

Capita Hybrid Mail

Service Definition

G-Cloud 15



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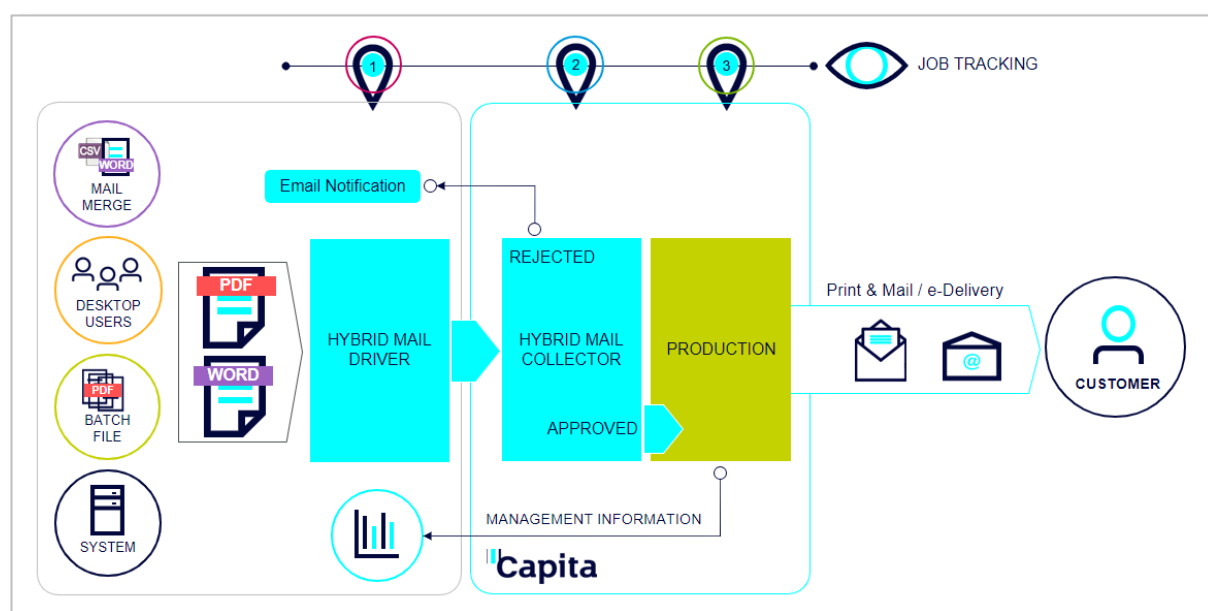
1 Overview

Capita Hybrid Mail is a managed SAAS service that takes the hassle out of producing and sending physical or digital mail. Instead of printing and posting letters in-house, you upload your documents securely to Capita's platform. Capita then handles:

- Print and fulfilment – High-quality printing, envelope insertion, and posting through Royal Mail or other carriers.
- Digital delivery options – Email or SMS where applicable, with fallback to print if electronic delivery fails.
- Security and compliance – Data is encrypted in transit and at rest, processed in UK-based environments, meeting GDPR and accessibility standards.
- Tracking and audit – Full visibility of jobs, approval workflows, and reporting.

The service helps organisations reduce costs, improve efficiency, and support sustainability by consolidating mail production and delivery into a single, streamlined process.

How it works



1.1 Data back up and system integrity

The system is provided with

High Availability (HA)

- Capita Hybrid Mail operates on an active-active architecture across geographically separate UK data centres.
- Continuous replication of application and database layers ensures minimal downtime.
- Load balancing and health monitoring provide seamless failover without service interruption.
- HA design supports near-zero Recovery Time Objective (RTO) for critical components.

Business Continuity

- Regular preventative maintenance and scenario-based recovery planning.
- Compliance with Capita's Business Resilience Policy and ISO 22301 standards.

Disaster Recovery (DR)

- Comprehensive **BCDR plan** aligned with ISO standards and contractual SLAs.

- DR covers:
 - File transfer failover
 - Data processing failover
 - Print and fulfilment failover to alternative certified DR sites
- Cross-trained staff and predefined invocation timelines ensure operational continuity.

