

30 January 2025

Ref: GCloud15

Version: 1.0

GCloud 15 (RM1557.15)

Crown Commercial Services

Service Definition – Jadu
Central and Central Lite:
accessible websites and forms

Bid.team@netcall.com



Contents

1	Introducing Jadu Central	1	4.1	GDPR and Data Retention	8	7.1.2	Asset Management Features	14
1.1	Overview of Features.....	1	4.1.1	Data Processing	8	7.1.3	Utilities	15
1.1.1	Product Mix.....	1	5	Hosting	8	7.1.4	Marketing and Content Personalisation Features	16
1.1.2	Content Management	2	5.1	Infrastructure and Data Security	8	7.1.5	Multi-Website deployment.....	16
1.1.3	Intuitive Form Building	2	5.1.1	Automated Backups	9	7.2	Form Management	17
1.1.4	Payments	3	5.1.2	Platform Management	9	7.2.1	Form Development Features.....	17
1.1.5	eBookings	3	5.1.3	Optional Disaster Recovery (DR) implementation	9	7.2.2	Form Publishing Features	19
1.1.6	Form Rules and Actions	3	5.1.4	Optional Highly Resilient (HR) or Highly Performant (HP) architecture implementation (PLATINUM)	10	7.2.3	Security Features	20
1.1.7	Integrations Hub	3	5.2	Optional Server Capacity increases	10	7.3	Forms - Administration Features	20
1.1.8	Customer Registration	4	6	Service information	11	7.3.1	Forms - Customer User Experience	21
1.1.9	Reporting	4	6.1	Jadu Gateway Secure Intranet Module	11	7.3.2	Forms - Integration Tools	21
1.1.10	Microsites	4	6.2	Enhancement Packs	12	7.4	Case Management	22
1.1.11	Website Design Choices	4	6.3	Premium Integration Connectors	12	7.4.1	Case Management - Workflow Design.....	23
2	Why use Jadu Central?	6	6.4	Optional Additional Applications.....	12	7.4.2	Case Management - User Administration	24
2.1	A Customer First Approach	6	6.4.1	Idox SinglePoint	12	7.4.3	Contact and Customer Relationship Management	24
2.2	A 'Low-Code' Solution	6	7	Full Feature Comparison	13	7.5	Integrations.....	25
2.3	Accessibility	6	7.1	Content Management.....	13	7.6	Other CRM Features	25
3	Support and Service Management.....	6	7.1.1	Content Creation Features	13	8	Extend your Liberty Solution	26
3.1	Support Levels.....	7				9	Contact	26
3.2	Training.....	7						
4	Data	8						

1 Introducing Jadu Central

Jadu Central stands as an enterprise-grade platform, comprising a web content management system and a web form management system.

With its formidable form-building capabilities, Jadu Central serves as a transactional hub, facilitating the seamless creation and management of digital customer journeys across various interfaces, including browsers, touch screens, and smartphones.

Supported by its user-friendly, low-code administration tools, Jadu Central ensures accessibility and ease of use. With a robust approach to extensibility and a keen focus on integration, Jadu Central is widely adopted across UK Local Authorities and Higher Education institutions, with more than 1 in 7 councils in England, Scotland, and Wales relying on Jadu-powered web platforms.

1.1 Overview of Features

1.1.1 Product Mix

Jadu is offered 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 GCloud 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 and assess your organisational priorities to identify the Jadu service that will deliver the optimal value and functionality for your digital transformation initiatives.

Table 1 - Feature comparison for the Jadu product range

Service	Platform components included
Jadu Central	Jadu Central: Accessible website and forms, full platform
Jadu Central Lite	Jadu Central Lite: Accessible website and forms, partial platform including all of forms functionality, but only partial content management features.
Alternative service: Jadu Digital Platform	Jadu Central: Accessible website and forms, full platform. 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 Connect	Jadu Connect: Web based customer experience and case management.



1.1.2 Content Management

Jadu Central offers an intuitive web interface streamlining content management, form building, and site administration. The search-driven Control Centre 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, whilst 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.

1.1.3 Intuitive Form Building

Jadu Central 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.

1.1.4 Payments

Jadu Central 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 adaptors that can be configured at the service area, form, or conditional rule level¹.
- 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.

1.1.5 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.

¹ Payment adapters are an optional premium enhancement.

