# Invotra Cloud Software
## Service Definition Document for G-Cloud 11

May 2019

Invotra is ISO 27001:2013 accredited

# 1.   Overview of Invotra

## 1.1.   Introduction

Invotra is the leading SaaS provider of enterprise intranet and portal solutions and we specialise in serving local and central Government.

Each day, we supply intranet services to over 48% of civil servants as well as local authorities in the UK, connecting hundreds of thousands of staff and partners to give them a voice within their organisations.

Invotra is a British SME, with offices in Woking, Newcastle, Dublin and Denver, Colorado.

## 1.2.   History

Invotra was founded over ten years ago, as the pre-eminent European Drupal development agency, 'iO1'.

Invotra was founded in, and incubated by, iO1 Limited over five years ago.

Back in 2009, the team behind Invotra was tasked with working on the data.gov.uk project for the Cabinet Office and as a direct result of this engagement, the UK's Home Office, challenged Invotra to build a SaaS Content Management System that was both flexible and cost-effective.

# 2.   Why Invotra?

## 2.1.   Culture

Many of the ideals of the open source community influence who Invotra is today.

Invotra is open, credible and insightful. These values are reflected in the ways Invotra treats its customers. For example, all of Invotra's UK Government customers who are on the same Invotra service, receive the same price. Furthermore, when volume discounts are achieved, all UK Government customers receive the new price simultaneously.

We are a meritocratic organisation. We value talent irrespective of its origin. We have invested extensively in apprenticeship schemes and are proud to say that over 30% of our staff are either current or past apprentices. We are also thrilled to be recognised nationally through winning a variety of awards.

## 2.2. Vision

We are here to serve the people that serve the public. We do this by providing efficient, trusted services designed around civil service needs, supporting brilliant delivery and improved outcomes for the country.

# 3. Product Overview and Features

## 3.1. Invotra Intranet

Invotra Intranet is an extremely powerful Content Management System (CMS) used by communications teams in enterprises, supporting hundreds of thousands of end users.

Organisations use our intranet on a daily basis to drive communications and boost productivity throughout their workforce. With our easy-to-use templates, communications teams can conveniently reach all areas of the company, from sharing important news items to complex manuals and guidance.

Invotra Intranet continues to grow. In 2014, Invotra developed redaction at source capabilities - potentially saving Content Creators, Editors and Knowledge Managers hundreds of hours per annum.

### Content management:

- Compliance management
- Distributed publishing
- Workflow
- Policy management
- File management
- Auditing and revision management
- Content ownership & review

## 3.2.  Portal

Expand the reach of your organisation by collaborating with key stakeholders and external third parties, through one easy-to-use extranet platform.

Building on our intranet's capabilities, Invotra Portal recognises classes of users depending on the agency or single sign-on identification, giving appropriate access to external users. Provide external users access to read or publish articles, collaborate with colleagues and engage with content within the standard data hierarchy of your platform.

This will allow you to invite your agencies and partners that aren't recognised as department employees into the system securely. You'll be able to configure the platform to select which areas external users can view and which groups they can collaborate in.

**Portal:**

- Restricted access to the intranet
- Tailored homepage
- External stakeholder engagement
- Access to chosen site sections/applications
- Brand to suit your external users
- Work with a range of partners on one platform in the way you want

## 3.3.  Invotra People

People sit at the heart of the enterprise organisation.

Invotra People is the staff directory or 'people finder' of choice for several UK Government departments.

Invotra People is a dynamic range of people directory applications which help organisations, large and small, manage their employees. In many cases, employees can manage themselves through permission based self-administration.

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Invotra People for enterprise is powered by the data contained in existing HR systems and directory services (eg: AD or Azure). That data is then presented in such a way that individuals, teams and groups can manage themselves and connect to each other like they would in any modern social network.

**People:**

- Directory
- Profiles
- Teams
- Locations
- Organisational chart
- Team chart

The full product description for Invotra People can be found here:
https://www.invotra.com/product/people

## 3.4.  Invotra Social

Invotra Social provides robust, scalable, enterprise social networking (ESN) capabilities to organisations.

The ability to collaborate and communicate effectively and create groups or communities is at the heart of Invotra Social.

Staff are able to communicate with each other by rating and sharing content, following their colleagues or commenting on their posts. This is then pulled into a singular place, 'My Feed', much like other social media sites, allowing staff to have an overview of what is going on in the workplace, facilitating engagement across departments.

On its own, Invotra Social is a great social networking platform, however, when it's integrated with Invotra Intranet, it brings your digital workplace to life.

We have also recently been working closely with our government customers to develop, user test and launch our new social app which will be available to all end users on mobile.

Invotra Social features:
- Groups - peer to peer collaboration
- Personal Feed

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- @Mention Notifications
- Blogs
- Ideas Management
- Questions and Answers
- Polls
- Collaborative Docs
- Bulletin board and Message wall
- Notes
- Mobile App

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## 3.5.    Search

Invotra Search is standard in all of Invotra's services and products, from Invotra People to Invotra Digital Workspace.

Invotra Search is built upon a blazing-fast enterprise search platform which naturally offers full-text search, faceted search, and near real-time indexing.  It can be integrated with almost any kind of application, meaning an intranet search can go deep into the enterprise architecture.

Invotra Search offers users a fantastic search experience, with its customisable results page that highlights the information and metadata users believe is most relevant, helping them to find the best result.

**Search:**
- Customisable filters
- Search: people, content, teams, locations
- Saved/recent searches
- Promoted highlights
- Synonyms matching
- Spelling suggestions

## 3.6.  Metrics

Invotra has data visualisation for several features of the intranet, extranet and digital workplace to show the usage and gamify various areas like Blogs, Teams, Groups, Message Wall and Extranet areas.

It's about engagement and usefulness: going beyond 'hits' and truly understanding what your staff find relevant to help them in their everyday work life.

Identify users who have been missed and are not engaging, find out how your users consume the intranet, and who are the unseen digital leaders.

Invotra comes with built-in analytics offering unparalleled security and rich reports. This sort of feedback enables organisations to roll-out evidence-based improvements to the intranet navigation and content. Stakeholders and content authors will want to track statistics and KPIs, helping to justify the digital strategy, and demonstrate that key metrics are being achieved.

### Metrics:

- Dashboards that deliver real time metrics
- Deep-dive analytics
- Page overlays

# 4.  Governance

## 4.1.  Revisions and Workflows

All Invotra services allow for content revisions to be tracked, compared and reverted to previous versions.

You'll be able to see the change record for each piece of content that is updated. This will show information such as author, date, and any changes that have been made to the content which allows you to understand exactly what has changed on each revision.

Our Workflow feature allows you to define and automate the creation of content and processes so that less manual work is required.

Adding in content review dates ensures that all organisational policies and manuals are kept up to date. Workflows also support optional editors and publishers to review each piece of content before it is made live.

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## 4.2.  Distributed Publishing

Our Distributed Publishing feature means you can share permissions across your intranet as well as restrict them to certain areas.

Determined by our range of roles, which you assign, this gives you the flexibility and control to distribute publishing responsibilities. Lowering the strain on your central administrators, as they cascade granular permissions out to each team and individual who manages the content relevant to them.

Improved, individualised and manageable site section controls will allow organisations to ensure site sections are well populated, content is easy to access and information is kept up to date and relevant.

# 5.  Product Benefits

## 5.1.  Content Management System (CMS)

Invotra is built upon a flexible Drupal CMS which has been developed by us (and before that, iO1) over the course of 10 years. Invotra's Drupal CMS distribution is robust, secure, scalable and extraordinarily flexible.

Users can easily change their environments to look and feel however they wish. Site sections and other areas of the digital workplace are created effortlessly, and maintained with ease. Invotra has layouts for every imaginable page, and it continually updates the number of widgets on offer to ensure you can get the right information to your staff in the right way.

Our implementation of Drupal comes equipped with numerous roles, with a variety of permissions, as well as numerous workflows for publishing a plethora of material.

Invotra has leveraged the Drupal community and knowledge base to create world-class productivity applications in a thoroughly modern open-source CMS.

Our pedigree in this area is unparalleled, having sponsored the development of several well-known and widely used Drupal modules for almost a decade. These include Views, cTools, Panels and Paneliser (committed to the Open Source community in partnership with NBC Universal) and remain at the core of what Invotra is to this day.

## 5.2.   Accessibility

Invotra takes a large amount of pride in what we are doing to support accessibility within our Invotra products.

Simply saying that we meet WCAG 2.1 'AA' standards is not enough. We like to think that we aren't just being compliant but we are creating an 'accessible experience' for all users.

