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OF AN ENTRY Deaths Registration Act 1953

BV 41119

<b>DEATH</b>		Entry No. 279
Registration district	Borough of	Administrative area



# Registrar & Ceremonies Booking Service.

Product Overview Pack.

Submitted to G-Cloud 14

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## Who we are.

We're on a mission to improve access to public services. With our industry-leading GovBook automation platform, we've facilitated over 25 million citizen interactions and helped over 100 public sector departments improve the citizen experience, reduce costs & increase operational efficiency.

## Our experience.

Working with some of the UK's most forward-thinking Registrar teams, we have co-created an innovative Registrars and Ceremonies Booking Service designed to transform the market. This service delivers the flexibility and technical sophistication needed to manage rotas, scheduling, resourcing, venues, tasks, payments, communications, reporting, and certificates—all within a single, feature-rich platform.

## Accreditations.



We're a G-Cloud 14 Supplier, our solutions meet the WCAG 2.2 AA, and we hold accreditations for ISO27001 and Cyber Essentials Plus. We also guarantee an up-time of 99.95% or higher. Find out more [here](#).

## Case Study: Essex County Council

Partnering with Essex County Council (ECC), we implemented an advanced system that achieved a complete service transformation in less than seven months.

### Janine Last, Head of Statutory and Regulated Service at Essex CC:

"It is such a complex system, but it's so easy for users to operate. Without the system, we would not have seen changes this significant for another two or three years. In just a few months, we've transformed the service area, and it is transformational work. It's so much more than a booking system."

### 400% Statutory KPI Improvement

As of September, ECC hit 98% for deaths registered within five days, a significant improvement from 18% in April. AI-powered scheduling and autonomous business rules have been key enablers of this success.

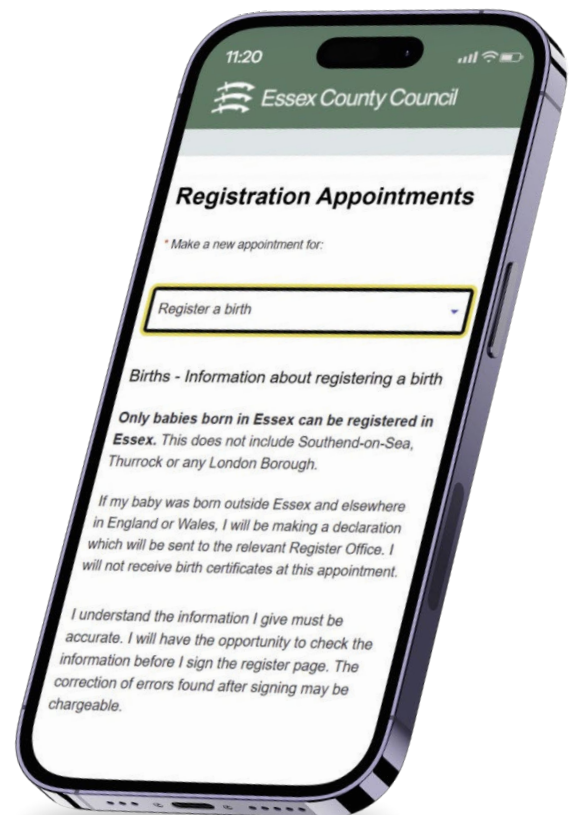
### 1000% Return on Investment

Since rolling out the system, ECC has achieved an impressive 1000% return on investment.

### 2000+ Extra Appointments Per Year

Thanks to industry-leading automation and intuitive admin tools, ECC were able to increase capacity from 6 to 12 appointments per day, resulting in an additional 2,016 appointments per year.

[Read the full case study here.](#)



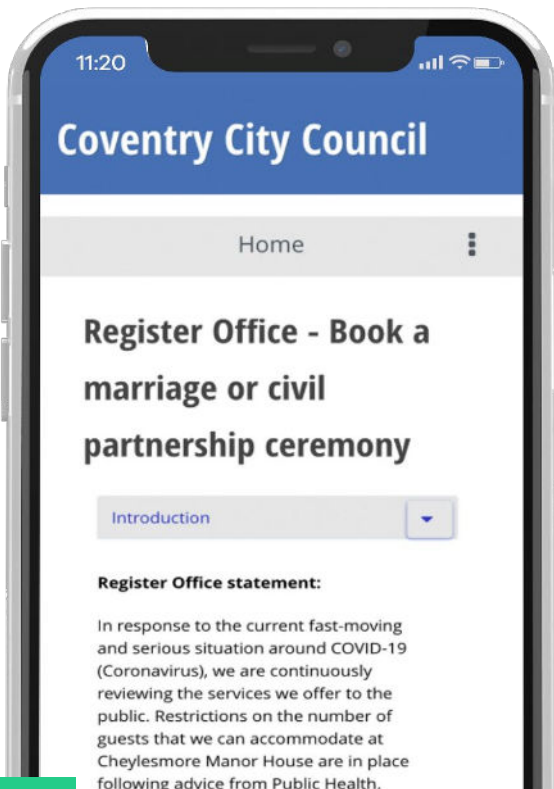
## Product Overview.

