Klarity

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Service Definition Document for G-Cloud 12

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Head Office: Chertsey House, 61 Chertsey Road, Woking GU21 5BN
Invotra Limited is a private limited company registered in England and Wales. Registered number: 06959535, VAT number: 343 8254 95

Registered office: Chertsey House, 61 Chertsey Road, Woking GU21 5BN

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Klarity

1. Overview of Invotra

1.1. Introduction

Invotra connects professionals to the information they need at work. We are the leading intranet and extranet portal provider to local and central government in the UK, supplying 47% of UK civil servants.

We specialise in joining up organisations with thousands of employees. Invotra's features, apps and integrations combine to make work more engaging, focused and productive.

Invotra's products and services are cloud-based, completely customisable and designed to create cohesion within and throughout your knowledge and resources.

Invotra is a British SME, with offices in Woking, Newcastle upon Tyne and Dublin.

1.2. History

Back in 2009, we were tasked with working on the data.gov.uk project for the Cabinet Office. As a result of that project's success, the UK's Home Office challenged the team to build a SaaS Content Management System that was both flexible and cost-effective. This became Invotra.

2. Why Invotra?

2.1. Culture

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

50% 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

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

3. Service Overview

3.1. Service with Invotra

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

Every month, we gather our employees 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.

As a Klarity customer you will have access to our dedicated Helpdesk Portal.

Our Service Desk availability hours are 07:00-19:00h Monday - Friday excluding UK bank holidays.

4. Service Benefits

4.1. 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 entire journey.

All customer 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.

5. Pricing

5.1. Klarity

Costing £9.95 per user, per month, Klarity provides a modern, engaging and trustworthy product experience without the lengthy contract. Customers only pay for their active users on a month by month basis.

5.2. Minimum Contract Period

For Klarity, the minimum contract period is one (1) calendar month.

5.3. Termination

As Klarity is a Software-as-a-Service, there are no additional termination costs should you decide to leave.

5.4. Terms and Conditions

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

6. Security and Accreditations

6.1. Security

At Invotra, we take security seriously. Our secure 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.

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 forefront of our minds and is reviewed and approved at multiple stages throughout all of our processes, internally and externally.

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.

6.2. ISO 27001:2013

In 2016 we decided to take the next step in Information Security and obtain the ISO 27001:2013 certification.

Every year, we are internally and externally scrutinised against 35 security categories and 114 controls to ensure that we provide assurance to our customers that we are adhering to the International Organization for Standardization's criteria for protecting information.

In March 2019 we undertook our recertification audits and passed them with no major or minor non-conformities raised. This year we undertook our surveillance audits and extension to scope audits. We did this to ensure that all areas of Invotra are within the 27001 scope and to ensure that all staff have an ongoing commitment to information security.

6.3. Cyber Security Essentials

In addition to the ISO 27001:2013 certification, in March 2020, we undertook the Cyber Security Essentials certification.

The UK government scheme, supported by the NCSC (National Cyber Security Centre), sets out five basic security controls to protect organisations from around 80% of common cyber-attacks.

This certification provides assurance to our customers that Invotra's defences will protect against the vast majority of cyber attacks, keeping them and their information safe.

6.4. Disability Confident

We are proud to be a part of the UK Government's Disability Confident scheme. We believe that by being part of a range of employers who are committed to this scheme, we can help lead the way in equality for people with disabilities. We are helping to drive change through behaviours and cultures around employment and have already begun to reap the benefits of inclusive recruitment practices.

By being part of the Disability Confident scheme we can:

- Draw from the widest possible pool of talent
- Secure high quality staff who are skilled, loyal and hard working
- Improve employee morale and commitment by demonstrating that you treat all employees fairly

7. Business Continuity and Disaster Recovery

Invotra has fully tested and ratified Business Continuity and Disaster Recovery plans which ensure, not only basic service, but full operations of the organisation as a whole can continue should the need to activate the plans arise.

All systems and processes are driven from highly-resilient and distributed cloud-based services and all roles are able to operate remotely from any location.

Continual review and improvement of the plans are embedded within the operations of the organisation which is led by the CEO and Board of Directors.

8. Health and Safety Policy Statement

Invotra's statement of policy is:

- To provide adequate control of the health and safety risks arising from our work activities.
- To consult with our employees on matters affecting their health and safety.
- To provide and maintain safe equipment.
- To provide information and supervision for employees.
- To ensure all employees are competent to do their tasks, and to give them adequate training.
- To prevent accidents and cases of work-related ill health.
- Implement emergency procedures, including safe evacuation of premises, in case of fire or other significant events.
- To maintain safe and healthy working conditions.
- To review and revise this policy as necessary at regular intervals.

9. Equal Opportunities Policy Statement

Invotra is committed to encouraging equality and diversity among our workforce, and eliminating discriminationas well as being committed to equal opportunities in employment and service delivery.

Our aim is for our workforce to be truly representative of all sections of society and for each employee to feel respected and able to give their best. We are committed against unlawful discrimination of customers or the public.

We are committed to:

- Encouraging equality and diversity in the workplace as it is good practice and makes good business sense.
- Creating a working environment free of bullying, harassment, victimisation, and unlawful discrimination as well as promoting dignity and respect for all, and where individual differences and contributions of all staff are recognised and valued.
- Opposing and avoiding all forms of unlawful discrimination.
- Ensuring that no job applicant or employee receives less favourable treatment on the grounds of sex, race, marital status, disability, age, part-time or fixed term contract status, sexual orientation or religion, or is disadvantaged by conditions or requirements that cannot be shown to be justifiable.
- The positive promotion of equality of opportunity in all aspects of employment.

This commitment includes training managers, and all other employees about their rights and responsibilities under the equality guideline.

Invotra believe that by encouraging equality, diversity and inclusion it can help:

- Make Invotra more successful.
- Keep our employees happy and motivated.
- Prevent serious or legal issues arising, such as bullying, harassment and discrimination.
- Better serve a diverse range of customers.
- Improve ideas and problem-solving.
- Attract and keep good staff.

10. Existing Customers

Invotra has been on the UK Government's G-Cloud Digital Marketplace framework from the very beginning in 2012.

Starting initially with consultant work for the Cabinet Office, Invotra has gone on to develop a strong partnership with the UK Government, currently supplying intranet services to over 47% of civil servants as well as local authorities and ALBs.

Invotra overcomes a wide variety of challenges and meets many different requirements with customer user bases varying from 35 users all the way to 93,000+.

In early 2020, Invotra was also named as the Top Ranked Intranet Provider for the NHS London Procurement Partnership on the Information Management and Technology Framework.

Some of Invotra's existing customers: