



Cloud Software **Service Definition**

Jadu Digital Platform:
Website Management, 'MyAccount', Forms,
Payments and Case Management

Jadu is on a mission to become the world's most accessible digital platform.

All our documents are presented in an open document format and have been accessibility checked.

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What is Jadu Digital Platform?

The Jadu Digital Platform is an enterprise-grade platform which includes content management, intelligent forms and customer relationship management capabilities. This brings together the best Jadu low-code technology to deliver an easy-to-use, accessible and mobile responsive experience for your service users.

Jadu Digital Platform provides you with simple-to-use, low-code, accessible administration tools, a robust approach to extensibility and a focus on integration. Easily create transactional services and manage digital customer journeys through data capture via a browser, touch screen or smartphone interfaces.

Overview of Features

Product Mix

Jadu offers its products through different service bundles, each catering to slightly different use cases. The most appropriate bundle for your organisation will depend on your specific needs and requirements.

These service bundles are listed as separate lots on the G-Cloud framework, allowing you to procure the solution that best aligns with your objectives.

To assist in selecting the ideal service for your needs, a comprehensive comparison table is provided at the end of this document, outlining the key features and capabilities of each bundle.

We encourage you to review this table carefully and assess your organisational priorities to identify the Jadu service that will deliver the optimal value and functionality for your digital transformation initiatives.

Service	Platform components included
This service: Jadu Digital Platform	Jadu Central: Accessible website and forms. Jadu Central is a single tenant software service. Jadu Connect: Web based customer experience and case management. Jadu Connect is a Multi-tenant software service. Jadu MyAccount: Additional tools to create a personalised user account experience integrating your Jadu Central and Jadu Connect transactions.
Alternative service: Jadu Digital Platform Lite	Jadu Central: Forms only, minimal content management tools Jadu Connect: Web based customer experience and case management. Jadu MyAccount: Additional tools to create a personalised user account experience integrating your Jadu Central and Jadu Connect transactions.
Alternative service: Jadu Central	Jadu Central: Accessible website and forms, full platform
Alternative service: Jadu Connect	Jadu Connect: Web based customer experience and case management.
Alternative service: Jadu Central Lite	Jadu Central: Accessible website and forms, partial platform including all forms functionality, but only partial content management features.

Content Management

Jadu Central offers an intuitive web interface streamlining content management, form building, and site administration. The search-driven Control Center enables efficient administration across teams.

Organisations can create rich homepages and landing pages using reusable widgets surfacing internal or external data sources, tailoring experiences to specific audiences. The user-friendly Document Editor facilitates accessible web content creation without advanced technical skills.

Centralised media libraries simplify managing downloads and images across over 220 file types. Directories provide a powerful solution for structured data repositories, with flexible content types, mapping support, and robust search/categorisation capabilities.

Search engine optimisation is enhanced through semantic, readable URLs and aliases, improving usability across platforms.

Robust governance controls including granular permissions, approval workflows, and publishing processes uphold quality, accuracy, and compliance throughout the content lifecycle. Predefined roles streamline user management, while providing full role based access control features.

Jadu Central empowers organisations with an intuitive platform for efficiently managing digital content, transactional experiences, and websites - ensuring data integrity, personalisation, and adherence to regulations.

Intuitive Form Building

Jadu Digital Platform provides a web-based interface for administrators to create and configure forms with ease. Key capabilities include:

- Drag-and-drop form builder supporting all standard HTML inputs
- Required fields and validations (generic, patterns, custom routines)
- Integrated components for real-time data lookups/validation from external sources
- Reusable input blocks that can be inserted across forms
- Version control and rollback for form/page templates

The interface allows defining powerful branching rules to guide the user journey based on responses. Conditional logic shows/hides questions, queries integrated systems for data inclusion, and combines inputs for downstream processing.

Granular permissions control editor access to forms and submitted data. Maximise compliance, security, and efficiency with Jadu Central's robust data retention features, ensuring adherence to data protection regulations, minimising data exposure in breaches, optimising disk space, and safeguarding against the loss of recent form submissions through site-wide, form-specific, and submission-based retention policies. Forms can be taken online/offline instantly while preserving submissions.

Through the intuitive management interface, even complex forms can be rapidly built, validated, personalised, and seamlessly integrated with backend systems - enhancing data quality while streamlining customer experiences.

Payments

The Jadu Digital Platform provides comprehensive online payment and billing capabilities, enabling total control over monetised digital services. Key features include:

- Integration with leading payment service providers and merchants commonly used in the public sector
- Compatibility with multiple payment adapters that can be configured at the service area, form, or conditional rule level†
- MOTO (Mail Order/Telephone Order) payments for customer service agents to process transactions on behalf of customers
- Balance lookup functionality allowing customers to view their account information via the MyAccount portal

This flexible payment architecture facilitates a "shopping cart" experience for online service payments and billing. With 24/7 accessible payment processing integrated with back-office systems, organisations can monetise digital offerings seamlessly and provide convenient self-service payment options.

† Payment adapters are an optional premium enhancement.

eBookings

Take bookings using Microsoft 365 calendars. Customers will be able to book slots in a calendar for services. Calendar configurations allow administrators to define the rules for the event and apply it to the calendar control. This functionality has been extensively used in particular to manage bookings to recycling centres for example.

Form Rules and Actions

Jadu Digital Platform allows administrators to set up automated workflows based on rules triggered by form submissions. This enables seamless progression through business processes, with capabilities like:

- Sending customisable email notifications with form data to relevant recipients
- Generating print-ready PDF copies of submissions, with input mapping to existing PDF forms
- Integrating with CRM systems to create new cases populated with submission data
- Scheduling exports of multiple responses in CSV/XML formats for external systems

Optional enhancement packs and integration connectors enable additional functionality, such as pre-built integrations with Bartec Collective and Whitespace waste management software*

Jadu Digital Platform is designed for extensibility, with the ability to integrate with various legacy systems and third-party applications through standard data export formats and scheduled transfers.

* Some client-specific configurations may require professional services.

Cases and Workflow

Jadu Connect offers a unified cloud platform that empowers organisations to digitally transform how they connect with customers, delivering seamless and intuitive experiences across channels.

With real-time engagement capabilities, customers can communicate online, reducing inbound calls and in-person visits. Self-service portals allow customers to access services anytime, anywhere, on any device, with capabilities including:

- An easy-to-navigate timeline view of messages relating to a customer's case
- Addition of notes relating to a customer, which can be set as alerts on each case they create
- Click-to-call integration with telephony providers
- Provision of business accounts which facilitate tailoring services applicable to businesses, managing transactions between multiple representatives of an organisation, and providing a single point of contact for all transactions related to a business
- Provide updates to the customer from back office systems via two way integration
- Powerful rules engine to automate workflow tasks

Jadu Connect's no-code configuration accelerates the rollout of digital services, saving valuable time and costs. Jadu Connect enhances customer satisfaction through faster resolution times, transparent service

visibility via a single customer-centric portal that builds trust, and automated processes that minimise wait times.

Integrations

Jadu's Integrations Hub simplifies connecting Jadu Digital Platform with third-party services and back-office systems. It provides standardised, out-of-the-box integrations with popular solutions like Office 365 Calendars, Brightly Asset Management, and ESRI ArcGIS Maps.

As part of the core Jadu platform, standard integrations with common lines of business systems are continuously developed and released, becoming available to all customers. For some integration connectors, professional services may be required for implementation, which can be provided through Jadu's G-Cloud 'Cloud Support' at published rates. Select premium integration connectors also attract an annual support fee.

The integration roadmap continuously expands through collaboration with customers and partners. Jadu transparently shares their roadmap and welcomes ideas for new connectors and enhancements.

By delivering pre-built integrations across the platform, the Integrations Hub accelerates connectivity projects while ensuring robust interoperability across an organisation's ecosystem. This lowers integration costs and timelines compared to building and maintaining custom integrations.