1.1.6 Form Rules and Actions

Jadu Central allows administrators to set up 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 software².

Jadu Central 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.

1.1.7 Integrations Hub

The Jadu Integrations Hub simplifies connecting Jadu Central 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

² Some client-specific configurations may require professional services.

available to all customers. For some integration connectors, professional services may be required for implementation which may incur additional charges. Select premium integration connectors also attract an annual support fee.

The integration roadmap continuously expands through collaboration with customers and partners.

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.

1.1.8 Customer Registration

Jadu Central 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.
- Resume incomplete form submissions.
- Auto-populate forms with saved profile details.

Jadu Central 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.

1.1.9 Reporting

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

- Pre-configured reports measuring KPIs like form submissions, content governance activities, and administrator activity.
- Extensible reporting interface to define and add custom reports programmatically to the Jadu Central Control Centre.

1.1.10 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.

1.1.11 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](#)

Our 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, colours, 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 our Design expertise, you can opt for a Classic, Premium or Enhanced Jadu theme or opt for a full custom design experience³.

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 our 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).

³ See an overview of our full design journey at <https://www.jadu.net/webdesign>

Table 2 - Feature comparison for Theme packages

Feature / Service	Classic Theme ⁴ Tier 1	Premium Theme ⁴ Tier 2	Enhanced Design ⁴ Tier 3	Full Bespoke Design
Custom Logo	✓	✓	✓	✓
Standard Widgets	✓	✓	✓	✓
Custom Favicon	✗	✓	✓	✓
Custom Colours	✗	2 max	2 max	✓
Custom Widgets	✗	2 max	✓	✓
Custom Fonts	✗	✗	2 max	✓
Design Workshop	✗	✗	✓	✓
Design Research	✗	✗	✗	Full
Full Design Process	✗	✗	✗	✓

⁴ Based on theme chosen from Jadu Library

2 Why use Jadu Central?

2.1 A Customer First Approach

Jadu Central is centred on addressing user needs. 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. Serve customers through online and offline channels with a simple, intuitive user interface.

2.2 A 'Low-Code' Solution

The Jadu Central 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

2.3 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.

3 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 our service desk, which provides a direct route to raise problems, issues and technical questions with our support team.

Support 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 the Terms of Service. The 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.

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

3.1 Support Levels

Each subscription to Jadu Central 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.

Table 3 - Feature comparison for support services

Standard	Enhanced ⁵
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

⁵ Payment for Enhanced support is payable in advance / in line with Subscription payment profile

3.2 Training

We provide 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 are 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 Jadu Central Content Basic Publishing Training course is free and available with no limit on registrations. With additional paid courses available covering content writing, content strategy and accessibility.

4 Data

4.1 GDPR and Data Retention

Jadu Central is GDPR compliant, ensuring secure handling of personal data with options for consent management. Key data privacy features include:

- 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.

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

4.1.1 Data Processing

Data processing may be carried out by our employed and contracted staff. 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.
- Crowdstrike UK Ltd.
- OpenAI UK Ltd.
- Alert Logic UK Ltd.

5 Hosting

We provide secure hosting and platform management for Jadu products upon dedicated AWS infrastructure. Our various hosting options provide 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

5.1 Infrastructure and Data Security

Hosting is provided on UK-based cloud infrastructure at AWS with a target 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 technical support.
- Web Application Firewall.
- Intrusion Detection system.
- Antivirus protection.
- DOS/DDoS protection.
- Optional Enhanced DDOS protection.

- Automated Backups.
- Platform management, 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.

5.1.1 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.

5.1.2 Platform Management

The management of the hosting platform includes provision for the following:

- Service availability monitoring 24/7/365.
- Monitoring of Common Vulnerabilities and Exposures (CVE) and Operating System specific updates.
- 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.

5.1.3 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 is to switch 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 repointed 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.

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

The standard GOLD level hosting package consists of a single server located in one of AWS AZs, 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.

5.1.4.1 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.

5.1.4.2 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 AZs, thus maintaining a highly resilient infrastructure for geographical outages across different AWS AZs within the same region at all times.

5.2 Optional Server Capacity increases

We use 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).

