurations
- Corporate branding
- Public web communities (minimum 500 user license required).

The following sections provide greater detail as to what you can expect when you purchase Kahootz Enterprise.

“Promoting the sharing of ideas and content is crucial. The NHS has a large amount of content which is ‘forgotten’ about in 12 months and it is not uncommon for the ‘wheel to be reinvented.’”

The goal (with Kahootz) is to build a sustainable community of practice and change the behaviour of users.”

Strategy Lead, NHS England

3.1 Commercials suited to Corporate and Partnership implementations

Kahootz Enterprise provides budget holders with certainty, adaptability and excellent value for money.

3.1.1 License terms

A Kahootz Enterprise license offers a range of additional benefits beyond our standard Kahootz Professional offering. The minimum contract size for Kahootz Enterprise is 50 users for a license term of 1 year.

3.1.2 Improved storage offerings

Kahootz Enterprise is delivered with a fair-use policy for site storage, allowing your usage to scale as needed.

3.1.3 Pay Only for Active Users

Kahootz Enterprise customers who commit to an annual license of 1,000 users or more can utilise our "Active User" licensing scheme. Instead of paying for the total number of registered users on the service, you only need to pay for the number of users using the service each month.

This provides you with the best commercial terms because users can be registered on the service and ready for action, but you only need to pay for them during the months they use the service. In addition, you can take advantage of a low-cost annual license for most of your users by paying for them in advance, but you still have the flexibility to fluctuate the number of users from month to month.

At the end of each month, we will calculate the number of users that have used the service during that month and only charge for extra users beyond your annual commitment. For example, suppose you have a yearly license for 2,000 users. If there are 2,200, 2,700 and 2,100 active users in January, February and March, the additional monthly billing would be for 200, 700 and 100 users, respectively, because that is the number of users over and above your annual license of 2,000. To facilitate this, we request a single call-off purchase order to raise our monthly invoices.

3.1.4 Aggregated Site Billing for the Extended Enterprise

Kahootz Enterprise clients can benefit from aggregated volume discounting of a license that encompasses several Kahootz sites belonging to different internal cost centres or partner organisations. Because the cost per user decreases as the number of users increases, this can offer considerable savings on license costs.

We can provide a report showing the usage per Kahootz site and the proportion of the total license utilised by each department or organisation on a month-by-month basis.

To take advantage of this, orders and invoices must be centrally managed by a single client responsible for cross-charging other users of the aggregate license.

3.1.5 Disaggregated Billing and Partnership Licensing

A single, centrally managed G-Cloud call-off contract can license Kahootz Enterprise for use across partnership organisations. Such an arrangement provides the economic benefits of a shared-service collaboration platform across multiple organisations, typically for use within a local strategic partnership or between a government department and its arm's length bodies.

Each partner organisation can have one or more separate Kahootz collaboration sites, each with total data segregation if required. Such site separation might be desired if a partner organisation requires:

- Specific site branding, password policies, configuration and customisation.
- Their own payment terms and billing arrangements.
- Restricted System Administration access to their staff.

The benefits of using a single G-Cloud call-off contract for partner organisations are:

- Once the primary contracting organisation has ordered the initial Kahootz Enterprise license, all subsequent user licenses, irrespective of who orders them, are added at a lower flat rate (monthly or annual), providing an instant saving.
- To avoid double-counting, each person (unique email address) will only be counted as one user license, even if users are registered on several partner Kahootz sites.
- The cost for each licensed user is distributed proportionally based on the number of workspaces they are a member of within each partner site.
- Once Kahootz has been formally evaluated and selected, and a G-Cloud contract is in place, partner organisations' subsequent call-off ordering process will be simple and efficient.
- All partner organisations can use a uniform method of collaborating internally and externally with their communal staff and stakeholders.

To qualify for site customisation, system administration and integration services a partner organisation must have an annual Kahootz Enterprise license for at least 250 users.

To qualify for the benefits of Active User licensing a partner organisation must have an annual Kahootz Enterprise license for at least 1,000 users.

3.1.6 Upgrade path to Kahootz Enterprise

G-Cloud clients can upgrade to Kahootz Enterprise by paying the difference in license amount due for the term remaining in their Kahootz license.