We not only rigorously test our product with a number of accessibility end users who have to use our product every day of their lives. The accessibility in our system is compliant to WAI 'AA' standards for all anonymous users who access to the system, any further accessibility requirements for logged in users or administration screens can be agreed.

## 5.3.   APIs

Our product is designed from the 'ground up' to ensure it's flexible enough to integrate into even the most complex technical landscapes.

We provide a range of inbound and outbound connectors to ensure it can tie into other systems without customers incurring any additional costs.

In the event a team or department require a connector that is not available, contact us and we can discuss the options.

## 5.4.   User Experience (UX) Design

Invotra gives enterprises and users control over their intranet experience. By embedding key design functionality, intranet managers and others can change virtually any aspect of the User Interface (UI) without needing to know how to code or navigate complex processes.

With editable layouts, widgets and templates, it's easy for designated users to create intuitive areas, sections and content types, that are navigable, clear and useful.

Content can be created, edited and positioned in a matter of clicks using the In-Place-Editor. Intranet-wide design changes are also possible in Invotra's admin, where high level users can adjust colour schemes, fonts and more in minutes.

Most commonly and effectively used are widgets. They are the building blocks, design-wise, and display all types of content. Our range of preloaded widgets give users a creative freedom with several style options when they are designing, so that ultimately, everything fits seamlessly together for a great user experience.

UX **User experience (UX) management:**

- Complete brand management
- Layout management
- Display/style management
- Customisable information architecture
- Extensive widget library

## 5.5.  Information Architecture (IA)

The Information Architecture or structure of the intranet is made up of site sections, content, people and groups. Organisations are free to structure the intranet around departments. Unlike other systems, we focus on the content always having a home in the centralised architecture and it being accessible through one portal entrypoint. This saves you from having fragmented silos and risk orphaned content without an owner.

Intuitive, common sense menus are needed to help people navigate the intranet with confidence. Invotra offers a simple drag and drop menu building system for the intranet manager, and navigation menus can be changed at any time. These menus can include customisable links out to 3rd party services such as your expense or leave systems.

Key IA features:
- Section Management
- Menu Management
- Flexible IA
- Contextual IA
- In-place layout editing
- Responsive layouts
- Device independent
- Context Aware

## 5.6.    Single Sign-On (SSO)

Invotra's Single Sign-On (SSO) allows your end users to access the system without having to re-enter login credentials. This allows them to have fewer passwords to manage across systems, and they'll seamlessly authenticate to Invotra from day one, while all security policies will be enforced appropriately.

Everyone asks for SSO, yet it's often put-off and delayed in the project plan owing to complications. Invotra can help ensure organisations deliver on an SSO promise, authenticating through any security systems in place. With SSO and tight integration with other business applications, employees will find Invotra a delight to use, whether at their desks or working 'on the go' across numerous devices, securely.

## 5.7.    Cloud

As a true cloud platform we can scale up and down to meet the most demanding requirements. The entire platform is optimised to give a great user experience.
Key advantages include:
- Scalable
- Flexible integration with your enterprise
- Built in Disaster Recovery
- 24/7 Monitoring and support
- Freedom to control access or let people work anywhere
- Regular upgrades
- Hassle-free maintenance
- High performance
- Secure

# 6.    Service Overview

## 6.1.    Service Design

Upon initiation of the contract a full service design process is completed to ensure optimal service integration, ensuring smooth support throughout the lifetime of the agreement.

## 6.2.    Uptime Service Level Agreement (SLA)

At Invotra, service is everything. We take great pride in the ways in which we deliver an excellent service to our customers. We measure this service intensively and in-house.

Every month, we gather every Invotra employee in the company together to discuss and review Invotra's service delivery across all of our customers. Everyone, from new starters and apprentices to directors, is expected to contribute their ideas on how to improve our service to our customers.