Customer Registration and MyAccount

The Jadu Digital Platform's MyAccount enables customer registration and personalisation. Site admins can leverage user profiles to deliver targeted content and emails based on demographics and preferences. Logged-in customers can:

- Track transaction progress (forms, payments and cases)
- Resume incomplete form submissions
- Auto-populate forms with saved profile details
- Provision of business accounts which facilitate tailoring services applicable to businesses, managing transactions between multiple representatives of an organisation, and providing a single point of contact for all transactions related to a business

MyAccount offers integration with third-party identity providers via pre-built adapters (Jadu Connect, SAML, CAS) or professional services for custom integrations. This allows customers to use existing credentials for seamless access.

Through registration, customers gain self-service capabilities while organisations can enhance engagement with tailored digital experiences based on rich profile data.

Reporting

Jadu Digital Platform provides comprehensive reporting tools that facilitate data analysis and management information reporting. Key capabilities include:

- Pre-configured reports measuring KPIs like form submissions, and content governance activities
- Extensible reporting interface to define and add custom reports programmatically to the Jadu Central control center
- Trend reports for case types, services, or across all cases with filtering by date range
- Flexible CSV data exports with user-defined filters and field selection for case data
- Integration with external reporting tools like PowerBI via the Jadu Connect service API and Webhooks framework

Advanced reporting is enabled through real-time webhooks that securely transfer data updates to corporate data warehouses or reporting systems as events occur (e.g. case creation, status changes). This eliminates polling and captures discrete data changes.

The centralised reporting functionality, combined with customisation options and seamless integration pathways, empowers organisations to gain actionable insights from their digital operating data across channels.

Microsites

The Jadu Galaxies module enables organisations to create, deploy, and centrally manage multiple websites and content management systems from one place. Key capabilities include:

- Spinning up fully-fledged microsites with dedicated CMS for departments/faculties
- Visual interface with templates for rapid, cost-efficient site builds without agency development
- Cloud-based, multi-tenant SaaS delivery model for centralised management of a "private cloud" of sites
- Content migration tools to replicate structures and tailor content across sites
- Administrative privileges to password-protect sites and manage users
- Multiple URL mapping, including redirects and URL aliases

Galaxies provides a scalable, self-service model empowering distributed teams to build their own web presence, while enabling central governance through standardised templates, content sharing, and unified administration - striking a balance between autonomy and control.

By streamlining microsite provisioning and reducing reliance on external design/development, Galaxies accelerates launch timelines and optimises costs for managing a decentralised digital footprint.

Website Design Choices

Below are some examples of the design choices available to you from Jadu. Choose from our out of the box Origin Theme; a professionally built and customisable Jadu theme based on pre-built accessible and user-friendly templates (three design options available from the Jadu Library); or a full custom design experience.

[Nova theme](#) | [Helia theme](#) | [Vega theme](#) | [Origin theme](#)

Jadu's Origin Theme is a fully customisable, out-of-the-box website design option that provides a seamless, no-code experience. It allows you to configure your website's branding, colors, navigation, and content instantly through an intuitive interface, ensuring a professional look and consistent brand from day one without requiring any technical expertise.

If you have a greater focus on design and wish to take advantage of Jadu's Design expertise, you can opt for a Classic, Premium or Enhanced Jadu theme or opt for a full custom design experience*.

All Jadu templates are accessibility checked to WCAG 2.2 AA standards. If you would like to achieve AAA status then additional professional service charges will be quoted.

Each tier below includes professional services to build out and deploy your templates. Choose from three design options (Nova, Helia and Vega), which have been carefully crafted by Jadu Designers to be fresh, versatile, accessible and user-friendly.

Classic, premium and enhanced options provide the choice to adopt the theme as standard, add your own customised modules such as colours, fonts or modules, or full customisation - with an option and a price to suit you. Jadu Themes packages include Project Management services (based on standard implementation with no customisations required).

Feature / Service	Classic Theme* Tier 1	Premium Theme* Tier 2	Enhanced Design* Tier 3	Full Bespoke Design
Custom Logo	YES	YES	YES	YES
Standard WIdgets	YES	YES	YES	YES
Custom Favicon	NO	YES	YES	YES
Custom Colours	NO	2 max	2 max	YES
Custom Widgets	NO	2 max	YES	YES
Custom Fonts	NO	NO	2 max	YES
Design Workshop	NO	NO	YES	YES
Design Research	NO	NO	NO	Full
Full Design Process	NO	NO	NO	YES

* Based on theme chosen from Jadu Library

+ See an overview of our full design journey at <https://www.jadu.net/webdesign>

Why use Jadu Digital Platform?

A Customer First Approach

The Jadu Digital Platform is centred on addressing user-need. This means putting the customer / user needs first in place of process-led service design. Successful customer service is founded on empathy and respect, with a focus on the user's needs.

Deliver rich and engaging, accessible, task focused websites for your users, on any device. Initiate service requests on behalf of customers, using the same forms. Work collaboratively on cases with all parties, as required, all while using the same user interface as your customers. Serve customers through online and offline channels with a simple, intuitive user interface.

Connect, Communicate and Share in Real-time

Real-time updating for all users affording instant communication, feedback and updates on the status of a case or service. This can be via multiple channels - email, web, SMS and of course the platform itself. The interface is accessible, responsive to mobile devices and easy to use. The interface also offers visual consistency across all cases and interactions whilst providing simple, non-technical tools.

A 'Low-Code' Solution

The Jadu Digital Platform is a 'low code' service which enables client users to own and manage service design and deployment without the need for complex programming. Enable business users to own and manage service design without the need for any programming.

"Jadu is so easy to use - it's not just low code, it's no code." - Sue Davis, Web Content Manager, Medway Council

Hybrid Cloud Infrastructure

Hosting of the Jadu Digital Platform is tailored to the security strengths of the individual components combining single tenant, private cloud hosting for Websites and Forms with the Jadu Connect CRM solution provided as a multi-tenant software as a service application.

A subscription to Jadu Digital Platform includes hosting (with a selection of options based on your infrastructure and resilience requirements), standard support, and access to foundation training courses for a set number of administrators.

Accessibility

Jadu is designed to deliver content that meets the WCAG 2.2 AA standard for web accessibility. This aims to ensure that the service you provide is accessible for all users, including customers with visual impairment and users of assistive technology such as screen reader software, and ensures that your organisation complies with the Equality Act. Jadu powered websites dominate the monthly Silktide Accessibility listings for compliance.

Support and Service Management

Rely on us to provide the tailored support that you need for performance, scalability and disaster recovery.

Jadu Central is supported through Jadu's online service desk, Jadu Supportal, which provides a direct route to raise problems, issues and technical questions with Jadu's support team. Users can submit, prioritise and track support queries online, with full real-time reporting and audit trail. Tickets can be commented on and closed by users when suitable.

Jadu Supportal is available 24/7, with response times varying according to issue severity. Full details of support service levels are given in the support SLA covered in Jadu's Terms of Service. The Jadu service desk can be used by any organisation holding a subscription, which includes third parties acting on behalf of another organisation.

Additional resources are also available in the form of user manuals, video tutorials, recorded webinars, API documentation, technology announcements and Jadu Central service updates.

As a SaaS application, all Jadu Connect software updates / releases are automatically provided as part of the service. Jadu aims to ship iterative releases for Jadu Central to our customers every month, which typically contain a mixture of bug fixes and new functionality. This means no big upgrade projects in the future, immediate access to fixes and new features as they are developed and makes both Jadu and our customers responsive to user needs.

The Jadu Digital Platform is designed and tested to support an enterprise level user base. As well as our standard support service, additional support subscriptions are available.

Support Levels

Each subscription to Jadu Digital Platform includes our standard support service, with the option to upgrade to the enhanced service to allocate additional named support users, increase deployments and access a bank of professional services days to use as needed.