3.2 Kahootz Site Customisation

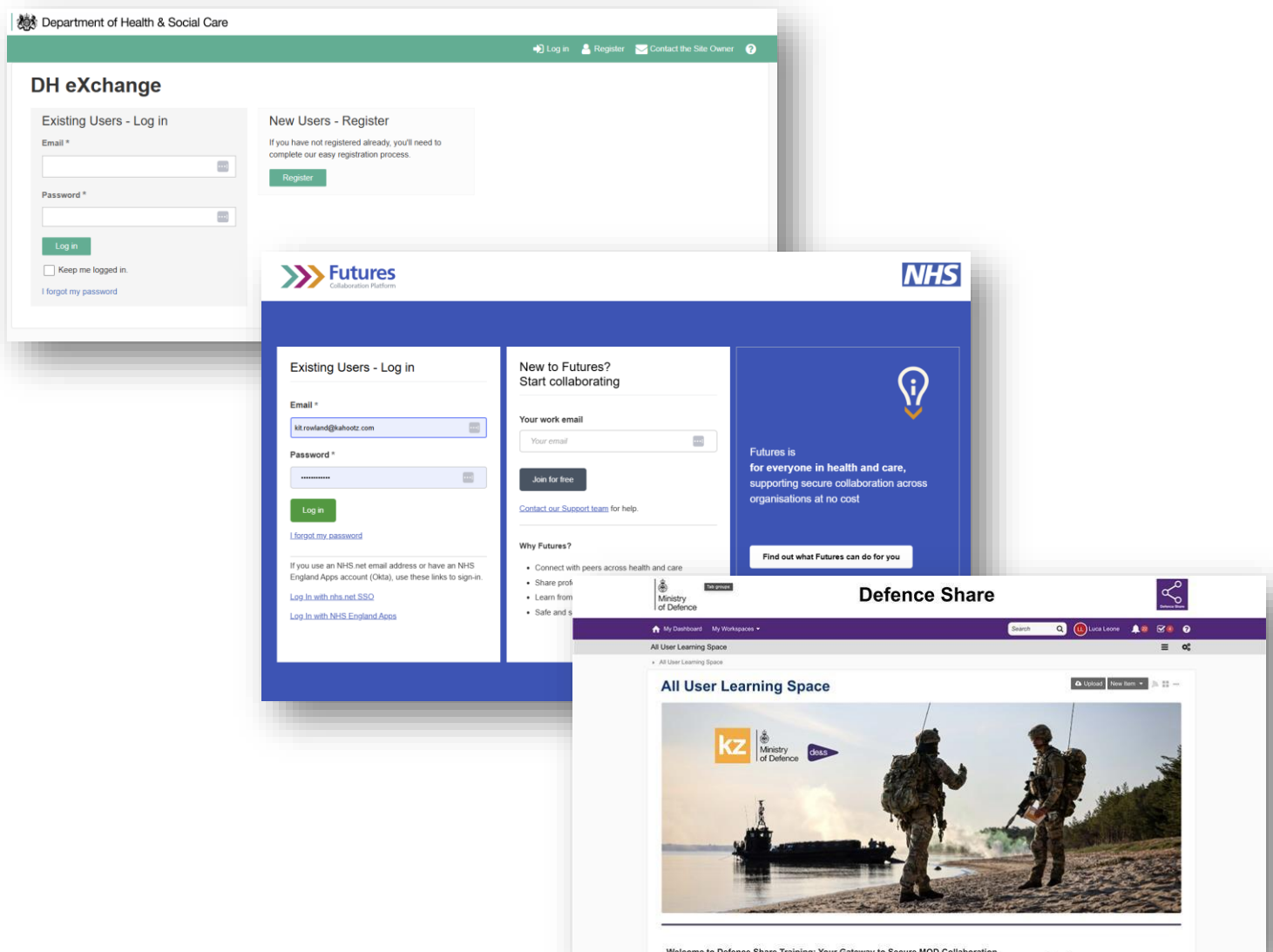
Kahootz Enterprise clients have the option, through consultancy services, to customise the look and feel of what is presented to their users, which can include:

- Branding the Kahootz service to match your own (existing) website design
 - Use of your URL/domain
- Custom user-profiles and site registration pages
- Your own custom default workspace and/or Database templates

3.2.1 Promoting your brand, not ours

By default, you can use the Kahootz default brand for a quick, low-cost, no-fuss start.

