

Service Definition



Introduction

Board Intelligence specialise in the development of effective, efficient and secure board packs - ensuring boards and management committees have the information they need. This document is a Service Definition for our secure G-Cloud Platform, which is made up of primary user licences:

- [Managers](#), for publishing, editing and managing board and committee papers
- [Readers](#), for securely receiving, reading, searching and annotating those papers

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Product

Overview

The Board Intelligence G-Cloud Platform, is a secure hosted service made up of two user types.

Managers - transform the process of building a board pack into a simple three-click process, saving time and money. It also allows managers to closely control and audit who has access to your sensitive papers.

Readers - have instant and secure access to their full library of papers via any device. It provides the closest experience to paper with the power of technology offering instant search, annotation and more.

Together, the platform is used and trusted by corporations and public sector organisations around the world.

Features

- ISO 27001 certified security and UK private cloud hosting for your most confidential information
- A three click process and simple drag and drop tools to compile and publish papers quickly
- Real time control over document administration, access and proliferation
- Automatic page numbering, agenda creation, links and navigation tools
- An intuitive interface, with an experience which is better than paper
- Smart annotation features: draw, type, highlight, sticky and share
- Smart note handling to update or add papers without losing annotations
- Automatic notifications for new or updated packs and full versioning
- A searchable library of all of your past packs
- Full audit trail of all activity
- A dedicated service team available for you on phone, email and web 24/7/365

Benefits

- Increase security, control and auditability
- Save hours, by building and distributing packs within minutes
- Save cost and carbon, moving from paper to digital packs
- Access packs anytime, anywhere, online or offline
- Remove the headache of late papers with simple, instant republishing
- Enjoy the convenience of all board and committee papers in one place
- Easily search for related materials from other meetings or packs
- Easily manage non-executives outside your corporate network
- Minimise your IT overhead with no desktop software or servers to install
- Unlimited files/storage space

Security and Resilience

At Board Intelligence we take our duty to protect your board materials very seriously. We have built our business, our processes and our platform from the ground up with security and resilience as the top priorities. Please contact us for a copy of an overview of our security and resilience.

Service

Setup & On-Boarding

We recognise that your board and committee meetings are critical and we are experienced at ensuring that transitioning from paper to digital, or upgrading of your digital systems, goes smoothly. While Board Intelligence is easy and intuitive to use, we're keen to ensure all your users are fully confident and comfortable using the system, so we'll provide all the support you need during this time. We can have you set up on Board Intelligence in 24 hrs, though typically we advise clients to allow at least two weeks. The key steps are:

SETUP

Before you begin we make sure your platform is fully configured and ready to go.

- **Technical set up:** We configure your unique platform and run our full suite of quality and security tests.
- **Account set up:** We create your boards, committees and user accounts, ready for use.
- **Data migration:** If required, we migrate your existing data onto the platform. We are experienced in migrating clients from all major Board Portal providers to our platform. We can have you up and running in a matter of days, but we advise that you see the transitioning process as taking up to four weeks while archived packs are extracted and uploaded.

TRAINING

The platform is intuitive and easy to use. Many users need no guidance at all, but we always offer training and support to help maximise uptake. Training is included in the price no matter how you choose to be trained. Training can be in person, by phone, webex or using our Academy platform of self service guides and videos.

- **Managers training:** We spend 60 – 90 minutes training your Managers
- **Reader inductions:** The PDF and video guides do

the job for the majority of readers but we can provide face to face inductions if required.

ONGOING USE & SUPPORT

We don't leave you on your own after set-up, we support you as much or as little as you need.

- **First meeting:** We are happy to support/attend the first meeting to ensure everything goes smoothly
- **Regular reviews:** Your dedicated account manager will review your satisfaction of service levels and suggested feature improvements
- **Ongoing support:** We provide a full 24/7/365 support service, see below for details

TECHNICAL REQUIREMENTS

There are no server or desktop installations required. Users simply need a broadband or mobile internet connection and either an iPad (running iOS8 or newer), a Windows 10 device or any other device, laptop, desktop, tablet or phone that can run a modern web browser. Supported browsers include: Chrome, Firefox, Safari, Opera and Internet Explorer (11 or newer). Processor, memory and storage requirements are negligible. Where app installation is managed by an internal IT team, we will work with them to ensure smooth deployment.

Support and Service Levels

24 HOUR SUPPORT

We offer 24 hour support so your users get help whenever they need it. Emails, calls and webchats will be answered by real people who work with senior leaders and who are product experts. Our in house team are available 24/7/365 days a year. Consider us a board pack genius bar at your disposal.

PROACTIVE MONITORING & MAINTENANCE

We monitor our platform at all times to ensure the smooth running of our service.

Senior members of our software services team will proactively monitor the performance of the Application to ensure a high standard of service. This monitoring does not include access to client data.

UPGRADES & UPDATES

Upgrades and updates are carried out with zero down time for our clients. New features will be offered to existing clients free of charge. Wherever possible we encourage clients to engage with us during feature development to ensure new releases closely match your needs.

REGULAR CLIENT REVIEWS

We proactively seek ways to improve our product and our service. We offer review meetings with your account manager to review service performance and feedback and to discuss new feature ideas.

SENIOR ACCESS FOR OUR CLIENTS (ESCALATION PROCESSES)

We know how important it is to speak to the right person at the right time. Your first port of call, our BI24 support team, are all in-house and offer a concierge standard service. You will also have your own dedicated account manager and will be able to escalate issues directly to a named director if required.

AVAILABILITY AND SLA PROMISES

We are proud of the infrastructure and our technical and support teams. We are therefore happy to offer industry leading SLAs which meet your requirements for: service uptime, support response times and disaster recovery times for service and for data loss. Please see the terms and conditions available on G Cloud or contact us for details.

Termination and Off-Boarding

In the rare event that you choose to leave us we will ensure that you have all of your data securely returned to you in the same format you gave it to us and we will use rigorous data eradication techniques to ensure that all your data is securely erased from our systems. Our standard offboarding process takes 30 days to allow user to take the documents they need before the system is terminated.

Choosing Board Intelligence

Demonstrations & trials

We are happy to provide demonstrations and we can offer up to a one month free trial, as this is the best way to understand whether our platform will work for you. Our team will help you to quickly understand how the system works, how to get the most from and how to introduce it to your team.

Ordering & Invoicing

Ordering from us is as simple as picking up the phone or dropping us an email, please see our pricing plan on the Digital Market Place for pricing details. Payment terms are contained in our standard terms and conditions. If you prefer to speak with us, we'll happily meet you and your team to help you understand our platform and how it matches your requirements so that you can make the right choice.

Our Experience

Board Intelligence has over a decade of experience working with boards and committees and the teams that support them. Our services are used and trusted by organisations of all shapes and sizes including: HM Treasury, Port of London Authority, British Gas, Royal Mail, Islington & Shoreditch Housing Association, easyJet, Department for Transport and many more.

Contact Us

We hope this Service Definition was informative. If you have any questions, would like to understand more about the platform, our service or our security measures get in touch.

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