



**Abavus Ltd**  
**Service Desk and**  
**Case Management**  
**(Service Definition Document)**

**Contact Information**

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## Overview of Service Desk and Case Management

Service Desk and Case Management enables councils to manage service requests, incidents and cases through a single digital back-office. The module supports SLA-driven service requests, secure case handling, role-based access controls, audit trails and automation, helping teams improve back-office efficiency and service delivery.

### Service Features

- Unified service request and case management interface
- Configurable workflows for any request or case type
- SLA tracking and priority-based case handling
- Role-based access controls and data security
- Full audit trail and case history visibility
- Integrated online forms for case and request creation
- Automation of tasks, notifications and escalations
- Management reporting and operational analytics
- API and web services for third-party integration
- Seamless integration with CRM and Mobile Working

### Service Benefits

- Improves back-office productivity and efficiency
- Reduces manual handling through workflow automation
- Ensures consistent handling of service requests and cases
- Improves compliance through audit trails and access control
- Supports SLA performance monitoring and accountability
- Provides staff with complete case context in one view
- Reduces reliance on spreadsheets and offline tools
- Accelerates resolution times for customer enquiries
- Integrates easily with existing council systems
- Rapid deployment with minimal configuration effort

## **Client services, setup and onboarding**

When UK public sector organisations adopt this module as part of a commercial subscription, Abavus will fully support clients through a documented and straightforward onboarding process. Elapsed time for onboarding is usually 6-8 weeks. These times can vary based on client-specific circumstances and requirements.

## **Hosted service maintenance windows and other constraints**

Abavus warrants that (i) the Service will operate in all material respects at least in accordance with the applicable Feature Listing as of the Subscription Start Date, and (ii) the Service will be available to customers for normal use for at least 99.97% of the time each quarter, excluding any downtime during a Standard Maintenance Window. In the event of any breach of the warranties under the contract, Abavus' sole and exclusive responsibility shall be for Abavus to make all reasonable efforts to have any reported failure of the Service causing a breach of this warranty corrected as soon as practical. However, if within 10 business days, such defects are not corrected, then Customer's sole and exclusive remedy shall be to terminate this Agreement and to receive a refund of the prepaid fees. Please refer to our Hosted Services Agreement for further information.

## **Service level agreement for support**

There is a comprehensive customer support service level associated with the delivery of My Council Services, providing support consisting of telephone help desk or online support to the Customer's two designated support contacts. Please refer to our Standard Support Protocol.

## **Delivery of service, and information assurance and security**

The target Impact Level (IL) of My Council Services is IL3 to hold and process information. My Council Services does not currently hold IL accreditation. We hold ISO 27001 and Cyber Essentials Plus accreditations.

## **Training**

Training can be provided and is charged separately. Details of pricing for training are provided in the Skills Framework rate card. Training can be delivered on the client's premises, and can be further supported by remote web-based refresher and support sessions. All training resources are UK-based and available to come onsite.

## Ordering and invoicing process

Orders can be placed by means of the client organisation's official purchase authorisation number or procurement approval. Alternatively, completion of the Abavus "Purchase Authorisation Schedule" (the ordering documents representing the initial purchase of the Service as well as any renewals, or subsequent purchases agreed to between the parties in writing from time to time that are executed). Payment terms are net 30 days, accepted by BACS transfer (preferred) or cheque.

## Minimum contract term, and termination terms

Minimum contract term is 12 months. A party may terminate this Agreement for cause: (i) upon thirty (30) days written notice of a material breach to the other party, provided such breach remains uncured at the expiration of the notice period; or (ii) if the other party becomes the subject of a petition in bankruptcy or any other proceeding relating to insolvency, receivership, liquidation or assignment for the benefit of creditors.

## Technical requirements and integration

There are no specific local technical requirements regarding hardware, and there is zero client footprint in terms of normal service usage and access to standard and extended functionality. When integrating My Council Services with other third-party applications (e.g. CRM tools), or other back-office tools (e.g. open standards), Web Services are the preferred approach. For guidance, a standard integration using Web Services to a third-party application would enable a dynamic two-way data exchange between My Council Services to a third-party application. A standard integration and its delivery components offer:

- Access to our full set of Web Services, fully supported by Abavus.
- Development of a mutually agreed functional specification, defining how the integration will work between My Council Services and your chosen third-party.
- Any reasonable/required additions to our Web Services allowing the integration to meet requirements. We agree any required changes with the client in conjunction with our technical team as part of the functional specification.
- Remote technical project support from our technical team for your internal technical resources, to ensure integration is completed successfully.

Note: The standard Web Services integration does not include onsite technical consulting/development activity, or custom changes/additions to core functionality. These services can be provided, with pricing based on specific requirements.