6 Service information

- **On-boarding:** to sign up to Jadu Digital Service Platform, please contact us
- **Ordering and invoicing process:** your monthly subscription is billed in advance. You will need to supply a Purchase Order number; you will be invoiced for your subscription, with payment due within 30 days by bank transfer.
- **Off-boarding:** Once a contract is terminated, your Jadu service becomes offline immediately and no further subscription charges will apply. You will have access to your data for a further 30 days.
- **Termination costs:** there are no charges for terminating Jadu Central service. 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. If service extensions are required then additional subscriptions charges may apply
- **Data extraction costs:** 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 services.
- **Terms of service:** your use of Jadu Central is subject to the Terms of Service. By signing up to the service you agree to acceptance of these Terms of Service.
- **Termination:** termination of Jadu services is pursuant to the provisions set out in the Call-Off contract.
- **Support levels:** support response and resolution levels are based on reasonable endeavours. Targets are detailed in the support SLA.
- **Usage and availability:** service availability target is 99.9% (as measured over the subscription period).

- **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 notice provided, except in cases of urgent issues, which require immediate attention. Add-ons and Enhancements

Unlock a world of possibilities with our platform's extensive range of enhancements. 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.

6.1 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.

6.2 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 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.

6.3 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
- Bartec Collective (v14+) Connector

6.4 Optional Additional Applications

6.4.1 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.

7 Full Feature Comparison

7.1 Content Management

7.1.1 Content Creation Features

Table 4 - Content Creation feature comparison across the Jadu product range

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.	✓	✓	✓	✓
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.	✓	✓	✓	✓
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.	✓	✓	✓	✓
Content scheduling: Schedule content to go live and offline automatically.	✓	✗	✓	✓
Metadata and SEO: Compliant with metadata standards, includes tools to manage indexing by robots crawling your website.	✓	✓	✓	✓
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.	✓	✓	✓	✓
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.	✓	✗	✓	✓
News: A news archive for time-sensitive content that reports news about your organisation.	✓	✗	✓	✗
Events: Create and manage a calendar of events on your website. It includes functionality such as recurring events, public event submission and saved venues.	✓	✗	✓	✗
A to Z of services: Provide your site users with a simple and efficient means to navigate all the services your organisation offers.	✓	✗	✓	✗

Councillors: A dedicated section for elected councillors, the party and ward they represent.	✓	✗	✓	✗
Meeting and minutes: Post information about committees, meetings and all related content such as agendas and minutes.	✓	✗	✓	✗
Directories: Create repositories for structured data and allow customer generated additions/amendments through a controlled workflow.	✓	✗	✓	✗
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.	✓	✗	✓	✗
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.	✓	✗	✓	✗
Announcements: Rapidly publish important messages/announcements across your entire site.	✓	✓	✓	✓
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.	✓	✓	✓	✓
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.	✓	✓	✓	✓

7.1.2 Asset Management Features

Table 5 - Asset Management feature comparison across the Jadu product range

Asset management	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Central	Jadu Central Lite
Image library: Upload image files to a fully searchable image library, enabling easy storage and retrieval.	✓	✓	✓	✓
Image category management: Manage the filing structure where images can be assigned within the platform.	✓	✓	✓	✓
Galleries: Create collections of related multimedia items (images, video, audio) and publish in a navigable, gallery format with automatically generated thumbnail versions.	✓	✗	✓	✗
Downloads: Upload files, such as leaflets or published documents to your website. Supported file formats include PDF, Excel, Word, text only and image files.	✓	✗	✓	✓

7.1.3 Utilities

Table 6 - Utilities feature comparison across the Jadu product range

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.	✓	✓	✓	✓
SAML integration: SAML single sign-on is available for both staff and public users.	✓	✓	✓	✓
Online now: View active administrators, their recent activity and send them direct messages.	✓	✓	✓	✓
Jadu search: Search across all content in the platform.	✓	✓	✓	✓
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.	✓	✓	✓	✓
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.	✓	✓	✓	✓
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.	✓	✓	✓	✓
Stylesheets: Upload new stylesheets and assign to different categories, individual content and user interaction related widgets.	✓	✓	✓	✓
Friendly and readable URL management: Generate readable URLs based on meta descriptions and page titles to create dynamic yet semantic web friendly URLs.	✓	✓	✓	✓
Link checker: Check all URLs on your website and receive a report detailing any broken links.	✓	✓	✓	✓
Image editor: Edit image files and optimise them for the web before publishing.	✓	✓	✓	✓
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.	✓	✓	✓	✓
LDAP: Synchronise with your Local Directory Access Privileges setting by mapping to existing user names or email addresses.	✓	✓	✓	✓
Reports: Detailed reports on website content, admin and user activity.	✓	✓	✓	✓
Collaboration management: Designate groups to edit and receive notifications on specific categories or pages.	✓	✓	✓	✓
Widget manager: Upload new widgets to your library or develop existing ones.	✓	✓	✓	✓

API: MyJadu API enables users to create applications around your website content through a web-based public development framework.

