

Glasscubes ENTERPRISE Official

G Cloud 13 Service Definition

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About us

Glasscubes is a UK company that was established in 2009. Our Software as a Service (SAAS) platform simplifies collaboration throughout the public sector. It provides teams with a strategic and efficient way to collaborate, by sharing and storing information in the cloud that's secure, accurate and accessible from anywhere.

Share files, manage projects and communicate with each other. All from a single secure online workspace. By efficiently connecting team members, Glasscubes creates an online community that strengthens team relationships, saves time, improves knowledge transfer, facilitates decision making and drives innovation.

Glasscubes is trusted and widely adopted throughout the public sector. We help teams from central and local government, NHS and education “work better together”.

Platform capabilities

Glasscubes is a user-friendly and versatile collaboration platform that offers you a comprehensive suite of features that can easily be configured to provide you with a tailor-made solution to address your specific, collaborative working goals.

Information assurance

Glasscubes supports Official classification content.

Ordering and invoicing process

Glasscubes can be purchased as a monthly subscription. We offer a saving for annual prepayments.

Secure file sharing and document management

Glasscubes provides an online platform that provides cloud storage and content control with easy access to your information, whenever you need it, from any device.

All your files in one place

Glasscubes is perfect if you want to create a central “go to” file repository for fast, simple and secure file sharing. There is no restriction to the types of file you can store and no limit on the individual file size. Files and folders can either be uploaded in bulk or conveniently emailed into the online cloud storage platform.

Accurate information, guaranteed

A lack of document management often leads to disastrous consequences, especially when individuals find themselves working with different versions of the same file. Every file that's uploaded to Glasscubes is automatically version controlled so that users can be confident that they have the latest and most accurate information that's available to them.

Find your information fast

Glasscubes has an enterprise level search facility that not only searches document titles but also deep searches their contents. Adding labels is another powerful way of organising and finding content easily. Combine the two and ensure that you always find the right information fast.

Securing and controlling your data

Glasscubes provides your users with secure access to their files but in a permission-based environment that's controlled by you.

Document approval and acceptance

Glasscubes makes it easy to request the approval of a document from an individual or group. It's also easy to make sure that your information is being received, read and understood. This is particularly useful for auditing and compliance purposes.

Online whiteboards for any device

Whiteboards are online documents that are quick to create using any device without the need for Microsoft Office. They're perfect for remote teams that want a central area to jot down ideas, make lists or add notes.

Quick content collaboration

Unlike email, controlling group collaboration around files is simple. Just add your comments or question to a file and notify other users. They can then respond with their comments, which the whole group is able to view and discuss.

Reporting and auditing

Gain immediate insight into your user's activity, either by individual or workspace as a whole. A detailed audit trail is available to download, sort and analyse making sure that you know who's accessing your content and what they are doing with it.

Communication and collaboration

Glasscubes is a user-friendly way to collaborate online and improve teamwork. It's a platform that improves knowledge transfer, facilitates decision making and drives innovation.

Email is for messaging, not collaboration

Email is no longer an effective way of collaborating as a team, it's impractical and only contributes to an already overloaded inbox; likewise information that is only emailed between individuals then excludes the remainder of the team. Our team collaboration software removes the burden from your inbox and allows you to post relevant communication that can be found by everyone.

Keeping everyone in the loop

Multiple teams, fast growth and external resources can make clear communication and managing day-to-day activities problematic. Workspace activity feeds keep everyone up to date by providing a single summary of what's happening. Discussions, questions and comments are displayed with quick links, making it easy to view and contribute to them.

Real-time online collaboration

Instant chat is the perfect tool to ask questions, make arrangements or send updates. Don't waste your time making phone calls, emailing or setting up meetings; get the information you want immediately.

Organised group feedback

Using the right team collaboration software makes it easy to request and collate group feedback. It provides a quick way of getting a general consensus for making group decisions. Simply create a poll, add multiple-choice answers and ask users to vote. The results are then conveniently displayed as a visual representation for quick reference.

Ask questions and share knowledge

Colleagues and external team members often have valuable experience or information but don't have a way to share their knowledge easily. Glasscubes gives you a platform to combine and share

team members' knowledge. Over time this will mature in to a valuable “go to” knowledge base that can be searched, making it ideal for employee training, teamwork and succession planning.

Reduce the time spent in meetings

Face-to-face meetings are time consuming, costly and often unnecessary. Glasscubes gives you an easier way to collaborate by sharing information instantly via the cloud. Everyone can contribute at a time that's convenient to them, without stepping outside their office or even picking up a phone.