Standard	Enhanced
5 support users	12 support users

No retained service days	10 days of professional services per annum to be drawn down as desired
4 Deployments per annum during business hours	Deployments during business hours plus 6 out of hours deployments per annum
4 Deployments per annum to Jadu hosted environments	Deployments to Jadu hosted environments plus 6 deployments per annum to third-party hosted UAT environments
Included in Jadu Central subscription costs	Add-on to subscription costs

Note: Payment for Enhanced support is payable in advance / in line with Subscription payment profile.

Training

Jadu provides high quality and informed online certification for all Jadu products at a Foundation level. Practitioner certification is a mixture of online and practical assessment.

Foundation and Practitioner courses provide non-technical training suitable for website editors and administrators; and business analysts for service/form design and build.

Practitioner training courses are interactive with attendees required to build out content and services during the day to receive certification.

Developer courses are tailored for skilled technical staff to learn how to extend the platform.

Online foundation training courses for Jadu Central are included as part of the standard support tier.

The following free courses are available with no limit on registrations:

- Jadu Connect Advisor Training
- Jadu Central Content Basic Publishing Training

With additional paid courses available covering content writing, content strategy and accessibility.

Data

GDPR and Data Retention

Jadu Digital Platform is fully GDPR compliant, ensuring secure handling of personal data with options for

consent management.

The Jadu Central component provides key data privacy features including:

- Complete deletion of personal data upon request
- Configurable data retention policies at site-wide and per-form levels
- Granular global retention rules that can be overridden form-by-form
- Multiple rules for different scenarios like completed/incomplete forms and authenticated/anonymous submissions

In Jadu Connect, the Bulk Data Retention feature enables sensitive data redaction across multiple cases via API requests for GDPR compliance:

- Bulk redact personal data for cases matching specified filters
- Automate redaction workflows by transitioning redacted cases to designated statuses
- Schedule manual or automated API requests for routine data minimisation

Through flexible retention policies, consent tracking, complete data deletion, and bulk redaction capabilities, the Jadu platform equips organisations with robust tools to uphold data privacy regulations while maintaining compliance.

Data Processing

Data processing may be carried out by employed and contracted staff working for Jadu Ltd and our subsidiaries including Jadu Creative Ltd. In addition to this, the following entities are subcontractors who act as sub processors and may process personal data outside the EEA:

- Amazon Web Services UK Ltd.
- Alert Logic UK Ltd.
- Mailgun Technologies, Inc. (where optionally enabled within your Jadu Connect service integrations Hub)

Our customers' consent will be sought for the use of any additional named subcontractors who are to act as sub-processors, as and when required.

Hosting

Jadu provides secure hosting and platform management for Jadu products upon dedicated AWS infrastructure. Our various hosting options provide a dedicated infrastructure for Jadu Digital Platform components, including Jadu Central and HUBis.

Virtualised cloud hosting is provided with server specifications designed around the requirements of Jadu software to cater for your various traffic/demand and resiliency requirements. Hosting options vary for the different components of the platform:

- Jadu Central: Single-tenancy, virtualised servers which support a dedicated customer
- Jadu HUBis: Single-tenancy, virtualised servers which support a dedicated customer
- Jadu Connect: Multi-tenancy, virtualised servers which support multiple customers

Infrastructure and Data Security

Hosting is provided on Jadu's leased UK-based cloud infrastructure at AWS with guaranteed 99.9% service uptime (as measured over the subscription period). Internet connectivity is provided via multiple links to Tier 1 bandwidth providers.

- 24/7/365 staffed technical support with 3-hour guaranteed response time
- Web Application Firewall
- Intrusion Detection system
- Antivirus protection
- DOS/DDoS protection
- Optional Enhanced DDOS protection
- Automated Backups

- Platform management by Jadu's Ops team, including the application of regular security patches
- Optional Disaster Recovery (DR) implementation
- Optional High Performance (HP) OR High Availability (HA) architecture implementation (PLATINUM)
- Optional Server Capacity increases available as and when necessary
- Optional Data refresh service

Web Application Firewall

The Web Application Firewall (WAF) provides an additional layer of security, analysing all user access and protecting both application and data from cyber attacks. The WAF correlates threat intelligence crowd-sourced from around the world and updated in real time to deliver superior protection, identifying and acting upon dangers maliciously woven into innocent-looking website traffic - traffic that slips right through traditional defences. This includes blocking technical attacks such as SQL injection, cross-site scripting and remote file inclusion; business logic attacks such as site scraping and comment spam; botnets; and preventing account takeover attempts in real-time, before fraudulent transactions can be performed.

Intrusion Detection System

An Intrusion Detection System (IDS) inspects all inbound and outbound network activity and identifies suspicious patterns that may indicate a network or system attack from someone attempting to break into or compromise a system. The variety of attacks on a system are endless; the IDS works in conjunction with other security components, to efficiently protect our customers' data and information infrastructure against threats.

Though they both relate to network security, an IDS differs from a WAF. A WAF looks out for intrusions in order to stop them from happening. It limits the access between networks in order to prevent intrusion and does not signal an attack from inside the network. Whereas an IDS evaluates a suspected intrusion once it has taken place and signals an alarm. An IDS also watches for attacks that originate from within a system.

Jadu deploys an IDS as the first line of defence from unauthorised malicious network activity. The IDS constantly monitors server network connections to detect malicious activity. To maintain your own IDS effectively is a tremendous overhead because it requires the attention of a high-level security engineer to update new exploit signatures and monitor its activity.

Antivirus Protection

A managed antivirus solution provides real-time protection against viruses, worms, trojans, spyware, malicious behaviour and root-kits, with automatic updates to ensure protection against the very latest threats.

DOS/DDoS protection

All Jadu hosting customers benefit from AWS Shield Standard by default, at no additional charge. AWS Shield Standard defends against the most common, frequently occurring network and transport layer DDoS attacks providing comprehensive availability protection against infrastructure (Layer 3 and 4) attacks. These attacks are most likely to be automated and countered comparatively easily.

Optional Enhanced DDOS protection

AWS Shield Advanced is an additional cost service that offers increased levels of protection against large and sophisticated DDoS attacks at the application layer (Layer 7). This includes near real-time visibility for Jadu specialists into the specific signatures of the attacks, integration with Web Application Firewalls and 24x7 access to the AWS DDoS Response Team (DRT). These Layer 7 attacks are rarer than Layer 3 and 4 attacks but are typically very sophisticated and designed to overwhelm any application with malicious traffic. The attackers design their attacks to counteract standard DDoS defences and will often modify the attack vector in light of the defences deployed. Attacks are often persistent and will test defences over a period of days requiring Jadu specialists supported by the AWS DRT to analyse attacks and design new countermeasures as an attack progresses.

Automated Backups

Back-up services ensure that a complete copy of your account data is stored for retrieval at any time, ensuring an instance can be made available following a disaster event. Backups are taken daily and stored for 28 days as standard on a backup cloud infrastructure.

Platform Management

Jadu's management of the hosting platform includes provision for the following:

- On-call engineer 24/7/365 for severity 1 incidents
- Service availability monitoring 24/7/365 delivered by Pingdom and Nagios alerting
- Monitoring of Common Vulnerabilities and Exposures (CVE) and Operating System specific updates. We proactively update where there will be no effect on uptime, and aim to get all security updates applied within 48 hours of release after informing our clients. We will apply the updates with full consideration of the environment and resilience to ensure minimum downtime
- Regular application of software updates and security patches to the underlying Operating system and stack components
- Application of Jadu software updates upon request through Jadu Support
- Application of anti-virus updates

- Monitoring of Intrusion detection service reports
- Monitoring performance of the website (traffic patterns, server load, CPU usage)
- Monitoring of disk space usage and early alerting
- Monitoring and alerting around SSL renewals
- Automation of regular off-site backups with relevant retention policy application
- Jadu take care of all infrastructure changes and have a typical turnaround time for minor updates of 1 to 2 hours and can fully manage any changes or upgrades to the environment and ensure the website is fully functional

Optional Disaster Recovery (DR) implementation

An optional Disaster Recovery (DR) implementation can be added to your dedicated hosting service whether using our GOLD or PLATINUM hosting configuration. This provides an alternative to recovering the servers affected by a single AWS Availability Zone (AZ) failure by switching traffic to a DR Environment hosted in an entirely separate AWS region.

If at any point a Production site should become unavailable and Jadu judges that the time required to restore availability at the current primary location is significant due to continued AWS AZ issues, Jadu can launch a DR Environment duplicate of the Production site, in its fully provisioned state to a separate AWS region.

Key features of the DR Environment are as follows:

- The default location of the DR Environment will be in AWS Ireland, Dublin region (with the primary infrastructure location being hosted separately in AWS UK, London).
- Near real-time replication of Jadu Central data (CMS & Forms) so that when failed over to the DR environment, forms and payments can remain available (subject to connectivity for integrations).
- The DR Environment is made public during a disaster event subject to DNS changes (these can be undertaken by JADU or by the customer depending on the customer's preference and the necessary preparatory work having been undertaken to enable traffic to be reointed quickly).
- The process and timings leading to a declaration of disaster in the Production environment and the initiation of a switch to the DR Environment will be agreed between JADU and the customer and documented within a BCDR Plan.
- Annual testing of failover to the DR Environment can be included as an additional, chargeable Professional Service. Customers are required to assist in such tests which will be scheduled in accordance with customer business requirements.

Optional Highly Resilient (HR) or Highly Performant (HP) architecture implementation (PLATINUM)

Jadu's standard GOLD level hosting package consists of a single server located in one of AWS AZ's, with the various standard provisions detailed above.

In a PLATINUM hosting architecture, customers will have multiple web servers and a replicated RDS Database instance within the dedicated production setup. A control node provides a central filesystem and manages autoscaling, creating additional web servers as needed to respond to traffic increases.

The deployment configuration of this infrastructure depends upon the customer's needs for either a High resilience (HR) or High performance (HP) setup.

Highly Performant Architecture

In a Highly Performant (HP) architecture implementation, each of the web servers will be located in the same AWS AZ, minimising latency between the web server and other infrastructure. This enables a HP architecture to utilise the full auto scaling capability to quickly respond to traffic increases. Assuming the containing AZ is available, a Highly Performant architecture is designed to handle a greater amount of traffic than an equivalent Highly Resilient (HR) architecture at any given time.

Highly Resilient Architecture

In a Highly Resilient (HR) architecture implementation, each of the web servers will be located in a different AWS AZ spread across the region with a load balancer managing load across them. In the event of an outage at one AZ, the load balancer will direct and focus web traffic to the other remaining AZ's, thus maintaining a highly resilient infrastructure for geographical outages across different AWS AZ's within the same region at all times.

Optional Server Capacity increases

Jadu uses the optimum hosting provider server instance types available at any given time so precise server specifications will change from time to time but a GOLD server will typically have a maximum of 4 vCPUs and 8GB memory and PLATINUM architectures will have a combined maximum of 12 vCPUs and 24GB memory spread across the server instances.

Each server (whether GOLD or part of a PLATINUM architecture) will have 150GB of disk storage space available for system data as standard. Any increases in storage capacity will be incorporated into File system backups / storage as well. For PLATINUM hosted customers, increases will need to be replicated to each of the server instances within the HA / HP auto scaling group as well as the control node. These requirements are reflected within the respective GOLD and PLATINUM pricing for such add ons.

Where there is a desire or need to scale up server capacity either from a processing power or storage capability point of view, we have additional options that the customer can consider both on a temporary or permanent basis. For example if you are expecting a high period of traffic for a local event or service announcement etc, then these can be co-ordinated and enabled at short notice. Incremental capacity options include:

- Enhanced server processing capacity (additional 4 vCPUs and 8GB memory)
- Enhanced server storage capacity (additional 100GB disk space)

Service information

- **On-boarding:** to sign up to Jadu Digital Service Platform, please contact Jadu. On receipt of an order, your service will be provisioned.
- **Ordering and invoicing process:** your monthly subscription is billed in advance, on a 6- or 12-month cycle. You will need to supply a Purchase Order number; you will be invoiced for your monthly subscription, with payment due within 30 days by bank transfer
- **Off-boarding:** on termination, your Jadu-powered website and case management interfaces become unavailable immediately – all web content is taken offline – and no further usage or subscription charges will apply. You will have access to your Jadu management interfaces, for data export purposes only, for a further 30 days, following which all data including forms, cases and customer-submitted data will be deleted permanently
- **Termination costs:** there are no termination costs for Jadu Digital Platform. If no current monthly subscription is held, your Jadu Central-powered website becomes inactive until a subscription is purchased, although your Control Centre remains accessible.
- **Data extraction costs:** there are no costs for data extraction. If you require Jadu assistance for data extraction then Jadu professional services will be charged
- **Aggregated billing:** aggregated billing can be provided for multiple Jadu Digital Platform accounts, and for multiple Jadu cloud services
- **Terms of service:** your use of Jadu Digital Platform is subject to the Jadu Cloud Terms of Service. By signing up to the service you agree to acceptance of these Terms of Service
- **Termination:** No termination charges are payable, however, any outstanding charges must be paid in full at the time of termination. Full termination terms are given in the Jadu Cloud Terms of Service
- **Support levels:** support response and resolution levels are given in the support SLA
- **Usage and availability:** the service availability target is 99.9% over the subscription period, subject to a current subscription being held
- **Planned service changes and deprecated features:** release notes for the latest release of Jadu Central are automatically pulled into the Jadu Central Control Centre as soon as they become available. Deprecation of functionality and features will be outlined in service updates and communicated directly to subscribers. Planned maintenance, including rolling out of new features, will be carried out in a maintenance window that is detailed in the Terms of Service. Unplanned maintenance may be carried out at other times, with at least 6 hours' notice provided except in cases of urgent issues, which require immediate attention. New functionality will be communicated in the same way, and users can also view the Jadu Digital Platform roadmap for an outline of functional changes under consideration.

Add-ons and Enhancements

Unlock a world of possibilities with our platform's extensive range of enhancements, meticulously crafted and maintained by Jadu. From advanced features to cutting-edge integrations, these enhancements offer tailored solutions to elevate your digital experience. Available at an additional cost, they provide the flexibility and scalability needed to meet your evolving needs and stay ahead of the curve in today's dynamic landscape.

Jadu Gateway Secure Intranet Module

Unlock seamless access to important and crucial information with Jadu Gateway, the ultimate intranet solution designed for large organisations. The solution enables employees without corporate email addresses to securely and easily access important information, documentation and forms. Empower your workforce to stay informed and engaged while complying with legal requirements and safeguarding sensitive data. Perfect for frontline employees in sectors such as Social Services and Healthcare, Jadu Gateway simplifies employee access through a user-friendly authentication process. Whether dispersed, remote, or hybrid, our solution can be accessed from anywhere and on any device.

Enhancement Packs

Unlock the full potential of the Jadu platform with Premium Enhancements Packs. These pre-developed commercial applications, widgets, modules, and integrations have undergone rigorous user and accessibility testing to ensure rapid delivery of value to your organisation's digital self-service initiatives.

Seamlessly integrated into the platform, these packs significantly extend functionality and enhance user experience.