We can also brand the Kahootz service to match your website design, delivering all our functionality as though it were an integral part of your public website or intranet.



Our 'Full Immersion' branding service:

- Uses your styles for colours and graphics
- Fits your existing menu structures
- Uses your website, breadcrumb trail
- Reproduces your code for monitoring/tracking

The result is that your staff and stakeholders understand that they are dealing directly with you because your identity remains consistent.

As part of this branding exercise, we can configure Kahootz to use a custom URL or sub-domain you own. Please note that this may require additional costs for the provision, application and support of custom SSL certificates.

Branding the service incurs a one-off consultancy fee plus an annual maintenance fee.

3.2.2 Customised User-Profiles and Stakeholder Database

Our standard Kahootz service includes a default set of user profile fields that users complete when they first register.

The Kahootz Enterprise license includes assistance from us to set up a user profile specific to the information you want to capture and share about your staff and external stakeholders. Profile attributes can include a variety of field types including simple or formatted text, drop-down, pick-one and check-box lists that can be made either optional or mandatory.

The profile attributes form a self-maintaining stakeholder database that can be used by authorised users to search and identify people as contributors for new initiatives, projects or special interest communities.

3.3 Additional Product Functionality Included

3.3.1 Publish to PDF

As part of our standard Kahootz offering we provide a license upgrade option to add workflow facilities to the creation of structured documents so that document managers can add editing and approval workflows to each document section. Included in this upgrade option is also a facility to publish structured documents directly to print-ready PDF utilising pre-defined corporate document styles and layouts which are created through consultancy services.

A Kahootz Enterprise license includes this option at no extra cost and we also enable your end users to build and maintain your own set of PDF document templates without the cost of additional consultancy support from us.

3.3.2 Linked databases

As described in section 1.1.9, Kahootz Enterprise clients are provided with the additional capability to link one-or-more workspace databases together.

3.4 Option for adding public web communities

Focussing on secure team and project collaboration, our standard Kahootz offering is restricted to private, invite-only, workspaces.

A Kahootz Enterprise site, licensed for 500 or more users, can also include public web communities to enable public sector organisations to attract, engage and collaborate more freely and publicly with external stakeholders and members of the public.

3.5 Advanced Kahootz site configuration and administration

As part of your Kahootz Enterprise license, we can provide nominated staff members access to our extremely powerful System Administration tool.

Not only will Kahootz Enterprise allow authorised system administrators to configure a Kahootz site with your preferred system defaults, it will also allow them to run and manage multiple Kahootz sites concurrently, each with their own configuration sets, customisations and policy settings. This impressive capability becomes invaluable when supporting public and private collaboration spaces for internal and external use or creating a cloud collaboration infrastructure with partner agencies as a shared ICT service. For ease of system management and control, each site configuration can inherit or override settings and values from a nominated master site.

The System Administration tool provides many useful facilities, including:

- User administration:
- Workspace administration:
- Site administration
 - Modify the default permissions and availability of Kahootz functions
 - Customise the notification emails
 - Allow direct subscription and define invitation rules
 - Customise password policies
 - Create Database and workspace templates
 - Create and maintain custom attributes
 - Site statistics and reporting
- Workspace category administration
- Server admin and log views for:

- Notification queues, image processing, timed jobs, mail and search services
- Control/deny access by IP and domain address

Once trained, Kahootz Enterprise System Administrators will find it easy to fine-tune and manage your Kahootz site configurations without our help. Your Kahootz Enterprise license agreement also includes Site Administration support should you need it at any time.