Announcements that are heard

A workspace announcement is a great way to make sure that members are aware of an important update. Unlike an email, your announcement will remain present in a user's workspace until they acknowledge it, which means nobody has an excuse for not reading what you have to say.

Free conference calling

Set up and make conference calls with no booking, no billing and no fuss. Unlimited conference calls with up to fifty participants per call, for FREE! You just pay the cost of a local call, which is conveniently added to your regular phone bill.

Task and project management

Glasscubes makes it easy to manage projects and the resources required to complete them. Task management, file sharing and scheduling are all made simple from a single, central online workspace.

Task management

Tasks and milestones are crucial for delivering a successful project on time. Knowing what needs to be completed, by whom and when, keeps everyone in the loop. Glasscubes allows you to assign tasks and priorities, to individuals or groups, in an online environment that's transparent to the rest of the team.

Project planning tools

Glasscubes provides a comprehensive suite of project management tools; everything that's needed to manage even the most complex of projects with ease. Task dependencies, critical path analysis and Gantt charts all help to ensure that your project stays on schedule and is completed by its deadline.

Online project workspaces

A project workspace is a secure online area that you invite people to join so that you can assign tasks, share files, collaborate and organise schedules. Divide your projects into secure workspaces and keep activities distinct and confidential. Each workspace can be branded and tailored to the group of people or project it contains.

Tracking project progression

Glasscubes gives you immediate insight to your team's activity, their engagement and your project's progression. Either at a high level by monitoring, reporting and analysing workload across multiple projects, or in detail by looking into an individual task's audit trail.

Project collaboration

It's critical that project-based teams have an easy way to collaborate. Multiple teams, tight deadlines and external resources can make clear communication and project management problematic.

Workspace activity feeds keep everyone up to date by providing a single summary of what's happening.

Task time tracking

Calculating the costs associated with a project can either be an internal requirement or a necessity for accurate external charging. Glasscubes allows you to allocate an estimated time to tasks and then makes it easy to record and report on the actual time spent completing them.

Storing and sharing project files

Glasscubes is perfect if your project requires a central "go to" file repository. There is no restriction to the types of file you can store. Securely share files with people outside of your workspace using a time sensitive and password protected link that can be withdrawn by you at any time.

Shared calendars

Shared calendars are perfect for project teams that need to schedule activities and monitor availability. Calendars can either be shared or private and multiple calendars can be overlaid. It makes administering schedules while considering everyone's availability easy.

Intranet/extranet functionality

Glasscubes offers an online alternative to an intranet or extranet, by bringing everyone together in an online workplace. It's inexpensive, quick to implement and actually encourages social interaction. It's ideal for businesses that want to improve communication and increase productivity.

So why is Glasscubes different to an intranet?

Intranets have a reputation for being cumbersome and underutilised. In contrast Glasscubes is user-friendly, with a simple interface that's intuitive to use and requires no training. Our cloud-based platform is accessible from anywhere, on any device that has an internet browser. Unlike a traditional intranet, there's no IT setup, maintenance or support required.

What's a workspace and why do you need one?

A workspace is a secure online area which you invite people to join so that you can share files, assign tasks, manage projects, communicate and organise schedules. You can invite colleagues, customers or suppliers, in fact anyone that you need to communicate and share information with regularly. Workspaces make it easy to work with different groups of people, projects or events.

Branding – Make it your own

We understand the importance of promoting your brand and realise that it should be reflected in everything you do. It's easy to customise your account, workspaces and communications to promote yourself, rather than us. Our Enterprise Edition can be totally white labelled, creating added value by promoting Glasscubes as an extension of your organisation's own technology.

A social environment for your business

Bringing all of your information together in one place builds relationships, nobody misses out on vital information and everyone has a clear voice; which in turn builds a social environment that stimulates collaboration.

Extranets bring businesses together

Extranets are distinct from intranets in that they are intended for users outside of the company, whereas an intranet's users are typically internal. Glasscubes can be used as either an intranet or

extranet. Invite customers, associates or suppliers, in fact anyone that you need to communicate and share information with regularly.

Glasscubes for mobile users

The beauty of Glasscubes being in the cloud is that you can access your account from any device with an internet browser. Set up and assign tasks, download and modify files, manage your shared calendars and join in discussions. Android and iOS smartphone users also have the option of native mobile applications, which are easier to navigate than our full site.

Single sign on and Active Directory

Easily connect Active Directory to Glasscubes. OneLogin's secure single sign-on integration with Glasscubes saves your organization time and money while significantly increasing the security of your data. This integration is not included in your subscription fees but is available as an optional extra.

Data – Security and backup

Security management

Glasscubes is accredited by UKAS with the ISO/IEC 27001 Information Security Management System certification and by IASME with the Cyber Essentials certification. These accreditations demonstrate our commitment to the continual improvement of our security management systems.