1.2 Onboarding and offboarding support

Initial Setup & Access

- **Account Creation:** User accounts are set up with secure credentials or integrated via Azure AD, SAML2, or OpenID for Single Sign-On (SSO). Capita supports bespoke identity integrations where required.
- **System Configuration:** Installation of the Hybrid Mail print driver and configuration of approval workflows, templates, and branding for consistent output.
- **Security Alignment:** IP range configuration and password policies applied to meet client security standards

Training & Guidance

- **User Training:** Introductory sessions for administrators and end-users on document upload, approval processes, and tracking features.
- **Knowledge Resources:** Access to Capita's **Customer Service Portal** for documentation, FAQs, and forums.

Hypercare & Transition

- **Hypercare Period:** Dedicated support during initial rollout, including on-site or remote assistance for early-stage troubleshooting.
- **Role-Based Onboarding:** Managers onboard team leaders, who then onboard team members, ensuring structured adoption

Offboarding support

Service Termination Process

- A formal end-of-contract process is initiated, covering:
 - Deactivation of user accounts and removal of credentials.
 - Secure deletion of residual data from Capita systems after confirmation of successful transfer.
 - Confirmation of compliance with client and ISO standards for data handling.

Access to Data

- Secure access to all customer data upon exit, following GDPR and contractual obligations.
- Data can be accessed via self-serve functions or agreed to be returned via a return to base service

1.3 Support

Account Management

- A Client Relationship Manager and supporting Account Managers act as primary contacts for day-to-day service queries and strategic reviews.

Helpdesk & Support Channels

- UK-based helpdesk available 09:00–17:00 (Mon–Fri) for operational and technical queries.
- 24/7 automated help desk available for incident logging and monitoring.
- Clear escalation paths for urgent issues,
- System target response times

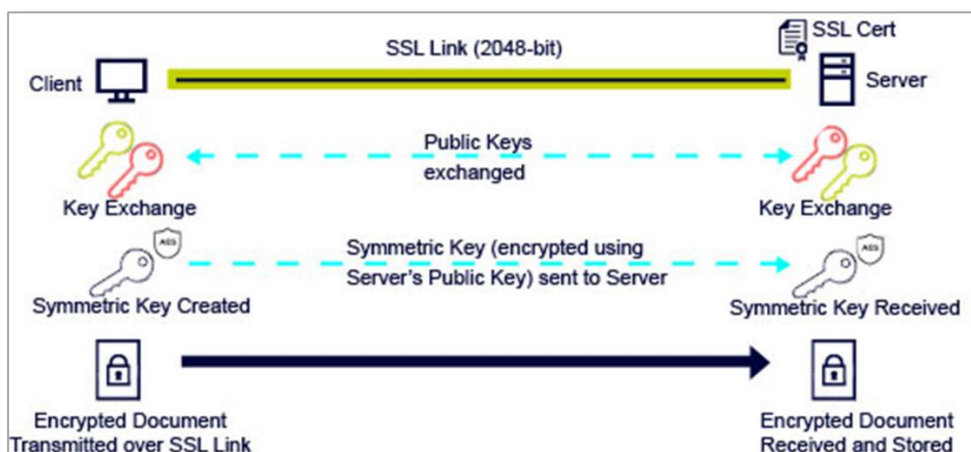
Call Priority Level	Description	Target Response Time	Target for operational resolution or workaround
P1	Critical - Full loss of service affecting multiple users and/or production functionality resulting in major business impact.	1 Hour*	4 Business hours*
P2	High - partial or intermittent loss of service affecting multiple users and/or production functionality resulting in medium business impact	2 Hours*	12 Business hours*
P3	Medium - Loss or delay in service of a particular system function affecting multiple users and/or production functionality resulting in low business impact.	1 Working Day	24 Business hours*
P4	Low - timed case, individual user issue, user admin, request for information, enhancement, new features, question, or suggestion with no critical business impact.	1 Working Day	5 Working Days

*Business hours are 9:00am to 5:00pm - Monday to Friday except England bank holidays

1.4 Security

Data Encryption & Transfer

- All documents are transferred securely using HTTPS/TLS 1.3 protocols.
- Data is encrypted in transit and at rest using AES-256 encryption, with keys managed in Azure Key Vault.
- RSA 2048-bit asymmetric key exchange and AES 256-bit symmetric encryption are used for secure document transfer.



Infrastructure Security

- Hosted within two UK-based Azure environments, providing resilience and compliance with UK data sovereignty requirements.
- SQL Azure databases employ Transparent Data Encryption (TDE) for all data at rest, with additional field-level encryption for sensitive data.
- High Availability (HA) architecture with active-active data centres, load balancing, and health monitoring ensures minimal downtime.

