

Capita Enterprise Content Management

Service Definition

G-Cloud 15



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1 Overview

Capita ECM is a secure, cloud-enabled platform for managing documents and business content across an organisation. It helps organisations capture, store, organise, retrieve, and govern digital information throughout its lifecycle. The service is suitable for public sector bodies, enterprises, and regulated industries that need to control access to documents, automate workflows, and ensure compliance with data protection and audit requirements. ECM addresses the challenge of “content chaos” by providing a single, structured system for all business-critical documents, emails, and records.

1.1 Data backup, restore, and disaster recovery.

Capita ECM provides regular, automated data backups and supports restore in the event of accidental deletion or system failure. Disaster recovery and business continuity are built in, with options for geo-redundant storage and high availability. The system is designed to meet ISO 22301 and ISO 27001 standards, ensuring resilience and minimal downtime.

1.2 Onboarding support

Onboarding includes guided setup, user training, and integration with existing systems (such as ERP or CRM). Additional set up could include any data migration or for example establishing federated searches with existing storage systems.

1.3 Offboarding support (Access to data)

Clients retain ownership of their data. Upon service exit, all user accounts are deactivated, and data can be exported in standard formats for migration or archiving. Secure deletion is performed in line with GDPR and contractual terms, with confirmation provided to the client.

1.4 Service levels (performance, availability, support hours)

Capita ECM is designed for high availability (typically 99.9% uptime or higher), with service hours and SLAs defined in the contract. Standard support is available during UK business hours, (Monday to Friday 9am -5pm excluding England Bank Holidays), with options for extended or 24/7 support for critical environments. Performance is monitored and managed to ensure responsive access and reliable operation.

1.5 Service constraints (maintenance/customisation)

Maintenance windows are scheduled outside of core business hours, with advance notice of impact to system. Customisation is possible for workflows, metadata, and integrations without impact to the system running, but extensive customisation and change may impact upgrade cycles and support.

1.6 After-sales support

Ongoing support includes access to a helpdesk and regular system updates. Optional services include enhanced support packages, training refreshers, and technical account management. Updates and patches are managed by Capita to maintain security and compliance. Additionally change to configuration, indexes and workflows are possible through a managed change process.

1.7 Technical requirements

Capita ECM supports integration with common business systems (e.g., Microsoft 365, SAP, Salesforce.) via APIs and prebuilt connectors. It is accessible via web browser and supports single sign-on (SSO) such as Azure AD, SAML2, or OpenID. Network and device requirements are minimal for cloud deployments but typically white listing of the URL for business access.

1.8 Security

The service uses end-to-end encryption (in transit and at rest), role-based access controls, and full audit trails. Regular (annual) penetration testing, compliance with ISO 27001, and GDPR alignment are standard. Optional features include two-factor authentication and advanced monitoring.

1.9 Ancillary services

Additional services include.

Data Migration Services: Seamless transfer of documents, metadata, and records from legacy systems into Capita ECM, ensuring business continuity, data integrity, and minimal disruption during onboarding or transformation.

Document Scanning and Digital Data Capture: Integration with scanning solutions, including AI-supported data extraction and mining, to digitise paper records and capture structured data at source.

Digital Mailroom Solutions: Automated processing of inbound mail, converting physical documents into digital records for secure storage and workflow integration.

Records Management and Archiving: Comprehensive tools for managing the lifecycle of records, including retention policies, legal holds, and compliance reporting.

Goneaway Services: Management of undeliverable communications, including address validation, tracking, and reporting to help maintain accurate customer records.

AI Agentic Bots and Orchestration: Enterprise-grade agentic AI capabilities enriching (classification, metadata, triage, routing, retention checks, case creation)

Customer Communications Management (CCM): Multi-channel communications for digital and print, supporting centralised management, personalisation, and compliance.

Cybersecurity and Compliance: Threat detection, incident response, vulnerability management, and compliance with ISO 27001, GDPR, and Cyber Essentials Plus.

Digital Transformation and Automation: Process automation, robotic process automation (RPA), and AI-enabled solutions to optimise business processes.

Data Analytics and Reporting: Advanced analytics and reporting to extract insights and support decision-making.

Accessibility and WCAG Compliance: Accessibility consulting and WCAG compliance services for digital content and platforms.

Integration with Line-of-Business Systems: Connectors and APIs for Microsoft 365, SAP, Salesforce, DocuSign, Workday, and more.

Consulting and Transformation Services: Strategic consulting for digital transformation, compliance, risk management, and operational improvement.

Workflow Automation: Customisable workflows for document routing, approvals, and notifications.

Return to Base Services: Secure return of inbound and outbound communications for audit and compliance.

2 Service Features

Capita ECM provides a comprehensive set of capabilities to support secure, efficient, and compliant management of business content. Key features include:

2.1 Secure Content Storage & Lifecycle Management

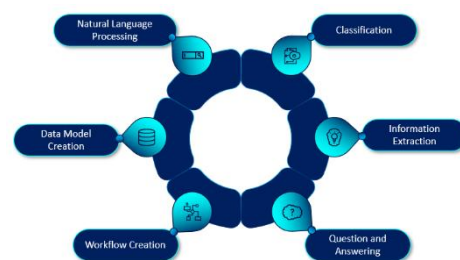
- Centralised repository for documents and digital content.
- Version control, metadata management, and configurable retention policies.
- Automated lifecycle management from creation to archival or deletion.

2.2 Intelligent Search & AI-Powered Data Mining

- Full-text search across all stored content.
- Optical Character Recognition (OCR) and Intelligent Character Recognition (ICR) for scanned and image-based documents.
- AI-driven content analysis for classification, extraction, and indexing.