Choose from:

- **Basic Enhancement Pack:** including Premium Integration Connectors, Paybridge payment adapters, basic portal-page widgets for example
- **Advanced Enhancement Pack:** featuring offerings like the Jadu Enhanced Events Module and Jadu Paybridge Payments Module
- **Enterprise Enhancement Pack:** with solutions such as Jadu AWS Bedrock AI and LLM suite, Brightly Siemens CONFIRM, Symology Asset Management, and Veolia ECHO Waste Platform

Premium Integration Connectors

Unlock seamless integration capabilities with the Jadu platform, where standard integrations with common lines of business systems are developed and included in the core software, available for all customers to utilise.

In addition to standard integrations, premium integrations are also available, offering advanced functionality and enhanced features.

Examples of premium integrations include:

- Capita Pay360 Integrations Hub Connector
- Capita One Digital Portal Single Sign-On Connector
- NEC Software Solutions Housing Portal (HOL) Single Sign-On Connector
- NEC Software Solutions Citizen Access Benefits (CA-B) and Citizen Access Revenues (CA-R) Single Sign-On Connectors
- Bartec Collective (v14+) Connector
- Idox Cloud Integrations Hub Connector
- NEC Software Solutions M3PP / Assure Integrations Hub Connector (requiring Jadu HUBis subscription)
- Whitespace Integrations Hub Connector (requiring Jadu HUBis subscription)
- Idox Uniform Integrations Hub Connector (requiring Jadu HUBis subscription)
- Blue Prism Connector (requiring Jadu HUBis subscription)

Optional Additional Applications

Jadu Hub Integration Server (HUBis)

Unlock seamless integration capabilities with the Jadu HUB Integration Server. This product provides a common interface for integrating with supported third-party systems. Professional services are available for setup, ensuring a smooth and efficient integration process.

Idox SinglePoint

Ensure seamless address lookup functionality on your digital customer platform with an NLPG-based service. If you're not already utilising SinglePoint or Esri ArcGIS Enterprise/Server with UK Data Loader, Jadu offers Idox SinglePoint via subscription. Simplify address verification and enhance user experience with Jadu's integrated address lookup solution.

Delivery Services

Jadu provides Professional Services to support implementation projects. The mix of roles depends on scope, technology, and configuration. The following are the services that are available to facilitate the implementation of the Jadu solutions. Additional professional services can be purchased from GCloud (RM1557.15) Lot 3. Services are charged per the SFIA Rate Card.

Jadu Content Design Services

We believe that content is the foundation of successful digital experiences. Jadu content design services encompass expert consultancy, training courses, workshops, and audits. We help customers understand the impact of clear language and accessibility, address challenges in implementing content strategies and share best-practice for developing, maintaining, and optimising content.

Jadu Digital Platform – Integration Services

Jadu offers custom integration services for solutions beyond our standard Integrations Hub. A dedicated development team can create both simple and complex integrations to connect with diverse back-office systems, ensuring seamless functionality and enhanced digital experiences to meet specific organisational needs.

Jadu Digital Platform - Rapid Scoping Workshop

Jadu's rapid scoping workshop helps organisations quickly assess how the Jadu Digital Platform can be used to deliver efficient, innovative digital services that improve digital experiences for customers. Our workshop assesses your high-level requirements, identifying how the platform can be configured to meet your needs and those of your customers.

Jadu Digital Platform Creative Design Services

At Jadu, we craft bespoke websites with a user-centric approach. Beginning with discovery sessions and workshops, we delve into user research to shape the design strategy. Employing user-centred design, we address user interactions and challenges, ensuring a seamless process from start to finish for an optimal

user experience.

Jadu Digital Platform Custom Software Development Services

Jadu's team of expert developers can build customised widgets, modules and features to suit your needs. Customisations can help you to further leverage the power of the Jadu platform, accommodating simple to complex requests. Additional scoping services may be required to determine your requirements.

Jadu Digital Platform Custom Software Development Services – Rapid Scoping Workshop

Custom software development can extend the Jadu Digital Platform by building bespoke widgets, modules and features to meet your requirements. Our development services can streamline services, enhance functionality and improve digital experiences for customers. Our rapid scoping workshop assesses requirements, defines approaches, evaluates costs and feasibility to produce High-Level Designs.

Jadu Digital Platform Integration Services - Rapid Scoping Workshop

Jadu offers custom integration services for solutions beyond our standard Integrations Hub. Our dedicated integration development team can create both simple and complex integrations to connect with diverse back-office systems, ensuring seamless functionality and enhanced digital experiences to meet specific organisational needs.

Jadu Digital Professional Services

Jadu offers comprehensive professional and technical services for digital transformation, leveraging the Jadu Digital Platform. From strategic consulting to service redesign, our services encompass planning, creative design, development, and accessibility training. Collaborating across disciplines, we ensure user-centric, accessible digital professional services and solutions that enhance service delivery and user experiences.

About Jadu

Jadu helps organisations around the world build the best possible connections to their customers and constituents via our low-code, easy-to-use platform, and multi-award-winning design team. At Jadu, as well as building amazing products, we have a team of highly experienced consultants who collaborate with our customers to design, and implement innovative and accessible digital services that transform their organisations.

Our Team

Jadu was founded in 2001 by Suraj Kika, who today serves as Group Chief Executive Officer. He was soon joined by our Vice President of Engineering, Andy Perkins and Head of Brand and Film-maker, Lee Pilmore. Today, we're a distributed team with people and customers all over the world, providing a wide range of innovative products and transformative services.

We were founded with the ambition to 'Provide the tools to organise information across the enterprise and make it accessible to humans and machines' with accessibility sewn into the fabric of everything we do.

Jadu is now on a mission to become the World's most accessible digital platform.

The Way of Jadu

We believe that the tools we make should be beautiful, accessible to the highest quality and loved by the people that use them. Our services are designed to enable our customers and partners to maximise the value of their investment, transform their organisations and deliver innovative, accessible digital services.

We are committed to our people, our culture and our values. "Conduct honest business" is our first directive. It's policy at Jadu to be honest about our business relationships - our customers are our partners, which means transparency and trust.

Jadu is passionate about everything we do and with innovation and creativity at our centre, we love to delight and amaze each other and our customers.

Some of our customers

Jadu is proud to help Local Government and Higher Education organisations all over the world to deliver outstanding digital experiences.



Working in partnership

At Jadu we work in partnership with our customers with a focus on collaboration, co-production and knowledge transfer. Our work is guided by our Prime Directives, which are our core values.

We bring highly skilled teams and agile delivery models, emphasising continuous learning, accessibility and innovation in digital transformation. Wherever possible we blend customer and consultant teams, and prioritise upskilling to avoid dependency.

Our approach ensures effective partnerships, sharing best practice and delivering tangible benefits to our customers.

Accreditations

Jadu is accredited with ISO 27001 for information security and has a robust organisation-wide Information Security Management System. The ISO 27001 accreditation is subject to continuous review and a programme of both internal and external audits to ensure on-going compliance.

Jadu also has Cyber Essentials accreditation which is audited annually which includes our hosting service delivery within the defined scope of this certification.

Jadu is also accredited to ISO 9001 in terms of quality management.

Jadu is always looking to improve adherence to other security standards / certifications as such standards evolve, so please contact us if any of the standards you are looking for are not mentioned in this listing and we will be able to confirm details with you.