3.6 Additional Kahootz Enterprise Consultancy Services

Subject to additional consultancy, we can provide services to support:

- The consolidation of multiple pre-existing Kahootz sites
- Single sign-on integration - via SAML2 server
- Integration with 3rd party services via our Application Programming Interface (API)
- The development of specialised plug-ins to support specific business applications
- Consultancy to help you define and share your own Kahootz workspace template libraries
- Site audits to guide workspace layouts, best practices and user adoption
- Apply recommendations for email security (i.e. DKIM) to sites with custom domains

4. Training and Other Services

Service	Description
Workspace manager training	This is a 1-day course aimed at those running groups on the system. It covers: • Different types of workspaces • Overview of the features • Workspace layout and customisation • Policy and workspace defaults • Principles of good workspace management • Help, support and guidance resources
System administration training	a one-day course aimed at those who will administer one or more collaboration sites as part of a Kahootz Enterprise license agreement.
Branding	The service can be branded to match your corporate brand or website seamlessly. (available to Kahootz Enterprise clients only)
Workspace consultancy	This is a one-day consultancy exercise to review what you want to achieve and help you set up the service so that you receive maximum benefit. Consultancy services for smaller work packages are also available at an hourly rate.
Audit reviews	This is a one-day workshop to review your implementation of Kahootz, including workspace design, custom template requirements, and user adoption approach.
Integration and plug-ins	We can integrate the site with external applications and develop custom plug-ins to extend functionality. Integrations can include business intelligence platforms such as Power BI, customer relationship management systems including Salesforce, and your preferred Artificial Intelligence (AI) and Large Language Model (LLM) tools.
Data take-on	We can create scripts to automate data import from another service, or from data files you have exported from another service.

5. Service Management

5.1 Service utilisation

5.1.1 Provisioning and de-provisioning

Kahootz provides instant provisioning via our self-service portal (<https://www.kahootz.com/start-trial/>). De-provisioning can be initiated by the site owner at any time.

5.1.2 On-boarding

Kahootz supports rapid onboarding with built-in tools for:

- Bulk file, document and image upload (ZIP)
- Bulk data import into databases (CSV)
- Bulk user invitations

For complex migrations, professional services are available to design tailored onboarding processes.

5.1.3 Off-boarding and Exit Plan

Users can easily export data at any time, including:

- Databases, user lists, comments and survey results (Excel, CSV, XML)
- Documents and images (ZIP)

Exports use open standards to ensure portability and interoperability.

Where additional assistance is required, an assisted data extraction service is available on request to support off-boarding and data portability. Structured data is supplied in open formats (such as JSON or CSV), and files are provided in their original format. Site Owners should contact their Kahootz Account Manager or Support to discuss requirements.

Kahootz Limited maintains a standard Exit Plan, aligned with the G-Cloud Call-Off Contract, which sets out the methodology for orderly transition of the service at contract expiry or termination.

5.1.4 Data removal

All client data is permanently deleted 30 to 40 days after licence expiry unless otherwise agreed. Removal from live systems occurs promptly, and backups are purged within one month.

5.1.5 Data restoration

Data restoration for deleted content is available where feasible and charged at our standard consultancy rate.

5.1.6 Customisation

The service is highly configurable, and there are many configuration options to control exactly what functionality is available and how the software works. Much of this configuration is available to workspace managers, but far more configuration options are available to Kahootz Enterprise System Administrators.

Kahootz is an off-the-shelf product, so we are not able to tailor the source code for individual users.

5.2 Service Level Agreement (SLA)

The service level agreement is as follows:

- **Availability:** The service will maintain a minimum availability of 99.95% per month, excluding up to 6 hours per quarter of scheduled downtime. Scheduled downtime occurs between 8 pm and 6 am on weekdays, or between 7 pm and 6 am on weekends, unless otherwise notified.
- **Performance:** The service is designed to deliver a fast and responsive experience for standard page requests under normal operating conditions. Bulk operations, reports, and pages containing third-party content may take longer to process.
- **Monitoring and Transparency:** An independent third-party service monitors availability and publishes a public record, providing visibility of service performance and uptime.

It is available at:

<https://help.kahootz.com/en-GB/kb/articles/service-status-page>

5.2.1 Service Credits

Service credits can be claimed when the service availability within any month falls below the target service level. The service credit is a percentage of that month's service fee. The service fee is treated as the pro-rata monthly fee for subscriptions that are not billed monthly.

Availability	Service Credit
>99% and <99.5%	5%
>= 98% and < 99%	10%
>= 97% and < 98%	25%
<97%	50%

Service credits will not accrue unless a site owner is up-to-date with their payment obligations.

