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| NZ Govt Logo | [SaaS Product Name] SaaS Framework: SaaS: Digital Experience Software – Tier 2: Digital Experience Software | Company logo |

**Digital Experience Software**

Digital Experience Software provides a tool that enables end users to compose, manage, present and optimise digital information with the aim of providing better customer digital experiences, regardless of the digital channel the customer uses to engage with agencies.

**Overview**

[put overview here – a paragraph on what the product or service does]

**Service Contact Details**

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| --- | --- |
| Contact Name: |  |
| Contact Number: |  |
| Contact Email: |  |

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| --- | --- | --- | --- |
| No of Subscribed Users: |  | Average Rate: |  |
| Supplier: |  | Demonstration available: | [Yes/No] |
| Tier Rating: |  | Free trial: | [Yes/No] |

**Choose Your Plan**

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| --- | --- | --- |
| **[Name of Plan 1]**  **Features**  **Subscription Type**  **Price** |  | **[Name of Plan 2]**  **Features**  **Subscription Type**  **Price** |

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| **[Name of Plan 3]**  **Features**  **Subscription Type**  **Price** |  | **[Name of Plan 4]**  **Features**  **Subscription Type**  **Price** |

**Service Features**

**Analytics and Reporting** (tick all that apply):

Content analytics (services providing interactive visualisations which surface insights extracted from content and metadata)

Reporting (ability to design and consume reports based on system activity and data)

Social analytics (services providing interactive visualisations which surface insights regarding social interactions between users of the system)

User analytics (services providing interactive visualisations which describe how the system is being used based on user actions)

**Public Participation** (tick all that apply):

Blogging and comments (ability to create and participate in a comments thread and relate to content)

Social tags and ratings (ability to rate, like or indicate content as a favourite)

Other user interactive features (such as live chat, forums, etc.)

Knowledge sharing (such as expertise location, e-learning)

**Content and Customer Experience Management** (tick all that apply):

Authoring (ability to initiate and participate in the authoring of content)

Personalisation (adjusting the digital experience and content to aid the customer in what they are attempting to do. This might include marketing automation, opt-in personal profile, RealMe integration).

Bulk import/export using open standard file formats and/or API (ability to efficiently, from a system and end Content Manager user perspective, import or export content in large quantities)

Concurrent authoring (enabling users to collaborate concurrently, in real time, on the same content)

File management (ability to create, import, edit and download content)

Rich media (the optimisation of the management of rich media such as audio or video. Includes storage or media platform options, content analysis, transcripts/closed captioning and viewer capabilities)

Customisable templates, themes and design system integration (the integration of frontend design/branding/design systems)

Translation/localisation (allow for the translation and localization of content to assist the end user)

Ability to manage Māori language (Te Reo) and associated macrons in content, search and metadata

Versioning (ability to create multiple versions of content and maintain a version history)

Content deployment (ability to deliver pre-packaged or on-demand content to web servers)

Automated content review (capabilities which automate the review cycle of digital content based on rules, e.g. the removal of obsolete content, notifications to content owners to review, and deduplication)

**Metadata and classification** (tick all that apply):

Automated content metadata and tagging (content metadata and tagging is automated based on rules, patterns in content and automatically applied)

Structured content modelling (ability to define the data structure of the content and metadata held in the Platform and use this help users better find and consume this content)

Digital content licensing (ability to apply the licence metadata for published digital content including documents, images, videos, data, reports etc and display this to end users).

Publicly accessible machine-readable metadata and content, or content API (RDF, Linked Data etc to aid with screen readers, voice assistants etc).

Tagging (ability to be able to add tags to content including predefined taxonomies and on the fly tagging or folksonomies).

**Search** (tick all that apply):

Content search (capabilities to search for content and refine based on metadata /facets)

Search tuning (ability to configure search to take into account keyword boosting, synonyms and weighted content returned results).

Predictive search (capabilities to make searching for content easier by predicting what the user will type in the search box)

Media search (capabilities to search for rich media including images, audio and video based on automated tagging and transcripts)

Natural language search (natural language Q&A search style search and recommendations)

**Workflow** (tick all that apply):

Business process management (services to design, configure, deploy and execute content centric complex business processes)

Forms (services to design, configure, deploy and forms for usage in processes, workflows and functions)

Notification (ability to define, trigger and respond to notifications and alerts based on repository events (e.g. the update of content))

Rules (services to design, configure, deploy and execute rules in processes, workflows and functions)

Workflow tracking/status (ability for individuals and teams to set, track and manage content related tasks through the publishing workflow)

Multichannel publishing (ability to publish content to configured output channels)

Publishing rollback (ability to roll back the publication of content to a previous state)

Publication scheduling (ability to manage and execute a schedule for the publication of content)

Publication approval (a process specifically designed for managing the approval of content to be published)

**Platform Features** (tick all that apply and answer the questions in free text):

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| Describe your Content Management offering on your platform (include whether you are using an existing open source CMS or your own and which version you are offering) | Please describe |

Codebases that your platform support

SilverStripe CMS

Drupal

WordPress

Common Web Platform CMS (Custom SilverStripe CMS)

Joomla

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| --- | --- |
| Other | Please specify |

Digital commerce (ability for users to buy and sell products and services by electronic means, including the transfer of money and data to execute these transactions)

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| Please provide examples of your e-commerce clients so that we can determine the scalability of your e-commerce components (e.g. transaction volumes, capabilities, etc.) | Please provide examples |
| Does your e-commerce solution allow subscriptions? |  |

Payment service providers that your e-commerce solution supports

Paypal

Due

Stripe

Flagship Merchant Services

Payline Data

Square

|  |  |
| --- | --- |
| Other | Please specify |
| How does your e-commerce solution mange chargebacks/refunds? | Please specify |
| What tools do you provide for fraud detection and reporting? | Please specify |

**Integration** (tick all that apply and answer the questions in free text):

Native integration (provision of APIs that communicate directly with the systems underlying technology components, e.g. Java or .NET)

Custom integrations via API (integrations between applications and systems can be written to custom fit needs).

|  |  |
| --- | --- |
| Using open standards for your APIs | Please specify |

**System Security** (tick all that apply and answer the questions in free text):

Authentication (services that support authentication capabilities including integrations with directory services (LDAP) and support for authentication protocols (SAML, OAuth, Kerberos))

Multifactor authentication (requires more than one method of authentication from independent categories of credentials to verify the user's identity for a login)

Access control (the enforcement of defined access rights and permissions for individual users, groups and roles to information assets within the system.)

Audit and logging (the tracking and reporting of transactions that occur within the system in a robust form that cannot be tampered with or altered)

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| What pre-release controls assurance does your platform provide to prevent leakage of unleased content? | Please specify |
| Describe your platform capability in spam protection for forms and other user submitted content. | Please specify |
| Does your platform implement a Content Security Policy, HTTP Strict Transport Security and other standard web security practices, is this configurable and how? | Please specify |
| What security score does a new instance of your Digital Platform achieve via the Mozilla Observatory checker tool? (<https://observatory.mozilla.org/>) | Please specify |