Working with some of the UK's most forward-thinking Registrar teams, we have co-created an innovative Registrars and Ceremonies Booking Service designed to transform the market. The system is proven to increase operational efficiency, reduce costs and improve the user experience by:

- Streamlining and automating admin processes
- Improving reporting and increasing service visibility
- Autonomously managing service complexity & increasing first-time resolution rates
- Improving access with a simple end-to-end experience and automated comms

### Everything you need in one place.

Manage registration diaries, scheduling, resourcing, venues, bookings, tasks, payments, comms, reporting & certificates in one centralised admin portal.



### Industry-leading rule management.

Configure complex booking rules, workflows and pathway limiters that comply with GRO guidance to manage service complexity autonomously.

### Data-optimised appointment allocation.

Create staff profiles with roles, skills, rotas, and locations covered. The system will then autonomously allocate your bookings to save time, improve visibility and ensure optimal appointment allocations.

## Product Overview (2).

### **Criteria-based workflows.**

Intelligent, rule-based workflows guide users and staff to ensure the correct service is selected, helping to reduce confusion and increase first-time resolution rates.

### **Feature-rich call centre workflow.**

Call centre staff can book callers in via an intuitive back-end workflow that includes various guidance messages, rule-based workflows, override permissions and more.

### **In-depth reporting suite.**

Better understand your service with real-time dashboards and stay informed with automated updates. Get details on financials, GRO MI, bookings by service, staff and venue utilisation, and more.

### **Simplify your diary and task management.**

With drag-and-drop diaries and multiple calendar views, you can easily share information in real time to avoid back-and-forth availability chasing. You can also record, allocate and mark off associated tasks to improve visibility and accountability.

### **Quick and easy self-service.**

With intelligent rule-based workflows, custom guidance messaging, automated comms, multi-service bookings, MyAccount functionality, and more — you can deliver a (simple) end-to-end experience and reduce failure demand.

### **Dynamic functionality.**

Appointment durations are calculated based on the parameters selected. You can apply different prices to services based on the time of year or venue type.

## Product Overview (3).

### Two-way communication channels.

Send custom notifications for trigger events like confirmations, reminders, amendments and payment links. Provide in-journey guidance with customisable signposting and terms and conditions. And invite users to provide feedback with in-built follow-up surveys.

### Take control of your service.

Multi-level access permissions, override capability, audit trails, and the ability to easily edit service details and diaries allow your team to control and manage your service in real-time.

### Manage everything in one place.

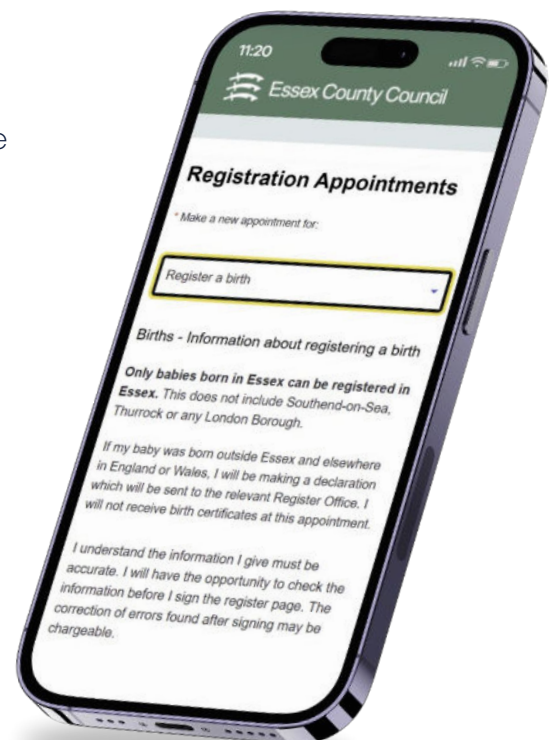
With document uploads, inventory management tools, venue management functionality and multiple payment options, you can manage every aspect of your service in one place.

### A seamless transition.

With our intuitive data migration feature, customisable feature set, and comprehensive onboarding process, we'll get you online quickly without burdening your internal teams.

### Simplify visitor management.

Allow staff to check-in visitors, provide feedback & view operational information via a mobile/tablet app. Or enable users to self-check-in when visiting a physical location.



## Product Overview (4).

### **Accessible. Secure. Reliable.**

Your system will meet WCAG 2.2 AA, comply with ISO 27001 and Cyber Essentials Plus, and have a guaranteed uptime of 99.95% or higher.