To receive service credits, a site owner must submit a request to accounts.info@kahootz.com within 30 days of the end of the month in which the service failed to meet its service level agreement.

Availability excludes downtime caused by failures or outages of third-party infrastructure providers outside Kahootz's reasonable control, including cloud hosting providers.

5.2.2 Service monitoring and reporting

Site owners have access to a real-time reporting page which displays metrics corresponding to the parameters on which the subscription is based:

- The number of users paid for and how many are being used
- The number of users, broken down by day or month
- The amount storage paid for and how much is being used
- The amount of storage used, broken down by day or month

5.3 Support Service

Kahootz provides product support to all users.

5.3.1 Channels

Kahootz offers an online knowledgebase for self-service guidance. If extra assistance is needed, you can use the ticketing portal to request technical support. Every request is logged with a unique case number so you can track its progress.

5.3.2 Support hours

Requests can be logged 24/7 and will be handled during support hours. Support hours are weekdays 09:00 to 17:30 UK time (excluding UK public holidays).

5.3.3 Priority levels

When logging a Technical Support Request, you should indicate its priority with one of the following levels:

Level	Description
P1 - Critical	Complete service outage, data loss, security breach, or major functionality failure affecting most users. Examples: Production system down, authentication failures, payments blocked. Impact: Business-critical, no workaround.

P2 - High	Major functionality degraded, significant user impact, limited workaround. Examples: Performance degradation, key integrations failing. Impact: High business impact.
P3 - Medium	Non-critical feature issue, moderate impact, workaround available. Examples: Reporting issues, minor API failures. Impact: Business inconvenience.
P4 - Low	General questions or cosmetic issues. Examples: UI alignment, documentation clarification. Impact: Minimal or none.

5.3.4 Standard SLA Targets

Kahootz Technical Support responds to your problem as follows:

- Acknowledgement – The support portal automatically acknowledges receipt of your support request and assigns it a case number. If Kahootz disagrees with or has questions about the priority level you have suggested, we will discuss with you what the appropriate priority level should be.
- Response - Kahootz provides an initial response. This may include an answer, advice, workaround or full resolution of your problem. If Kahootz cannot reproduce or diagnose the problem, we may ask you for more information or suggest you do certain things to help us diagnose the problem.
- Resolution – If your case has not been resolved already, Kahootz will resolve it fully. For priority 1 and 2 cases, this may involve a software patch, a new release of the software or revised documentation. If Kahootz cannot reproduce or diagnose the problem or you are not satisfied with the solution, the case may be further escalated.

The priority of a Technical Support Request determines our target response times (within the Support Hours) as follows:

Level	Response	Resolution
P1 - Critical	30 mins	4 hours. .
P2 - High	1 hour	1 to 2 business days.
P3 - Medium	4 business hours	3 to 5 business days.
P4 - Low	1 business day	Best effort / Backlog

5.3.5 Software releases

Kahootz follows a formal and controlled Software Development Life Cycle (SDLC), supported by a documented release and change management process that ensures regular updates and timely security patches. This process is reviewed regularly and audited at least annually.

Release models may vary depending on the deployment type and operational environment. Cloud-hosted services follow an evergreen release approach, while deployments in customer-managed or higher-assurance environments may adopt a more controlled and scheduled update process. Critical security fixes are prioritised and provided as required.

5.4 Roadmap

Kahootz operates an evergreen development model, delivering regular feature enhancements and security updates without disruption to service.

5.4.1 Roadmap Access

The product roadmap is available to subscription holders under a standard non-disclosure agreement (NDA).

5.4.2 Customer Engagement

We actively involve clients in shaping future development through:

- User research and participation in surveys
- Focus groups with selected customers to discuss upcoming features
- Regular contact with account management teams
- Suggestions submitted via our support service

5.4.3 Transparency

Roadmap sessions showcase upcoming developments and allow customers to influence priorities. This ensures Kahootz continues to evolve in line with public sector needs and emerging standards.

5.5 Support for UK Government ICT Policies

Kahootz is designed to align with UK Government ICT strategies and principles, including those set out by the National Cyber Security Centre (NCSC), ensuring compliance, openness, and sustainability.