Identity & Access Management

- Supports multiple authentication methods:
 - Username/password with SHA-512 hashing and salted storage.
 - Integration with Azure AD, SAML2, and OpenID for Single Sign-On (SSO).
 - Optional IP whitelisting for restricted access.
- Role-based access controls allow granular permissions for users and administrators.

Auditing & Monitoring

- Full audit trail of all user actions, including document submission, approval, cancellation, and configuration changes.
- Real-time tracking and reporting for compliance and operational transparency.

Certifications & Compliance

- Compliant with ISO 27001 (Information Security), ISO 22301 (Business Continuity), Cyber Essentials Plus, and GDPR requirements.
- Regular security reviews and penetration testing as part of Capita's governance framework.

Data Retention & Deletion

- Documents retained for 30 days by default, with automated deletion routines post-retention.
- Retention periods can be customised per client requirements

1.4 Ancillary services

The following additional services are readily available with Capita Hybrid Mail

Goneaway Service

The Goneaway process deals with mail that cannot be delivered because the recipient has moved or the address is invalid or cannot be accessed by delivery. Capita Hybrid Mail minimises this issue through:

- **Address Validation:** Built-in checks ensure correct address format and valid postcodes before documents are approved for print. This prevents undeliverable items and reduces GDPR risks such as double enclosures.
- **Utilisation of PAF** checking and correction of addresses.
- **Goneaway Barcode:** Each pack includes a barcode for tracking and managing returned mail, enabling accurate identification, and reporting.
- **Data Capture & Reporting:** Returned mail data is captured and shared with clients for database updates, helping maintain accurate customer records.
- **Volume Reduction:** Capita's onboarding process and address compliance checks have reduced Goneaway volumes by over **80%** for some clients.

This ancillary service ensures operational efficiency, cost savings, and compliance with data protection standards.

Return to Base Services – undeliverable mail

- Capita Hybrid Mail includes a **returns management process** for undeliverable mail.
 - Each envelope carries a **return address** and a **2D barcode** printed on the first page of the document. This barcode is visible through the envelope window, enabling quick scanning without opening the envelope.
 - When mail is returned, Capita scans the barcode to capture key details (e.g., account number, unique reference, name, and address).
 - This data is provided to clients in agreed formats (CSV, text, spreadsheet) at agreed intervals for database updates.
 - Physical returned items are securely destroyed on-site in compliance with **BS15713** standards or returned to the client if requested

Return to Base (RTB) Service – Delivered Mail

Purpose: Ensures clients receive a complete record of all printed communications for compliance, audit, and customer service purposes.

How It Works:

- Every printed letter is archived digitally and linked to its unique reference number.
- A copy of all printed letters is securely transmitted back to the client in an agreed format (e.g., PDF, encrypted ZIP, or via secure file transfer).
- Metadata such as account number, recipient details, and processing date accompanies each copy for easy reconciliation.

Security & Compliance:

- Files are encrypted during transfer and stored in compliance with GDPR and ISO 27001 standards.
- Retention periods and delivery schedules are agreed during onboarding.

Benefits:

- Provides full transparency and traceability.
- Supports regulatory audits and customer query resolution.
- Reduces risk of data loss by maintaining dual records.

eDelivery service – Capita Hybrid Mail

eDelivery is the digital delivery option within Capita Hybrid Mail that sends customer communications via email or SMS instead of physical mail.

How It Works:

- Documents (letters, forms, statements) are uploaded securely to the Hybrid Mail platform.
- Instead of printing, the system delivers them digitally using a secure link to a digital view of the document.
- Access to these digital views is protected by an identification layer, which can include two-factor authentication (2FA) or one-time passwords (OTP) for recipient identity verification.

Fallback: If an eDelivery message is not received or opened by the recipient, the system automatically reverts to print to guarantee delivery of essential communications.

Audit & Tracking: Real-time tracking and reporting provide full visibility of delivery status, ensuring compliance and transparency.

Revert to Print Service

- If eDelivery (email/SMS) fails (e.g., message not received or opened), the system automatically reverts to the print channel to ensure delivery of essential communications.
- This guarantees continuity and compliance for critical communications, maintaining full auditability and brand consistency.

2 Service Features

2.1 System build options.

System build can support the following functions.