### **Comprehensive & cost-effective.**

You'll get all the core features you need to improve the user experience, reduce costs and increase efficiency — at a price that reflects public sector budgets..

### **GDS-approved design.**

Your system will be built on the GDS Design Principles — so you can rest assured that users will benefit from a well-designed, fully accessible experience from start to finish.

### **Unrivalled connectivity.**

Connect our booking system with your existing payment gateways, digital platforms, communications providers, calendar tools, inventory management systems and more to automate your workflows.

### **Feature-rich admin portal.**

Automate time-consuming processes, simplify complex workflows and enhance reporting with industry-leading admin tools that allow you to manage your entire service in one centralised portal.

### **Best-in-class user experience.**

We've collaborated with some of the most progressive Registrars teams to create an innovative, end-to-end solution that delivers a best-in-class UX for staff and customers.

## Product features.

Feature	Description
Complete Registrars Management Solution	Manage registration diaries, scheduling, resourcing, venues, bookings, tasks, payments, comms, reporting & certificates in a centralised admin portal.
Complex Rule Management	The ability to configure complex booking rules, workflows and pathway limiters in accordance with GRO guidance to autonomously manage service complexity.
Override Capability	Admin staff with the correct user permissions can override the assigned business rules to cater for extenuating circumstances.
Staff Profiles & Allocations	Configure staff profiles with roles, skills & availability. (This can be manually driven or bulk uploaded). Then, the system will allocate bookings accordingly.
Reporting Suite	Increase service visibility with real-time data dashboards and receive automated CSV report updates on financials, GRO MI, utilisation rates & bookings via email. Reports can also be exported in CSV format.
Certificate Management	Staff can record the number of certificates needed against an appointment/account in the back office.

## Product features.

Product features continued.

Feature	Description
Booking Limits	Restrict bookings based on eligibility criteria, legislation, availability & other customisable parameters to ensure full diary control.
Dynamic Durations	Appointment durations are calculated automatically based on the parameters selected by users/staff.
Criteria-Based Workflows	Intelligent, rules-based workflows guide citizens to ensure the correct service is selected, reduce confusion & increase first-time resolution rates.
Attachments	Ability to attach documents like an MCCD or Coroners Report to an appointment/account in the back office.
Payment / Transaction Panel	Create audit trails with transactional logs and payment updates in a dedicated payments panel.
Full Service Control	Easily configure every aspect of your service in our intuitive admin portal & see the changes reflected in real-time.

## Product features.

Product features continued.

Feature	Description
PUSH Notifications	Send custom notifications for trigger events like confirmations, reminders, amendments, payments links & more.
Configurable Messaging & Flags	You can configure guidance messaging, signposting & terms/conditions across the front & back-end booking journey.
Diary Management	With simple drag-and-drop diaries and multiple calendar views, staff can easily share information in real-time to avoid back-and-forth availability chasing.
Task Management	Enable staff to record, allocate & mark-off associated tasks.
Follow-Up Surveys	Continually improve your service by autonomously generating SMS/Email notifications post-booking to invite users to complete a customisable survey form.
AI-powered Scheduling Engine	Our AI-powered scheduling engine manages the availability of staff, resources, and services to ensure all bookings are made effectively. Flexible booking rules enable users to control elements such as the booking timeframe, cancellation timeframe, and max bookings – all within a simple interface.

## Product features.

Feature	Description
Create New Bookings	Service users and staff can create an appointment slot, add (compliant) information, select availability, and confirm a booking from within the Admin Portal or the booking journey.
End-to-End Self-Service Capability	Both users & staff can reschedule or cancel an existing booking from within the Admin Portal or via a unique booking link. The other party will be automatically notified of any changes made to a booking.
Payments	Manage different fee structures and take payments via Capita 360, Civica, HeyCentric, Stripe & WorldPay.
Call Centre Workflow	Call centre staff can book over-the-phone callers in via an intuitive back-end workflow that includes various guidance messages, rules-based workflows & more.
MS Teams Notifications	Automated notifications can be sent to MS Teams channels to ensure staff are made aware of any same-day appointments.

## Product Add-ons & Integrations.

Product add-ons & integrations (not included as standard).

Feature	Description
Single Sign-on	Allow users to book/manage appointments without logging in again with Single Sign-On (SSO) support.
Payments	Integration to your chosen payment gateway (if your preferred payment gateway isn't included as standard).
Forms Connector	Integrate your existing forms product with bookings.
Google Translate	Ability to translate the entire booking journey using Google Translate (customer to provide Google Translate API).
bookinglab days (x5, x10, x15)	bookinglab days provide call-off days to enable further system integration, training, configuration and development. Bookinglab days are priced using the SFIA rate card & discounts are provided for bulk purchases.
SMS (JRNI)	SMS messages sent from within the platform via Twilio.
Gov.Notify	Send SMS/Email notifications from within the platform using your Gov.Notify account.