5.5.1 Technology Code of Practice

Kahootz is delivered as a SaaS platform, scalable and continuously improved through an evergreen release model. The platform supports user-centred design, open standards and interoperability.

5.5.2 Cloud First Policy

Kahootz is a multi-tenanted SaaS solution hosted on AWS UK regions, enabling secure, cost-effective collaboration without bespoke infrastructure.

5.5.3 Open Standards & Portability

All data is exportable in open formats, such as CSV, JSON and XML, in order to avoid vendor lock-in. An API is available for integration with third-party systems.

5.5.4 Information Principles for the UK Public Sector

All data is owned by the client, whilst access controls ensure integrity and confidentiality. Kahootz has a full audit trail, supporting accountability

5.5.5 Accessibility

The platform is designed to align with recognised accessibility standards, including WCAG 2.2 Level AA, BS 8878 and the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018. It's also tested with screen readers and text-only browsers to help ensure an inclusive experience for all users.

5.5.6 Greening Government ICT Strategy

Kahootz supports sustainable ICT practices by reducing the reliance on on-premise hardware through the use of shared cloud infrastructure.

Cloud services are hosted on AWS infrastructure. Amazon has committed to achieving net-zero carbon emissions across its global operations by 2040 under The Climate Pledge.

The service is accessible from any modern device, minimising energy consumption and reducing the need for dedicated client hardware.

5.6 Security

Kahootz meets UK Government security requirements for information classified as **OFFICIAL**, including **OFFICIAL-SENSITIVE**, and is delivered **exclusively from the UK**. Used by the MOD, NHS, Cabinet Office and Ministry of Justice, security is embedded across architecture, operations, and governance. For more information, visit our security centre: [Cloud Data Security | Keep Data Secure on the Cloud](#)

5.6.1 Certifications and Assurance

Kahootz holds ISO/IEC 27001 and Cyber Essentials Plus certificates, with annual audits by a UKAS-accredited body and independent verifications of IT infrastructure security.

All personnel are vetted to a minimum of BS7858, with relevant staff having SC and NPPV clearance where applicable.

5.6.2 Government Compliance

Kahootz Fully aligns with the 14 UK Government Cloud Security Principles outlined by the National Cyber Security Centre (mapping available on request).

Kahootz Enterprise is assured for use by UK Ministry of Defence, in line with Secure By Design principles, for storing and sharing OFFICIAL-SENSITIVE information and is compliant with UK GDPR and ICO requirements.

5.6.3 Hosting and Data Location

All AWS facilities hosting Kahootz data are in the UK and are certified to ISO27001, SOC 1/2/3 and PCI-DSS.

Physical security includes multi-layered access controls, biometric authentication, CCTV monitoring and intrusion detection.

5.6.4 Application Security

All traffic is encrypted using TLS 1.2/1.3 with Forward Secrecy. SSL Certificates are signed by GlobalSign or AWS and annual penetration testing covers OWASP Top 10 threats.

Kahootz operates vulnerability scanning and code reviews during a secure development lifecycle.

For users, Kahootz has strong authentication methods, including:

- Unique username and password per user.
- Configurable password complexity and expiry policies.
- **Two-Factor Authentication (2FA)** available for all users or administrators.

5.6.5 Encryption and Data Protection

All data is encrypted at rest using industry-standard AES-256 encryption. In cloud-hosted deployments, encryption is implemented using AWS Key Management Service (KMS) with keys managed under strict IAM policies.

Encryption key management approaches may vary depending on the deployment model and customer requirements. Where appropriate, alternative key management arrangements — including customer-managed keys — may be supported, subject to technical feasibility and agreement.

Under UK GDPR, Kahootz acts as the Data Processor, with clients retaining full data ownership. No data processing is conducted without client instructions.

All subcontractors are contractually required to follow Kahootz security procedures. Where possible, we select suppliers that hold ISO27001 or equivalent security certifications.

Our breach notification procedures are aligned with ICO and GovCert requirements.

5.6.6 Resilience and Disaster Recovery

The platform is built for high availability and resilience, using a multi-AZ deployment and AWS Elastic Load Balancing to distribute traffic. It's protected from DDoS attacks through AWS Shield and WAF. Data stored in RDS is backed up daily with encryption and supports point-in-time recovery. Disaster recovery processes are tested every year as part of ISO 27001 compliance.

5.6.7 Governance and Operational Security

Security at Kahootz is a board-level responsibility.

As part of our ISO27001 certification, we operate a comprehensive framework covering:

- Incident management
- Configuration and change control
- Vulnerability management
- Supply chain security

Continuous monitoring is conducted using AWS CloudWatch, Rapid7, Security Scorecard and Kahootz governance processes.

5.7 Technical Background

Kahootz Professional and Enterprise are delivered by default as a **SaaS platform**, hosted exclusively on **AWS UK regions**. The service is designed for high availability, scalability, and security.

5.7.1 Client-Side Requirements

Kahootz supports all major browsers, including Microsoft Edge, Google Chrome, Mozilla Firefox, Safari and Opera. No software installations or plug-ins are required, whilst enhanced document editing is available through Kahootz Office and Microsoft 365.

5.7.2 Mobile Devices

Kahootz has a fully responsive design for smartphones, tablets and desktops, with no separate mobile app required.

5.7.3 Accessibility

Accessibility compliance is described in section 5.5.5. From a technical perspective, the platform is fully responsive and tested with assistive technologies.

5.7.4 Hosting Architecture

Kahootz runs on a resilient, cloud-native architecture built using a range of AWS services, including:

- **EC2** for compute
- **ECS** for container orchestration
- **S3** and **EFS** for storage
- **RDS** for database management
- **IAM** for identity and access control
- **CloudWatch** for monitoring and alerting

The platform uses a multi-AZ design for resilience and fault tolerance, with traffic balanced through AWS ELB. Protection against DDoS attacks is provided by AWS Shield and AWS WAF.

5.7.5 API and Integration

There is an API available for Kahootz. The API runs over HTTPS and uses secure, token-based authentication. It exchanges data in JSON format and supports integration with a wide range of third-party tools.

5.7.6 Open Standards

Kahootz is built on open standards wherever they're appropriate, including HTTP, HTTPS, REST, SQL, XHTML, CSS and SMTP. It also supports WebDAV for simple, flexible document management. While the platform uses a range of open-source components, the product itself is not open-source.

6. Social Value at Kahootz

6.1 Social Value Commitment

Kahootz is committed to creating lasting social value through the way we deliver and support our services. Our approach aligns with the UK Government Social Value Model, focusing on sustainability, community engagement, and digital inclusion.

As part of our commitment to tackling economic inequality, we offer a 25% discount on Kahootz products for our charity and educational institution customers. This ensures organisations that make a positive impact in society can access secure, collaborative technology at an affordable cost, helping them deliver essential services more effectively.

We also share the values of our parent company, Jonas Software, where we support the Jonas Software UK Foundation to support charitable initiatives and community projects. These efforts reflect our belief that technology businesses should contribute to improving lives and strengthening local communities, not just through products but through active engagement and philanthropy.

Environmental responsibility is central to our operations. Kahootz is hosted on Amazon Web Services (AWS), which achieved its goal of powering its global infrastructure with 100% renewable energy in 2025. By leveraging AWS's energy-efficient data centres and sustainability initiatives, we help reduce the carbon footprint associated with IT infrastructure and support the UK's Net Zero goals. Jonas Software also promotes environmental stewardship across its global operations, focusing on energy efficiency and sustainable practices.

Our partnership with AWS also enables us to contribute to digital skills development within the UK public sector. AWS invests heavily in training and resources to help organisations adopt cloud technologies, and Kahootz complements this by providing guidance, best-practice materials, and training sessions for our clients. This ensures public sector teams can collaborate securely and effectively, building resilience and capability in a digital-first world.

Kahootz also plays a key role in supporting the NHS through the Futures Collaboration Platform, which now serves over 530,000 users. This platform enables healthcare professionals and stakeholders to share knowledge, collaborate on policy, and drive innovation across the health and care system. By providing secure, scalable collaboration tools, Kahootz helps the NHS deliver better outcomes for patients and improve efficiency across services.

Through these initiatives, Kahootz demonstrates a clear commitment to creating social value—supporting charities and education, reducing environmental impact, enabling collaboration in critical sectors like healthcare, and helping organisations develop the skills they need to thrive.