List of G-Cloud Services

Lot Number	Listing
Lot 2b – Cloud Software	Jadu Digital Platform
Lot 2b – Cloud Software	Jadu Digital Platform Lite
Lot 2b – Cloud Software	Jadu Central
Lot 2b – Cloud Software	Jadu Central Lite
Lot 2b – Cloud Software	Digital Platform by Jadu (Renewals)
Lot 2b – Cloud Support	Jadu Digital Platform Central and Galaxies Themes
Lot 2b – Cloud Support	Jadu Digital Platform Creative Design Services
Lot 2b – Cloud Support	Jadu Digital Platform Custom Software Development Services
Lot 2b – Cloud Support	Jadu Digital Platform Custom Software Development Services - Rapid Scoping Workshop
Lot 2b – Cloud Support	Jadu Digital Platform - Integration Services

Lot 2b – Cloud Support	Jadu Digital Platform Integration Services - Rapid Scoping Service
Lot 2b – Cloud Support	Jadu Content Design Services
Lot 3 – Cloud Support	Jadu Health Check
Lot 3 – Cloud Support	Jadu Innovation & Solution Design
Lot 3 – Cloud Support	Jadu Discovery, Prioritisation & Planning
Lot 3 – Cloud Support	Jadu Digital Service Design & Delivery
Lot 3 – Cloud Support	Jadu Digital Services Training
Lot 3 – Cloud Support	Jadu Digital Platform Acceleration Services
Lot 3 – Cloud Support	Jadu Sprint Zero
Lot 3 – Cloud Support	Data Analytics and Business Intelligence
Lot 3 – Cloud Support	IT Governance and Compliance
Lot 3 – Cloud Support	Change Management and Training
Lot 3 – Cloud Support	CRM Strategy and Implementation
Lot 3 – Cloud Support	Digital Transformation Consulting
Lot 3 – Cloud Support	Innovation Workshops and Ideation Session
Lot 3 – Cloud Support	Process Automation and Efficiency
Lot 3 – Cloud Support	Service Design
Lot 3 – Cloud Support	Technology Road mapping and Advisory

Lot 3 – Cloud Support	Digital, Data and Technology Services Review
Lot 3 – Cloud Support	Digital Service Improvement Review
Lot 3 – Cloud Support	Digital Transformation Discovery and Roadmap
Lot 3 – Cloud Support	Digital Strategy and Roadmap
Lot 3 – Cloud Support	Digital Operating Model and Roadmap
Lot 3 – Cloud Support	Digital Applications Rationalisation
Lot 3 – Cloud Support	Digital Architecture and Roadmap
Lot 3 – Cloud Support	Digital Transformation Training
Lot 3 – Cloud Support	Digital Services Design and Delivery
Lot 3 – Cloud Support	Digital Strategy Evaluation
Lot 3 – Cloud Support	Digital Transformation Assessment
Lot 3 – Cloud Support	Digital Maturity Assessment
Lot 3 – Cloud Support	Jadu Digital Platform Training
Lot 3 – Cloud Support	Jadu Digital Platform Professional Developer Service Bundle
Lot 3 – Cloud Support	Jadu Accessibility Services
Lot 3 – Cloud Support	Jadu Accessibility Audits
Lot 3 – Cloud Support	Project & Programme Management
Lot 3 & Lot 2b – Cloud Support	Jadu Digital Professional Services

How to Obtain Further Information

For further information, please refer to our website www.jadu.net, email us at info@jadu.net or contact us on 0116 222 7242.

Full Feature Comparison

Content Management

Content Creation Features

Content Creation	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Autosave: Prevent loss of work regardless of whether content has been saved manually during the editing process. Content recovery options allow amendments to be recovered, dismissed or reverted to the last saved version.	YES	YES	YES	YES
Track changes: Revert to previously saved versions of content from a version library that provides a side-by-side view of pages, with content changes highlighted accordingly.	YES	YES	YES	YES
Content locking: Lock content until a specific date and time. While content is locked, it can only be accessed by the administrator who applied the lock. Other administrators can request that the lock is released, triggering an email request.	YES	YES	YES	YES
Content scheduling: Schedule content to go live and offline automatically.	YES	NO	YES	YES
Metadata and SEO: Compliant with metadata standards, includes tools to manage indexing by robots crawling your website.	YES	YES	YES	YES
Homepages: Create highly personalised landing pages, category homepages and campaign pages. Using adverts banners and widgets, every element of homepages can be styled to your brand. Share and create new plugins and widgets with other Jadu users or download from Jadu's library of pre-made widgets.	YES	YES	YES	YES
Documents: Commonly used to publish long form content on your website. They can include links, images, tables, etc and be composed of one or more pages.	YES	NO	YES	YES
News: A news archive for time-sensitive content that reports news about your organisation.	YES	NO	YES	NO

Events: Create and manage a calendar of events on your website. It includes functionality such as recurring events, public event submission and saved venues.	YES	NO	YES	NO
A to Z of services: Provide your site users with a simple and efficient means to navigate all the services your organisation offers.	YES	NO	YES	NO
Councillors: A dedicated section for elected councillors, the party and ward they represent.	YES	NO	YES	NO
Meeting and minutes: Post information about committees, meetings and all related content such as agendas and minutes.	YES	NO	YES	NO
Directories: Create repositories for structured data and allow customer generated additions/amendments through a controlled workflow.	YES	NO	YES	NO
RSS feeds: News and Events modules within publishing provides access to content as RSS feeds. An administrative area allows management of your website's inbound RSS feeds.	YES	NO	YES	NO
Blogs: Create an unlimited number of blogs that can be deployed across your organisation, with blog owners able to moderate comments through simple accept/reject actions. Blog design templates can easily be selected or changed via a style template palette.	YES	NO	YES	NO
Announcements: Rapidly publish important messages/announcements across your entire site.	YES	YES	YES	YES
Homepage banner management: Upload multiple banners for activation as and when required, with the facility to randomise a selection or statically display a particular banner.	YES	YES	YES	YES
Supplements: Build a library of reusable contact details, hand customers off to relevant external content or call out related calls to action on the page. Update once and all related pages are updated.	YES	YES	YES	YES

Asset Management Features

Asset management	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
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Image library: Upload image files to a fully searchable image library, enabling easy storage and retrieval.	YES	YES	YES	YES
Image category management: Manage the filing structure where images can be assigned within the platform.	YES	YES	YES	YES
Galleries: Create collections of related multimedia items (images, video, audio) and publish in a navigable, gallery format with automatically generated thumbnail versions.	YES	NO	YES	NO
Downloads: Upload files, such as leaflets or published documents to your website. Supported file formats include PDF, Excel, Word, text only and image files.	YES	NO	YES	YES

Utilities

Utilities	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Login and access privileges: Create new users and specify granular levels of permissions to ensure user groups only see the necessary parts of your platform.	YES	YES	YES	YES
SAML integration: SAML single sign-on is available for both staff and public users.	YES	YES	YES	YES
Online now: View active administrators, their recent activity and send them direct messages.	YES	YES	YES	YES
Jadu search: Search across all content in the platform.	YES	YES	YES	YES
Create advanced workflow management: Changes will not go through your live site until they have been through the appropriate workflow. Configure using a simple drag and drop interface. Rollback functionality reverts to previously saved versions at any time.	YES	YES	YES	YES
Task notification: Built into workflow management, email notifications can be configured and sent to individuals or groups relating to items awaiting actions, review or expiry.	YES	YES	YES	YES
Category builder and site navigation: Fully customise navigation by managing your site's taxonomy. Publish information in several parts of your site while controlling it from a single source.	YES	YES	YES	YES
Stylesheets: Upload new stylesheets and assign to different categories, individual content and user interaction related widgets.	YES	YES	YES	YES
Friendly and readable URL management: Generate readable URLs based on meta descriptions and page titles to create dynamic yet semantic web friendly URLs.	YES	YES	YES	YES
Link checker: Check all URLs on your website and receive a report detailing any broken links.	YES	YES	YES	YES