## Product Add-ons & Integrations.

Product add-ons & integrations continued.

Feature	Description
Kiosk Check-in	Our Kiosk Check-In app enables users to self-check-in when visiting a physical location.
Mobile Check-in	A mobile/tablet check-in app to allow staff to easily check-in visitors, provide feedback & view important operational information.
Data Migration	Migration of service data from other platforms.
Staff Rotas	Upload/import staff rotas in various formats to automate appointment allocation, improve visibility & save staff time.

## Support.

### Hours of operation:

Standard support hours are 8:30 - 5:00 GMT, excluding weekends and public holidays. However, in business-critical cases, we offer a 24/7 telephone helpline.

### Types of support:

Support is provided from our UK-based offices via the following channels:

1. Ticket Support Helpdesk
2. Your dedicated Account Manager
3. Our User Manual
4. Our Community Forum

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# Hosting, Security & Accessibility.

## Hosting:

bookinglab has a number of hosting options. JRNI operates a dedicated multi-tenant platform for public sector use. This platform has been designed to work effectively and securely and be deployed quickly. Its flexibility means it can meet the very specific needs of different use cases. Each department is given its own dedicated portal and database engines in a shared set of application servers. This means a single department can adopt JRNI quickly and cost effectively.

The application servers are security hardened and are used only for UK public sector organisations, meaning all data protection and GDPR requirements have been implemented and considered.

## Open Architecture:

JRNI is a flexible platform providing extensive APIs for further integration and development. All data is completely exportable and transferable. JRNI does not believe in lock-ins or proprietary gates that prevent your access to data.

## Accessibility & Security:

Our solutions comply with the following regulations & standards: The Data Protection Act (1998), Cyber Essentials Plus, GDPR, ISO27001, ISO 27017, ISO 27018, NHS IGT/N3, PCI DSS, and WCAG 2.2 AA. We host our data in AWS and encrypt it with the AES 256 encryption algorithm to ensure maximum security.

## Security Principles.

We are compliant with the 14 principles of cloud security listed below.

Area / Question	Description
Principle 1: Data in transit protection	All customer data is encrypted both at rest and in transit with frequent back-ups. These back-ups are regularly tested to ensure the availability of your data. bookinglab processes all data in transit under TLS (1.2 at a min) or SSH (AES256) encryption over HTTPS.
Principle 2: Asset protection and resilience	bookinglab has highly resilient systems and processes. The company preserves equipment redundancy for all critical devices and hardware, and practices asset management in line with ISO27001 and Cyber Essentials Plus.
Principle 3: Separation between customers	A malicious or compromised user cannot affect the service. bookinglab ensures a logical separation is maintained. All data is segregated into per-customer databases.
Principle 4: Governance framework	bookinglab has Security Governance covered by its Information Security Policy.

## Security Principles Continued.

Cloud security principles continued:

Area / Question	Description
Principle 5: Operational security	bookinglab operates in compliance with its ISO 27001 accreditation.
Principle 6: Personnel security	bookinglab applies standard background security checks on all employees. Additional levels of screening for more senior and higher access roles include credit checks, director background checks and criminal record checks.
Principle 7: Secure development	bookinglab has a Software Development Lifecycle policy in place that defines coding standards and uses a branched development methodology. All development is done in isolation on local development computers before it is submitted for peer review.
Principle 8: Supply chain security	bookinglab assess all third-party providers and periodically update these assessments. Any providers whose services are above the bookinglab third Party threat appetite are assessed to a deeper level, either via inspection of their certifications or via a third-party assessment questionnaire.

## Security Principles Continued.

Cloud security principles continued:

Area / Question	Description
<p>Principle 9: Secure user management</p>	<p>bookinglab has the following in place to prevent unauthorised access: 2 factor authentication, identity federation with existing provider (Azure AD), limited access network (for example PSN), and username or password.</p>
<p>Principle 10: Identity and authentication</p>	<p>bookinglab maintains a well-defined Access Control Policy that is in line with security standards and reviewed at least once annually.</p>
<p>Principle 11: External interface protection</p>	<p>bookinglab operates in compliance with its Cyber Essentials Plus certification. External and less trusted interfaces are appropriately defended.</p>
<p>Principle 12: Secure service administration</p>	<p>Servers are built and attached to configuration management systems before being tested and permitted to access data or the internet.</p>

## Security Principles Continued.

Cloud security principles continued:


Area / Question	Description
Principle 13: Audit information and alerting	Our booking services have capability to audit trail all actions on systems and processes, users and other system entities. Logs are monitored with real-time IDS for red-flag events.
Principle 14: Secure use of the service	Our booking services are hosted by Amazon Web Services (AWS). Their data centres provide a secure private cloud offering.



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