Accessibility checker: Check content before it is published with accessibility checks.

Theme settings: Manage the look and feel of your site from a non-technical interface within the application.

✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓

7.1.4 Marketing and Content Personalisation Features

Table 7 – Marketing and Content Personalisation feature comparison across the Jadu product range

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.	✓	✓	✓	✓
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.	✓	✓	✓	✓
Content targeting and personalisation: Page elements can be targeted to individual visitors' preferences. Personalised widgets can be included to display visitors' interaction histories.	✓	✓	✓	✓
Log-in reporting: View and analyse visitors' login histories across specific date ranges.	✓	✓	✓	✓

7.1.5 Multi-Website deployment

Table 8 – Multi-website deployment feature comparison across the Jadu product range

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.	✓	✗	✓	✓ Subject to additional cost
Assign multiple URLs: Redirect a specific URL or add a number of aliases.	✓	✗	✓	✓

				Subject to additional cost ✓
Language pack creation: Easily amend language and terminology for web page functionality with facility to import / export.	✓	✗	✓	Subject to additional cost ✓
Password Protection: Password protect and manage users on each Galaxies site.	✓	✗	✓	Subject to additional cost ✓
Jadu log on: Assign administrators the ability to use sign on for access across all Galaxies websites.	✓	✗	✓	Subject to additional cost ✓

7.2 Form Management

7.2.1 Form Development Features

Table 9 – Forms Development feature comparison across the Jadu product range

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.	✓	✓	✓	✓
Multi-page forms: Multi-page forms make completing complex forms far easier on mobile devices for users.	✓	✓	✓	✓
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.	✓	✓	✓	✓
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.	✓	✓	✓	✓
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.	✓	✓	✓	✓

Default answers: Help speed up form completion for your users by setting default question answers.	✓	✓	✓	✓
Prefill values: Prefill question answers with values from user account, earlier from questions, other systems and from url parameters.	✓	✓	✓	✓
Placeholder values: Assist your users by providing an example response as a placeholder.	✓	✓	✓	✓
Progress bar: Display a progress bar to provide an indication to your users of their progress through 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.	✓	✓	✓	✓
Text component: Supports HTML text and text area input fields.	✓	✓	✓	✓
Multiple choice formats: HTML radio, select and checkbox input fields.	✓	✓	✓	✓
Repeatable question component: Capture multiple entries of the same questions.	✓	✓	✓	✓
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.	✓	✓	✓	✓
Date input component: Capture dates using HTML5 date input. Limit accepted dates to future only, past only and for a range.	✓	✓	✓	✓
Hidden value component HTML hidden input field	✓	✓	✓	✓
Confirmed entry component: Optionally require confirmation of an answer entered into a text field.	✓	✓	✓	✓
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.	✓	✓	✓	✓
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).	✓	✓	✓	✓
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.	✓	✓	✓	✓
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.	✓	✓	✓	✓
Page level branching: Configure page level branching, direct users through a form based on responses and logic to specific questions.	✓	✓	✓	✓
Conditional question sections: Group questions into sections and show the section based on responses within the page, date, time, type of user.	✓	✓	✓	✓
Event booking component: Integrate forms with Microsoft Office 365 calendars and take/manage bookings through forms.	✓	✓	✓	✓

Shared form page templates: Create and share pages between forms, update multiple forms at once by editing the page template. Changes go require workflow approval and a version history allows pages to be rolled back if required.

Custom form completion pages: Provide the next steps for your customers by customising the form completion page using a WYSIWYG editor and placeholders.

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.

Email alerts: Unlimited per form configurable email alerts. Configure email messages and receipts easily including printing any form submission data into the email.

✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓

7.2.2 Form Publishing Features

Table 10 – Form Publishing feature comparison across the Jadu product range

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

7.2.3 Security Features

Table 11 – Security feature comparison across the Jadu product range

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.	✓	✓	✓	✓
CAPTCHA verification: Require the successful completion of a CAPTCHA before the form can be submitted.	✓	✓	✓	✓
Force user authentication: Ensure users have an account and are signed in before allowing them to complete the form.	✓	✓	✓	✓
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.	✓	✓	✓	✓

7.3 Forms - Administration Features

Table 12 – Forms Administration feature comparison across the Jadu product range

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.	✓	✓	✓	✓
Received form processing: View form responses in the control centre.	✓	✓	✓	✓
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.	✓	✓	✓	✓
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.	✓	✓	✓	✓
Form duplication for increased productivity: Make a copy of your forms and share them with other users or on the Jadu Library.	✓	✓	✓	✓
Form action failure notification: Be notified if a form action fails. Notifications can be temporarily muted, or unsubscribed from.	✓	✓	✓	✓

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.

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.

✓	✓	✓	✓
✓	✓	✓	✓

7.3.1 Forms - Customer User Experience

Table 13 – Forms: Customer User Experience feature comparison across the Jadu product range

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.	✓	✓	✓	✓
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.	✓	✓	✓	✓
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.	✓	✓	✓	✓
Flexible form variable data output: Variable taken directly from form submission allowing you to send exactly what is required to any person or system.	✓	✓	✓	✓
Responsive design templates for support on all devices: Forms are accessible (to WGAG guidelines) and are responsively designed to work on all devices.	✓	✓	✓	✓

7.3.2 Forms - Integration Tools

Table 14 – Forms: Integration Tools feature comparison across the Jadu product range

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.	✓	✓	✓	✓
Form data pre-formatting routines: at point of export / data push: Format data so it can be exported in the way you need.	✓	✓	✓	✓

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.

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.

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.

✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓

7.4 Case Management

Table 15 – Case Management feature comparison across the Jadu product range

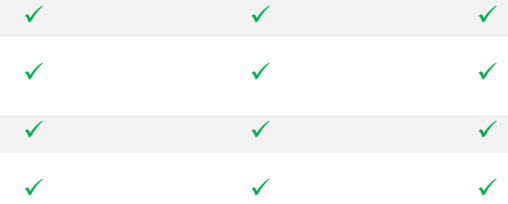
Case Management and Collaboration	Jadu Digital Platform	Jadu Digital Platform Lite	Jadu Connect
Collaborative, real-time timeline for case views: Jadu Connect features a timeline view of cases where both the customer can track and trace their cases and the Authority can view the same cases but with extra detail that is not available to the customer.	✓	✓	✓
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.	✓	✓	✓
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.	✓	✓	✓
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.	✓	✓	✓
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.	✓	✓	✓
Case files: Files are managed inside of Connect and can be accessed easily through the case timeline and in a dedicated files tab.	✓	✓	✓
Case history: A complete view of the case is available for administrators to immediately see what has happened within the case and when.	✓	✓	✓
View and edit case details: The ability to view and edit all values including linked people, addresses and case dates from a 'details' tab.	✓	✓	✓

Delete personal data from a case: As part of GDPR support, cases can have all personal data redacted / removed.

Case filters and work queues: Easily view cases by their properties including SLA times and statuses as well as by case type.

Case export: Export case data to CSV file format for use in third party applications.

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.



7.4.1 Case Management - Workflow Design

Table 16 – Workflow Design feature comparison across the Jadu product range

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.	✓	✓	✓
Create and edit fields: Business Analysts can create highly customised services in a simple-to-use interface.	✓	✓	✓
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.	✓	✓	✓
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.	✓	✓	✓
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.	✓	✓	✓
Limit the number of open cases per address: limit the number of service requests per unique property address for a given case type / workflow.	✓	✓	✓
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).	✓	✓	✓
Manage ribbon elements: The 'Ribbon' is a powerful and customisable 'dashboard' of the case.	✓	✓	✓
Create and share dashboards: Create dashboards and share them with your users.	✓	✓	✓
Manage dashboard columns: Customise the view of any dashboard by adding and removing columns.	✓	✓	✓
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.	✓	✓	✓
Import cases: Cases from third party systems can be imported into Connect for managing within the platform.	✓	✓	✓
Import person records: Import customer data from third party systems.	✓	✓	✓