- A master (Parent) system will hold all assets (letterheads, inserts, BRE's and Outers) in a common build with Sub system / child to the master "departments" which will inherit the master assets providing common functionality of assets to all teams and departments. The (Child) or Sub systems provide "departments" data segregation for access and view of documents processed.
- A single build with a single department of users.
- Brands "Filter" can be applied to filter assets from the systems above when accessed by a user to show only relevant assets.
- An approval processes can be contained and provided within each system if required.

2.2 Fulfilment specification options

Additional fulfilment options are available, however the below represents typical standard configurations.

Outer specification:

- C5 Envelope wrap (162 x 238 – Windowed) printed on 90 gsm White A4 paper (continuous print). With optional return address.
- Mail consolidation.
- 1st Class, 2nd Class and Overseas Mail.

Production specification:

- Continuous colour and mono output.
- Pack creation integrity.
- 100% production integrity.

Ink coverage usage

- Based on <=10% ink coverage.

Pack content specification

- A4 90gsm white paper continuous digital document production with:
- A maximum of 10 sheets per C5 envelope + dynamic BRE including any user uploaded digital inserts.
- All elements are presented into the system as A4 portrait only (landscape pages must have the content rotated before loading).
- All elements must have no bleed and clear zones need to be complied to, except for the back of inserts if system can only produce duplex printing.
- The inclusion of single DL BRE (white paper, dynamic print).
- All inserts to start on a new front facing sheet.

2.3 System quality control and compliance

- All deployed documents can be previewed by the sender and their associated Manager and or Approver within the Hybrid Mail document portal.
- The system checks the following items and users to ensure the following compliance is adhered to:
 - Recipient address is within address area.

- Address Font & Font Size is recommended as Arial 10pt.
- A minimum of 4 lines and maximum of 7 address lines should be provided.
- Letter size is A4 portrait only (210x297mm).
- A 20mm clear zone should be left clear down the left-hand edge.
- UK addressed mail has a UK postcode present and accurate.
- Country name and postcode pattern (If applicable) is included for all overseas packs.
- Page count is a maximum of 10 sheets (20 sides duplex) + a dynamic BRE (max page count inclusive of all digital inserts.)
- Any additional in-built system logic is complied with.
- Email deployed jobs, where the user determines an eDelivery the system determines if an email has been delivered by feedback received from the SMTP relay, in the event that a job is not digitally delivered, or the digital view has not completed an automated revert to print is completed.

Non-compliance

- When a document fails to upload and or is rejected by the system, on screen notifications, on-screen pop-ups and/or emails advise users on corrective action to enable compliant documents to be sent.

2.4 Letter deployment formats

- MS Word.
- MS Word - Mail Merge files. (CIC strongly recommend using ForceSplit function where multiple records are ingested within the same file)
- PDF.
- PDF batch files. (CIC strongly recommend using ForceSplit function where multiple records are ingested within the same file)
- Please see Document guide for parameters of letter deployment in the appendix.

2.5 Document portal and approval

- All users will have a personalised view via https: access to a document portal to view and track their own documents, including document specification and document preview.
- All Managers (approvers) have a view of all users and documents within their system and can, where required as an approver, approve, or cancel documents. If approving, approvers can also amend the selected postal class.
- All users receive on-screen pop-ups and email notifications covering success or failure of processed documents.

2.6 Delivery service levels

Various levels of delivery service are available for Hybrid Mail below are the typical service levels used.

Premium print production (subject to availability)

Documents processed into Hybrid Mail before 12:30 and extracted by 13:00, are processed and mailed on the same working day.

Standard print production

Mail packs processed into Hybrid Mail before 16:30 and extracted by 17:00, are processed and mailed the same next working day.

Digital Delivery

Digital packs are deployed in near real time, typically, an email notification is sent when a user deploys a file to Capita Hybrid Mail, clients should allow 2-5 minutes for a pack to process and be sent by email. SMS sending and 2FA SMS pin codes is typically quicker in less than 1 minute.

2.7 Users

User included in the system have:

- “Cost Centre” filters can be applied as per user log, creating a subdivision or group of users within a department.

See “User Log” in Appendix for details and breakdown of numbers and segregation of users.

2.8 User Groups

Standard user types	Description
Standard User	A user who deploys documents – documents from this user can be held for approval or pass directly to print (indicated in the user log by a True or False text in the “Hold Documents” column)
Manager	A user who adopts all capability of the standard user but has rights to approve documents sent by a user within its sub system / department.
Manager Admin	A user who adopts all rights of the Manager but can also administrate users, e.g., Delete, add, or edit users.