We understand that the security of our customer's data is critical and this continues to be our number one priority. It is our hope that this accreditation will provide our customers and stakeholders further confidence on our ability to manage risk. It allows for secure exchange of information, while also ensuring that we meet our legal obligations.

A data centre you can trust

We leverage some of the best technologies available in the industry today, which we combine with highly skilled engineers to deliver outstanding results. Our state-of-the-art cloud platform provides our customers with a secure, resilient and flexible solution that they can rely on.

Companies today need the ability to simply and securely collect, store, and analyse their data at a massive scale. For those reasons we store our data with AWS, the world's largest global cloud infrastructure. It is designed to deliver 99.999999999% durability, and stores data for millions of applications used by market leaders in every industry.

Back-up and recovery

All our data is immediately synchronised and then distributed across a minimum of three different physical locations. They are miles apart, but all located within the UK.

We use data versioning to retain 30 days' worth of backups and then a cold storage facility that provides a highly durable and secure destination for backing up and archiving data offline. In addition to this, we also provide a backup tool, for customers that would prefer to retain a backup of the data locally too.

Access to our service uses the highest level of SSL encryption to ensure that the transfer of your data is secure between you and our servers. Further, we encrypt all data at rest for the ultimate peace of mind.

Technical information

Technical requirements

Glasscubes can be accessed using any device with an internet browser. We recommend that you use Mozilla Firefox, Apple Safari or Google Chrome for the best and most secure experience, alternatively install the latest version of Internet Explorer.

We would recommend at least 0.5mb internet connection.

Development approach

We operate an agile development strategy, using Scrum. We release demand driven, product enhancements at regular intervals and encourage open feedback from our user community to influence and drive our product roadmap.

Beta development community

Enterprise customers gain automatic access to our Beta Development Community. Membership gives you the opportunity to try new features before general release and gives direct access to our development team.

Service management

Glasscubes uses all reasonable endeavours to ensure that the Software Platform is operational and available 100% of the time during the period of our Agreement. Our customers acknowledge that Internet servers and links are susceptible to crashes and failures leading to downtime which render them unavailable.

On boarding and support

Our technical support and user help is often highlighted by customers as among the very best that they have experienced. This is because every Glasscubes customer receives the highest level of personal, professional support, with a response time that is unmatched elsewhere in the industry.

Account set-up and configuration

Our Customer Success Team will employ best practice to configure and deploy your service. Your dedicated Customer Success Manager (CSM) ensures that we are always available, accountable and there to help.

We also help prepare your administration team, to make sure they are fully trained and understand all of the platforms capabilities in order to fulfil your requirements.

User support

We pride ourselves on how easy and intuitive Glasscubes is to use. We have a refreshing approach towards support – it's simple; call us. New users particularly like the facility to just call and ask for help. For those who prefer to communicate electronically, our online support chat can be accessed directly from your account.

In addition to our customer support, new users are provided with an in-application, on boarding tutorial and have access to a comprehensive library of help topics. Simplicity is at the heart of everything we do. New users will love using Glasscubes!

Migration assistance

Let us save you time by migrating your existing data in the most efficient possible way.

Consumer responsibilities

To assign an individual as an administrator of the account, to act as a single point of contact that's responsible for the overall relationship of your account.

To adhere to payment terms and promptly settle any outstanding fees.

Technical support and service levels

User and technical support is available during UK business hours (Monday to Friday 09.00-17.30), with a 24 hour online ticketing portal available outside of these hours. Each support enquiry is logged and responded to in line with the service levels below.

- **Urgent:** critical functions of your site/application are unavailable. There is significant business impact. You cannot reasonably circumvent or workaround;
- **High:** critical functions of your site/application are noticeably impaired. There is significant business impact. You cannot reasonably circumvent or workaround;
- **Normal:** non-critical functions of your site/application are experiencing errors or abnormalities exist. You can work around or circumvent the problem. You may also have a time sensitive development question;
- **Low:** you have a general development or usage question, or would like to log a feature request.

Response times

Where a customer contacts us to raise an issue Glasscubes will use its best endeavours to respond within the following timeframes; during our stated support hours.

Severity Level	Time
Urgent	90 Minutes
High	90 Minutes
Normal	3 Hours
Low	3 Hours

Termination and off boarding

We require 30 days written notice to terminate an agreement. Folders, files and whiteboards can be exported prior to closing an account. When an account is closed, all data that it contains will be deleted permanently and cannot be recovered.

Our Customer Services Team is on hand to support both the on boarding and off boarding process. There is no charge associated with data extraction.