7.4.2 Case Management - User Administration

Table 17 – Case Management: User Administration feature comparison across the Jadu product range

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.	✓	✓	✓
Manage user groups: Organise your teams into groups for group case assignment.	✓	✓	✓
Manage user registration: Manage how your customers sign up to track their cases and accounts.	✓	✓	✓
Manage user privacy policy on registration: Manage your privacy policy to fit your organisations group policies.	✓	✓	✓

7.4.3 Contact and Customer Relationship Management

Table 18 – Contact and CRM feature comparison across the Jadu product range

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.	✓	✓	✓
Person records: Administrators can view customer records from a single dashboard providing access to all cases raised by the customer and any associated notes.	✓	✓	✓
Person notes and alerts: Notes and alerts can be added to contact records for administrators to easily view.	✓	✓	✓
Person timeline history: View a timeline of the customers activity from a single dashboard.	✓	✓	✓
View cases for a person: View all cases for a contact in a single interface.	✓	✓	✓
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.	✓	✓	✓
Delete a person record and associated user account: Person records and associated accounts can be deleted by administrators.	✓	✓	✓
Organisation records / Business Accounts: Manage Business Accounts and B2B relationships enabling your corporate customers to raise and track cases for their businesses.	✓	✓	✓
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.	✓	✓	✓



7.5 Integrations

Table 19 - Integrations feature comparison across the Jadu product range

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.	✓	✓	✓
Webhooks: Webhooks provide a safe way to integrate with other systems in real-time.	✓	✓	✓
Address lookups: Easily look up address data and assign cases to addresses.	✓	✓	✓
Email integrations: Integrate with third party email sending platforms.	✓	✓	✓
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.	✓	✓	✓

7.6 Other CRM Features

Table 20 – Other CRM features comparison across the Jadu product range

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.	✓	✓	✓
Manage icons: Upload your corporate icon providing consistency with your website brand.	✓	✓	✓

8 Extend your Liberty Solution

Liberty is the AI-powered platform for transformation, bringing intelligent automation and customer engagement together. With its trusted low-code application development and communications tools you can build faster, connect better and transform how work gets done without complexity.

Directory can operate as a standalone service or integrate with the wider Liberty Platform to extend functionality when required. This modular approach allows organisations to add automation, AI and low-code capabilities without replacing existing systems.

Optional extensions include:

- Rapid application development with **Liberty Create** – an enterprise low-code application development platform that enables transformation of processes, deployment of case management workflows and delivery of digital experiences that make lives better for employees and customers.
- With intelligent AI powered **Liberty RPA** (Robotic Process Automation), you can streamline your processes and boost efficiency. Liberate your people to use their talents better by releasing them from time-consuming, mundane, repetitive tasks.
- Enable the total experience with **Liberty Converse CX** – next generation contact centre solutions which redefines how organisations engage with their customers. Blend digital automation with human interaction.
- Analyse, understand and manage business processes with **Liberty Spark** – the effective and connected way to rapidly document, analyse and continuously improve business processes at scale. Accessible and understood by everyone in an organisation.
- Turn unstructured content into structured, usable data — fast with **Liberty IDP**. With our AI-powered intelligent document processing solution, that

data can then drive applications, trigger workflows and power smarter decisions across the Liberty platform.

- Anticipate and address potential rent payment challenges before they escalate with **Rent-IQ®**. Predictive analytics mean you can identify at-risk tenants and proactively engage them with early warnings and tailored support. Get a free, no-obligation product tour.
- Automate at least 80% of the work associated with processing online Revenues & Benefits transactions with **Govtech**. With our digital process automation services, you can free up skilled resources, and focus their time and expertise on vulnerable customers who really need assistance.
- Optimise clinic utilisation and improve patient access through digital engagement and intelligent scheduling with **Liberty for Health**. It combines digital self-service and rules-driven booking automation to reduce DNAs, accelerate rebooking, and maximise capacity usage across diagnostics and outpatient services.
- Streamline and optimise demand management in social care with **Liberty for Social Care**. By leveraging advanced technology and AI-driven insights, it empowers local authorities to manage resources efficiently, provide proactive care, and enhance communication with citizens.

All Liberty components share a common governance framework, security standards and integration-ready architecture, ensuring compliance and resilience across your digital ecosystem.

9 Contact

Should further information be required, please contact:

bid.team@netcall.com.