Image editor: Edit image files and optimise them for the web before publishing.	YES	YES	YES	YES
Advanced web analytics: View reports and insights into site usage relating to specific timescales, documents or within a category. Instant visual reporting on what your visitors are looking at and how they are interacting with your website.	YES	YES	YES	YES
LDAP: Synchronise with your Local Directory Access Privileges setting by mapping to existing user names or email addresses.	YES	YES	YES	YES
Reports: Detailed reports on website content, admin and user activity.	YES	YES	YES	YES
Collaboration management: Designate groups to edit and receive notifications on specific categories or pages.	YES	YES	YES	YES
Widget manager: Upload new widgets to your library or develop existing ones.	YES	YES	YES	YES
API: MyJadu API enables users to create applications around your website content through a web-based public development framework.	YES	YES	YES	YES
Accessibility checker: Check content before it is published with accessibility checks.	YES	YES	YES	YES
Theme settings: Manage the look and feel of your site from a non-technical interface within the application.	YES	YES	YES	YES

Marketing and Content Personalisation Features

Marketing and content personalisation	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Visitor log-in and personal homepage: Visitors can register and log-in to receive a personalised experience based on stated preferences.	YES	YES	YES	YES
List filter and export text / HTML emails: Filter by specific variables to create individual campaign lists for specific targeting, visitors can opt in or out of receiving emailing alerts and newsletters.	YES	YES	YES	YES
Content targeting and personalisation: Page elements can be targeted to individual visitors' preferences. Personalised widgets can be included to display visitors' interaction histories.	YES	YES	YES	YES
Log-in reporting: View and analyse visitors' login histories across specific date ranges.	YES	YES	YES	YES

Multi Website deployment

Multi Website deployment with Galaxies	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Multi-tenant SaaS delivery: Build a private cloud of websites managed centrally. No technical skills required Use a visual interface and choose from a collection of default templates.	YES	NO	YES	YES Subject to additional cost
Assign multiple URLs: Redirect a specific URL or add a number of aliases.	YES	NO	YES	YES Subject to additional cost
Language pack creation: Easily amend language and terminology for web page functionality with facility to import / export.	YES	NO	YES	YES Subject to additional cost
Password Protection: Password protect and manage users on each Galaxies site.	YES	NO	YES	YES Subject to additional cost
Jadu log on: Assign administrators the ability to use sign on for access across all Galaxies websites.	YES	NO	YES	YES Subject to additional cost

Form Management

Form Development Features

Form Development	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
"Drag and Drop" forms builder: With a robust template system and simple, easy-to-use drag and drop interface, creating forms is a non-technical, no-code task.	YES	YES	YES	YES
Multi-page forms: Multi-page forms make completing complex forms far easier on mobile devices for users.	YES	YES	YES	YES
Logics and Calculations: A low-code interface provides non-technical business analysts a powerful tool to develop smart forms that leverage logics, branching and calculations within forms. Filter Form Logics by Name and Type on the Logics list view. Filter Form Logics by "Question to fill" and "Prefill value" on the Logics list view.	YES	YES	YES	YES
Instructions and help text: Ensuring that help text is clear is vital to both usability and accessibility. Jadu Central enables help text to be added on a question by question basis.	YES	YES	YES	YES
Mandatory and non-mandatory questions: Giving users the choice to complete questions as well as having a robust method for collecting the right data is essential to creating successful digital services.	YES	YES	YES	YES
Default answers: Help speed up form completion for your users by setting default question answers.	YES	YES	YES	YES
Prefill values: Prefill question answers with values from user account, earlier from questions, other systems and from url parameters.	YES	YES	YES	YES
Placeholder values: Assist your users by providing an example response as a placeholder.	YES	YES	YES	YES
Progress bar: Display a progress bar to provide an indication to your users of their progress through	YES	YES	YES	YES

the form.				
Resume or restart options: Decide where in the form users are returned after resuming the form from their my account. Return users to the start of the form or to the last question page that they were on before abandoning the form.	YES	YES	YES	YES
Text component: Supports HTML text and text area input fields.	YES	YES	YES	YES
Multiple choice formats: HTML radio, select and checkbox input fields.	YES	YES	YES	YES
Repeatable question component: Capture multiple entries of the same questions.	YES	YES	YES	YES
File upload component: Accept attachments with the form submission. Multiple files can be uploaded to the same question and the type of file accepted can be restricted.	YES	YES	YES	YES
Date input component: Capture dates using HTML5 date input. Limit accepted dates to future only, past only and for a range.	YES	YES	YES	YES
Hidden value component HTML hidden input field	YES	YES	YES	YES
Confirmed entry component: Optionally require confirmation of an answer entered into a text field.	YES	YES	YES	YES
Public / private questions: Choose where the question is displayed, to the public on the website or to staff users on the internal view of the form or both.	YES	YES	YES	YES
Address Verification Lookup capability: Capture verified address data within the form by integrating with Idox SinglePoint, Esri ArcGIS Enterprise/Server (using UK Data Loader) or your own gazetteer (Address Finder).	YES	YES	YES	YES
Integrated components: Interaction with external data sources – web services, databases, etc. Integration points that developers can use to create new components, logics and actions to connect to external data sources.	YES	YES	YES	YES

Validation routines: Standard validation rules are provided out of the box for common data patterns including alphabetic, alphanumeric, date formats, email addresses, UK national insurance and passport numbers. Extend the core set of validation options by creating your own validation routines using regular expressions.	YES	YES	YES	YES
Page level branching: Configure page level branching, direct users through a form based on responses and logic to specific questions.	YES	YES	YES	YES
Conditional question sections: Group questions into sections and show the section based on responses within the page, date, time, type of user.	YES	YES	YES	YES
Event booking component: Integrate forms with Microsoft Office 365 calendars and take/manage bookings through forms.	YES	YES	YES	YES
Shared form page templates: Create and share pages between forms, update multiple forms at once by editing the page template. Changes go through workflow approval and a version history allows pages to be rolled back if required.	YES	YES	YES	YES
Custom form completion pages: Provide the next steps for your customers by customising the form completion page using a WYSIWYG editor and placeholders.	YES	YES	YES	YES
Automatic PDF form receipts: Jadu Central can be configured to generate a completed PDF form on form submission as a receipt or where a wet signature may be required.	YES	YES	YES	YES
Email alerts: Unlimited per form configurable email alerts. Configure email messages and receipts easily including printing any form submission data into the email.	YES	YES	YES	YES

Form Publishing Features

Form Publishing	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Offline forms: Take individual forms offline or	YES	YES	YES	YES

take all forms offline at the same time.				
Invisible forms: Make live forms hidden on the website but accessible via the form URL.	YES	YES	YES	YES
Publishing options: Publish the form to your website, to staff users or embed the form on third party websites using form embed.	YES	YES	YES	YES
Archived forms: Forms can be archived along with all the form submission data (subject to your data retention policies).	YES	YES	YES	YES

Security Features

Security	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Secure storage of user data: All data in Jadu Central is encrypted.	YES	YES	YES	YES
CAPTCHA verification: Require the successful completion of a CAPTCHA before the form can be submitted.	YES	YES	YES	YES
Force user authentication: Ensure users have an account and are signed in before allowing them to complete the form.	YES	YES	YES	YES
Data retention: Control how long received form data is held in the system, remove user data and reporting data at the same time or separately. Decide what sort of data should be removed and when. For particular sensitive forms, such a child safeguarding the data can be removed upon submission after form actions have completed.	YES	YES	YES	YES

Forms Administration Features

Form administration	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Complete forms on behalf of a customer: Staff view of the form with private questions, forms can be completed on behalf of a customer and will appear in their My Account.	YES	YES	YES	YES
Received form processing: View form responses in the control center.	YES	YES	YES	YES
Audit trail of emails sent by the system: Track all the automated email sent after a customer submits a form for full audit on communications.	YES	YES	YES	YES
Form import / export: Export forms and import them into other systems for example from UAT to Production. Take forms from the Jadu Library and import them into your system.	YES	YES	YES	YES