## 6.3.  Service Level Agreement (SLA) Priority Levels

Customers have defined SLA Priority Levels.

| Priority Code | Target Fix Time |
|---|---|
| P1 | 4 hours |
| P2 | 8  hours |
| P3 | 24 hours |
| P4 | 60 hours |

| P1 SLA Target fix time | 4 hours |
|---|---|
| P1 Definition | The Service is unavailable to the Customer (entire user base). |

| | |
|---|---|
| **P2 SLA Target fix time** | **8 hours** |
| **P2 Definition** | The Company Service contains an issue that prevents more than 50% of the Customer user base from executing one or more critical business processes with a significant impact and no workaround exists. |
| **P3 SLA Target fix time** | **24 hours** |
| **P3 Definition** | The Company Service contains an issue that prevents Customer from executing one or more important business processes. A workaround may or may not be available or the workaround may not be optimal. |
| **P4 SLA Target fix time** | **60 Hours** |
| **P4 Definition** | P4s are raised for informational queries |

## 6.4. Account Management

Customers receive account management. As part of this service, Invotra commits to reviewing the priority levels with customers on a regular basis to review service metrics, recent releases and product roadmaps.

Customers will have access to our shared government portal and will be invited to our Pan Government reviews on a quarterly basis.

# 7. Service Benefits

## 7.1. Client Portal and Helpdesk

As a customer of Invotra, you are never alone. One of our top priorities is ensuring that the organisations we provide our service to feel supported throughout their whole journey.

Our Gov.Invotra portal allows all of our UK Government customers to communicate with each other and the Invotra team. This provides each member with a unique platform in which they can share best practice. Not only this, but it's also a secure place where users can ask questions, seek advice and learn from each other's knowledge.

In addition to the Gov.Invotra platform, all Client Support Users will receive access to an Invotra Helpdesk Portal, where incident tickets can be raised, and helpdesk queries can be tracked.

The UK Helpdesk is available for the UK Public Sector customers between 0700-1900 Monday-Friday, excluding Bank Holidays and national holidays. Customers will benefit from 24/7 support for any P1 incidents that are raised out of standard service hours.

## 7.2. Invotra's Pan-Government Quarterly Reviews

Since 2016, Invotra has spearheaded pan-government meetings for all of its SaaS customers, no matter which Invotra Service the customer is on, and no matter how big or small the department is.

In these Pan-Government meetings, Invotra helps to break down silos between departments, improve communication amongst all participants and help drive consensus in terms of best practice and approach to common communications and collaboration challenges.

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Since introducing local government on to Invotra, our Pan-Government meetings now include both central and local government, providing two perspectives on existing challenges and solutions for these challenges. We work closely to ensure all customers understand the challenges each other face and how they can use Invotra to resolve them.

# 8. Pricing

Invotra offers a variety of SaaS Services to its customers, enabling organisations of any size to evolve and grow their internal communications and collaboration.

An overview of the Invotra Services for G-Cloud can be found in the pricing documentation for Invotra Software.

Alternatively, you can find the overview of Invotra Services here:
https://www.invotra.com/g-cloud/overview

## 8.1. Minimum Contract Period

The minimum contract period is one (1) year.

## 8.2. Termination

As Invotra is a Software-as-a-Service, there are no early termination costs should you decide to leave Invotra. We will work with you to export your data in the formats that our product supports to ensure your transition is as smooth as possible.

## 8.3. Terms and Conditions

Please refer to the Invotra contract Terms & Conditions document on the Digital Marketplace.

# 9. Security and Accreditations

Here at Invotra, we take intranet security seriously. Our secure intranet software is enhanced by our committed approach to information security and governance.

Our customers expect the very best from us and we never fail to deliver. All members of staff have an ongoing commitment to ensure that, as an organisation, we adhere to industry best practice and international standards.

This is why we undertook the decision to become ISO 27001:2013 accredited in 2016, we are measured against 35 security categories with 114 controls in place and do not have any exclusions. In addition to this, we use independent penetration testers for the product to ensure total visibility of security. Every aspect of the environment is constantly reviewed and updated in order to mitigate any possibility of future vulnerabilities.

We recently undertook our ISO 27001:2013 recertification in March 2019 with no major or minor non-conformities raised. The process involved an external third-party auditor going through all of our information security infrastructure and supporting evidence.

From developing the code that underpins the product, all the way through to implementing best practices when designing and building the infrastructure which hosts the platform, security is always at the front of our mind and is reviewed and approved at multiple stages throughout all of our processes, internally and externally.

# 10.  Existing Customers

Invotra has been working with the UK Public Sector for over 5 years. Having started initially with consultant work for the Cabinet Office, Invotra has over the years, grown its intranet and digital workplace technology in a strong partnership with the UK Government. Invotra has been on the UK Government's G-Cloud Digital Marketplace framework from the very beginning in 2012. We are proud of our history with UK Government customers, and are delighted to power over 48% of UK Civil Servants..

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