2.3 Workflow Automation

- Customisable workflows for document routing, approvals, and notifications.
- Automated case management and status tracking.
- Intelligent routing based on document type, priority, or user role.



2.4 Multi-Channel Document Ingestion and extraction

- Capture documents via web portal, email, APIs, scanning, and digital mailroom integration.
- Support for batch uploads and automated import from business systems.
- Automated and manual extraction of key data, documents and metadata from ingested documents using OCR, ICR, and AI-powered content analysis.

2.5 Integration with Business Applications

- Native connectors and APIs for Microsoft 365, SAP, Salesforce, DocuSign, Workday, and other enterprise platforms.
- Supports seamless data exchange and workflow integration.

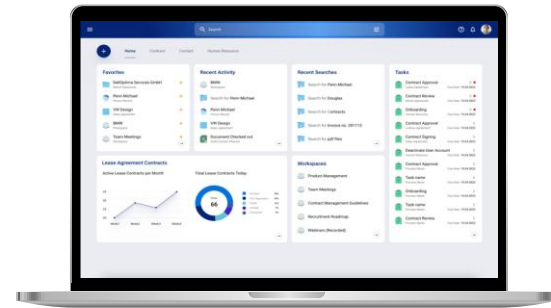
2.6 Role-Based Access Control & Audit Trails

- Granular permissions for users and administrators.
- Full audit trail of all actions, including document access, changes, and approvals for example.

- Compliance with GDPR, ISO 27001, and other regulatory standards.

2.7 Real-Time Reporting & Management Information

- Realtime editable / bespoke user dashboards for monitoring system usage, document status, and workflow performance.
- Customisable reports for audit, compliance, and operational insights.



2.8 Automated Records Management

- Configurable retention schedules and legal hold capabilities.
- Automated enforcement of records management policies.
- Support for compliance reporting and audit readiness.

2.9 Collaboration Tools

- Secure sharing and controlled access for internal and external users.
- Annotation, commenting, and workflow-driven collaboration features.

2.10 Flexible Deployment Options

- Available as SaaS, private cloud, AWS, or Azure
- Supports UK-based hosting for data sovereignty and public sector compliance.

3 Service Benefits

List the buyer-facing outcomes your service delivers. Each benefit should be supported by a corresponding feature. You can use the same list of 10 given in the Service Level Response Document.

3.1 Improved Information Accessibility

Benefit: Users can quickly find, retrieve, and work with documents and records from anywhere, supporting remote and hybrid working.

Feature: Centralised, secure content repository with full-text search, OCR/ICR, and intuitive user interface.

3.2 Enhanced Productivity and Efficiency

Benefit: Staff spend less time on manual document handling and repetitive tasks, freeing up time for higher-value work.

Feature: Workflow automation, intelligent routing, and AI-powered data extraction and classification.

3.3 Stronger Compliance and Governance

Benefit: Reduces risk of non-compliance with GDPR, ISO 27001, and sector regulations.

Feature: Role-based access controls, audit trails, automated records management, and configurable retention policies.

3.4 Improved Collaboration

Benefit: Teams can securely share, annotate, and collaborate on documents, both internally and with external partners.

Feature: Secure sharing, collaboration tools, and workflow-driven teamwork.

3.5 Reduced Operational Costs

Benefit: Lower costs for storage, printing, and manual processing; optimised use of resources.

Feature: Digital mailroom, document scanning, and automation of routine processes.

3.6 Increased Business Agility

Benefit: Organisations can adapt quickly to changing requirements, scale usage, and integrate new processes.

Feature: Flexible deployment options (SaaS, private cloud, on-premises), low/no-code configuration, and native integration with business systems.

3.7 Better Customer Experience

Benefit: Faster, more accurate responses to customer queries and service requests.

Feature: Real-time reporting, management dashboards, and automated notifications.

3.8 Enhanced Data Security

Benefit: Protects sensitive information from unauthorised access, loss, or breach.

Feature: End-to-end encryption, secure hosting, and regular security reviews.

3.9 Future-Proofed Digital Transformation

Benefit: Supports ongoing digital transformation and readiness for new technologies.

Feature: AI-powered content analysis, integration with emerging platforms, and regular system updates.

3.10 Reliable Support and Service Continuity

Benefit: Consistent, expert support and minimal service disruption.

Feature: UK-based helpdesk, 24/7 incident logging, structured SLAs, and comprehensive onboarding/offboarding support.

4 Service Scope

4.1 Functionality Included

- Secure document and content storage with version control and metadata / index management.
- Multi-channel ingestion and data extraction. Bespoke BOT / NLP and AI integration set up optional as directed by the client.
- Basic workflows for routing, ingestion, with bespoke workflows, approvals, notifications, and case management set up optional as directed by the client.
- Role-based access control, audit trails, and automated records management.
- Native integration with Microsoft 365, Salesforce, DocuSign, and other business platforms, with bespoke integration set up optional as directed by the client.
- Real-time dashboards, reporting, and management information.

4.2 Hosting

- Scalable, secure cloud infrastructure hosted in AWS or Azure.
- UK-based hosting options available to meet data sovereignty and compliance requirements.

4.3 Updates

- Regular platform updates and security patches managed by Capita.
- Enhancements tested in non-production environments before deployment.
- Change management processes ensure minimal disruption.

4.4 Support

- UK-based helpdesk available during business hours.
- Incident logging and escalation for critical issues.
- Structured onboarding and offboarding support, including training and documentation.

4.5 Licence Model

- Concurrent user licences, based on the number of users accessing the system at the same time.
- Storage costs are calculated according to the volume of data stored, with tiered options available.
- Includes hosting, maintenance, and standard support.
- Optional modules and consultancy services priced separately.

5 Disclaimer

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