Form duplication for increased productivity: Make a copy of your forms and share them with other users or on the Jadu Library.	YES	YES	YES	YES
Form action failure notification: Be notified if a form action fails. Notifications can be temporarily muted, or unsubscribed from.	YES	YES	YES	YES
Search and filter received forms by properties: A powerful search that enables you to locate forms submissions based on any of the properties in the form.	YES	YES	YES	YES
Form metrics – usage and reporting console: In app reporting to give you a detailed dashboard of form submissions and popularity as well as drop off points.	YES	YES	YES	YES

Forms - Customer User Experience

Forms - Customer user experience	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Marketing module integration: Track customer interactions when using the Jadu Marketing Module, allowing user registration and personal account usage for progress tracking.	YES	YES	YES	YES
Save and Return: Support for form continuation at a later date through the MyAccount dashboard. Customers can start a form and save its progress to their account for completion at a later date.	YES	YES	YES	YES
Customer form submission archive and history: Customers can view a history of all the forms they completed as well as any payments they have made from their MyAccount dashboard.	YES	YES	YES	YES
Flexible form variable data output: Variable taken directly from form submission allowing you to send exactly what is required to any person or system.	YES	YES	YES	YES
Responsive design templates for support on all devices: Forms are accessible (to WGAG guidelines) and are responsively designed to work on all devices.	YES	YES	YES	YES

Forms - Integration Tools

Forms - Integration tools	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Configurable data exports; manual or scheduled: CSV, JSON, XML file formats can be exported from the platform.	YES	YES	YES	YES
Form data pre-formatting routines at point of export / data push: Format data so it can be exported in the way you need.	YES	YES	YES	YES
Data File output feature – enabling extensible connector development: Export form data on submission in XML or CSV format over FTP and SFTP connections. Developers can create custom connectors for other transfer protocols if required.	YES	YES	YES	YES
Jadu Payments Bridge module (optional): Jadu Paybridge enables a number of payment service providers (credit card processors) to be added to a form. Paybridge is a management system that allows you to take payments within a form and manage all transactions in one place.	YES	YES	YES	YES
Custom form actions: Output data from a form to a third party system upon form submission (such as a CRM system) with custom forms actions.	YES	YES	YES	YES

Case Management

Case Management and Collaboration	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Connect
Collaborative, real-time timeline for case views: Jadu Connect features a timeline view of cases where both the customer can track and trace their cases and the Authority can view the same cases but with extra detail that is not available to the customer.	YES	YES	YES
Case workflow and automation: Business Analysts can create workflow around business processes and workflows to design services that empower users and business managers to action and progress cases through different statuses. Transitioning cases can also be automated and tied to SLA's.	YES	YES	YES
Messaging: As well as real-time messaging in the case timeline, Connect offers an easy to configure and manage messaging system that enables case alerts and notifications via email.	YES	YES	YES
Assignment: Cases can easily be assigned to individuals and teams / groups either manually by a case manager or automatically using the in-built rules engine.	YES	YES	YES
Case notes and alerts: Administrators can add case notes and alerts that the customer will not see - to help guide other administrators and case managers around important notes and messages relating to the customer.	YES	YES	YES
Case files: Files are managed inside of Connect and can be accessed easily through the case timeline and in a dedicated files tab.	YES	YES	YES
Case history: A complete view of the case is available for administrators to immediately see what has happened within the case and when.	YES	YES	YES
View and edit case details: The ability to view and edit all values including linked people, addresses and case dates from a 'details' tab.	YES	YES	YES
Delete personal data from a case: As part of GDPR support, cases can have all personal data redacted / removed.	YES	YES	YES

Case filters and workqueues: Easily view cases by their properties including SLA times and statuses as well as by case type.	YES	YES	YES
Case export: Export case data to CSV file format for use in third party applications.	YES	YES	YES
Reports: As well as a framework for programmatically accessing reporting data via Webhooks and API for enterprise reporting, basic out of the box reports on cases and case load are provided.	YES	YES	YES

Case Management - Workflow Design

Workflow Design	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Connect
Manage workflows: Connect helps you manage workflows across your business, enabling you to create workflows for all your business processes to be digitised.	YES	YES	YES
Create and edit fields: Business Analysts can create highly customised services in a simple-to-use interface.	YES	YES	YES
Manage case forms: Data can be collected as a case passes through different statuses, adding to the case and ensuring that the case information is up to date.	YES	YES	YES
Manage email templates: Creating custom, automated email to customers as well as business users means that cases can provide transparency on resolutions as well as provide continual updates on case status.	YES	YES	YES
Manage automated rules: Provides a powerful rules engine to drive automation in workflows - including SLA rules, managing notifications and triggering integrations to back office applications.	YES	YES	YES
Limit the number of open cases per address: limit the number of service requests per unique property address for a given case type / workflow.	YES	YES	YES
Control end user visibility of a case: Enable or disable the customer timeline (disabling the timeline removes case transparency so Connect can be used as a 'back office' application).	YES	YES	YES

Manage ribbon elements: The 'Ribbon' is a powerful and customisable 'dashboard' of the case.	YES	YES	YES
Create and share dashboards: Create dashboards and share them with your users.	YES	YES	YES
Manage dashboard columns: Customise the view of any dashboard by adding and removing columns.	YES	YES	YES
Import / export case types: Sharing and managing case types enables you to move workflows between environments (i.e. UAT to LIVE) and also exchange case types with other Connect users / organisations.	YES	YES	YES
Import cases: Cases from third party systems can be imported into Connect for managing within the platform.	YES	YES	YES
Import person records: Import customer data from third party systems.	YES	YES	YES

Case Management - User Administration

User Administration	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Connect
Manage user roles and permissions: Create 'FREE' users in your organisation to enable collaborative case management.	YES	YES	YES
Manage user groups: Organise your teams into groups for group case assignment.	YES	YES	YES
Manage user registration: Manage how your customers sign up to track their cases and accounts.	YES	YES	YES
Manage user privacy policy on registration: Manage your privacy policy to fit your organisations group policies.	YES	YES	YES

Contact and Customer Relationship Management

Contact Management and CRM	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Connect
Searching: Connect features a powerful search engine to make it easy to locate contacts and customer cases.	YES	YES	YES
Person records: Administrators can view customer records from a single dashboard providing access to all cases raised by the customer and any associated notes.	YES	YES	YES
Person notes and alerts: Notes and alerts can be added to contact records for administrators to easily view.	YES	YES	YES
Person timeline history: View a timeline of the customers activity from a single dashboard.	YES	YES	YES
View cases for a person: View all cases for a contact in a single interface.	YES	YES	YES
Invite a user to create an account: Manage the creation of online accounts inside Connect proactively by inviting customers to sign up and track their cases with a single click.	YES	YES	YES
Delete a person record and associated user account: Person records and associated accounts can be deleted by administrators.	YES	YES	YES

Organisation records / Business Accounts: Manage Business Accounts and B2B relationships enabling your corporate customers to raise and track cases for their businesses.	YES	YES	YES
Invite a user to join an organisation account: Manage the creation of online business accounts inside Connect proactively by inviting customers to sign up and track their organisations cases with a single click. Account administrators can also invite colleagues to join a corporate account.	YES	YES	YES

Integrations

Integrations	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Connect
Connect Service API: The Connect Service API provides read and write access to create cases from third party applications such as native mobile apps and other systems.	YES	YES	YES
Webhooks: Webhooks provide a safe way to integrate with other systems in real-time.	YES	YES	YES
Address lookups: Easily look up address data and assign cases to addresses.	YES	YES	YES
Email integrations: Integrate with third party email sending platforms.	YES	YES	YES
Single Sign On (SSO): Connect features a Single Sign On architecture using OAuth2/OIDC to enable customers to use their Connect MyAccount username and password to single sign into other OAuth2 compliant products.	YES	YES	YES

Other CRM Features

Other	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Connect
Manage branding: Brand the Connect User Interface with your corporate logo and colours providing consistency with your website brand.	YES	YES	YES
Manage icons: Upload your corporate icon providing consistency with your website brand.	YES	YES	YES



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