2.9 Standard Management Information

The solution provides both real time tracking and production reports, allowing the process to be followed, from origination to print to estimate delivery date.

Online portal allows users to:

- See the status of each document, e.g., approved, rejected, or printed.
- Review selected print options.
- Filter the document list e.g., by date, document type, recipient name, and address.
- Documents are held for 30 days and managers can view documents from all users in their department. (or based on client’s data retention policy)

Production reports – These include:

- A volume report showing number of documents and how they were dispatched, delivered via email.
- A detail report showing, for example: user (document creator), date, tariff, document type, recipient address. Due to GDPR restrictions this report can only be accessed as an encrypted file with password protection via SFTP download, (this detail is available with console directly).

Invoice MI

- Monthly Billing MI is provided, aligning to CIC standard invoice format.

3 Service Benefits

Cost Reduction

Benefit: Lower operational costs by up to **60%** compared to in-house print and post.

Feature: Consolidated print production and postal optimisation through Capita's managed service.

Improved Efficiency

Benefit: Free up staff time for core tasks instead of manual printing and mailing.

Feature: Automated document submission via secure web portal or print driver, with batch processing and approval workflows.

Enhanced Security & Compliance

Benefit: Protect sensitive data and meet GDPR requirements.

Feature: End-to-end encryption (HTTPS/TLS), AES-256 at rest, hosted in UK-based ISO 27001-certified Azure environments.

Business Continuity & Resilience

Benefit: Maintain service availability during disruptions.

Feature: High Availability (HA) architecture, active-active data centres, and Disaster Recovery (DR) plans aligned with ISO 22301.

Multi-Channel Delivery

Benefit: Flexible communication options for recipients.

Feature: Print fulfilment and **eDelivery** (email/SMS) with automatic fallback to print if digital delivery fails.

Full Auditability & Transparency

Benefit: Track every communication for compliance and reporting.

Feature: Real-time tracking, audit trails, and Management Information dashboards.

Consistent Branding & Quality

Benefit: Maintain professional, on-brand communications.

Feature: Approved templates and automated quality checks (address validation, BRE logic).

Environmental Sustainability

Benefit: Reduce carbon footprint and paper waste.

Feature: Digital-first approach, postal consolidation, and optimised batch printing.

Scalability & Flexibility

Benefit: Adapt quickly to changing volumes and remote working needs.

Feature: Cloud-hosted SaaS model with elastic capacity and remote access capability.

Comprehensive Support Model

Benefit: Reliable assistance and rapid issue resolution.

Feature: UK-based helpdesk (09:00–17:00 – 5 days a week except England Bank Holidays), 24/7 automated incident logging, and structured SLAs

4 Service Scope

Functionality

- Document Submission: Upload documents via a secure web interface or print driver from any location (office or remote).
- Multi-Channel Delivery:
 - Print & Fulfilment: High-quality printing, envelope insertion, and postal despatch.
 - eDelivery: Email or SMS with secure link to digital view; automatic fallback to print if digital delivery fails.
- Approval Workflow: Optional authorisation hierarchies for document release.
- Tracking & Audit: Real-time tracking, reporting, and full audit trail from submission to despatch.
- Address Validation: Built-in checks to reduce gone away mail and ensure compliance.
- Returns Management: Barcode-enabled return-to-base process with data capture for client updates.
- Document Storage: Optional EDMS integration for secure archiving and retrieval of all communications.

Hosting

- Fully managed SaaS solution hosted in two UK-based Azure environments for resilience and compliance.
- High Availability (HA) architecture with active-active data centres, load balancing, and health monitoring.
- Data encrypted in transit and at rest; infrastructure compliant with ISO 27001, ISO 22301, and Cyber Essentials Plus.

Updates

- Regular platform updates and security patches applied by Capita under controlled Change Management processes.
- Enhancements tested in non-production environments before deployment to minimise risk.

Licence Model

- Subscription-based pricing aligned to G-Cloud framework:
 - **Transaction cost model** (e.g., cost per letter processed, email sent or SMS used).
 - Includes hosting, maintenance, and standard support.
 - Optional services (e.g., EDMS storage, consultancy) priced separately.

5 Disclaimer

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