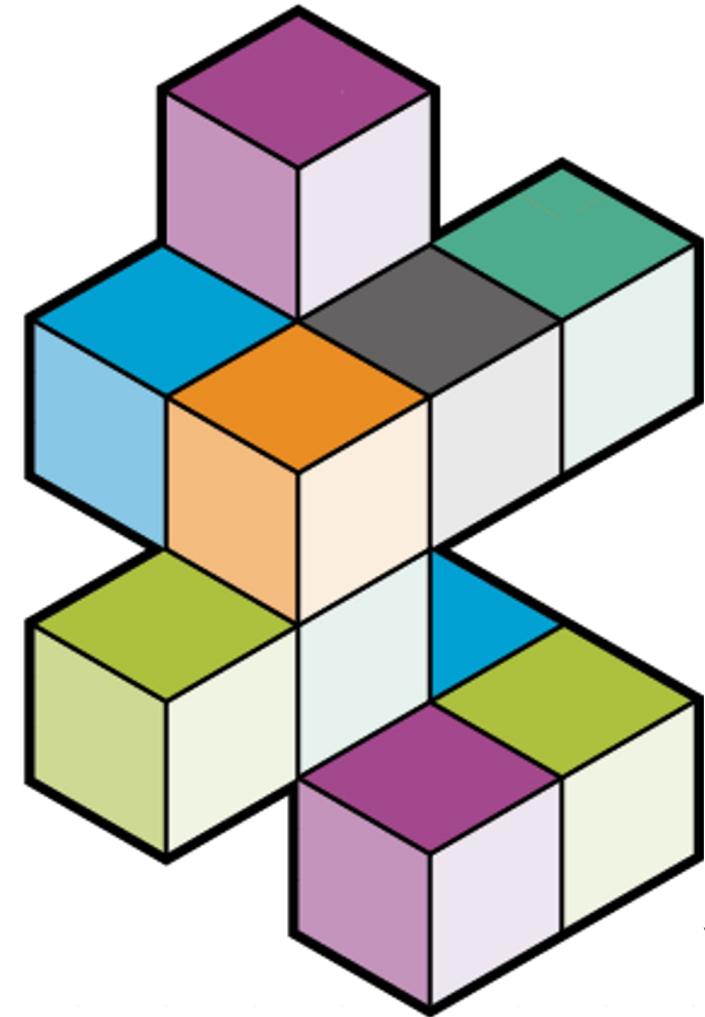




Build with cubes

Cube List

Explore features and services you can build on in your Digital Place with our open ecosystem of re-usable cubes



V4.0.0

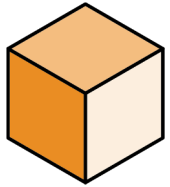
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Crown
Commercial
Service
Supplier

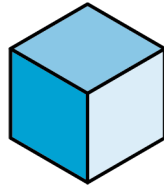
BUILD WITH CUBES

Placecube's Digital Place product family includes a range of offerings, so that you can choose the best fit for your needs and budget.

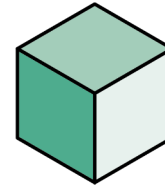
Our products are available with a wide variety of re-usable cubes that are easy to configure, so that you don't have to start from scratch, making your Digital Place more productive.



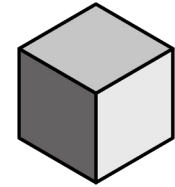
**Feature
Cubes**



**Service
Cubes**



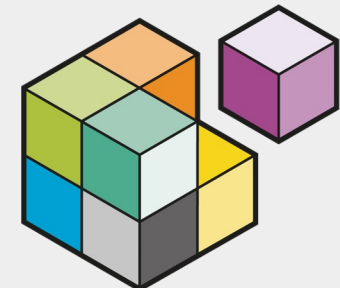
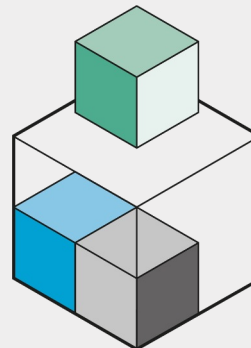
**Community
Cubes**



**Integration
Cubes**

Cube List

Start your Digital Place journey in the right place for your organisation by configuring the cubes you need, then add more when you are ready to expand.



DIGITAL PLACE **PRODUCT FAMILY**

Digital Place for Communities

A secure, scalable, responsive community platform for open knowledge exchange and collaboration that brings together disparate organisations and people, enabling them to work easily across departmental, organisational, IT, geographical and language boundaries. A feature-rich, configurable, flexible communities of practice solution, capable of operating as an intranet, extranet or both.

Digital Place for Commerce

An enterprise-class ecommerce solution that works for organisations wishing to sell physical or digital products and services. Enables you to create and manage easily customisable storefronts and catalogues that are PCI, GDPR and DPA compliant, with integrated Business Accounts. Built on Liferay DXP, tailored by Placecube for public sector use.

Digital Place for Customer Services

Your integrated platform for serving customers digitally and through phone and face to face channels. Co-developed with the public sector, create new services using Placecube's low-code form builder, integrate them with back-office systems, and offer a resident and business account. Cloud-based, open-source and fully scalable to accelerate your digital transformation.

Digital Place for FOI, Complaints & Councillor Enquiries

Your platform for re-using case types co-developed in partnership with local government for the public sector to enable the effective management of a range of case types including Freedom of Information, Complaints, Compliments, Comments, and Councillor/Members Enquiries. Cloud-based, open-source and fully scalable to accelerate your digital transformation.

Digital Place for Building Digital Services

Your integrated platform for building well-designed digital services. Re-use public sector co-developed cubes, create new services using Placecube's low-code UX, form, data and process building tools, or use full-code to build apps/micro-services that interact with the embedded Liferay DXP. Cloud-based, open-source and fully scalable to accelerate your digital transformation.

Digital Place for Local Public Services

Your integrated platform for making and re-using websites and digital services. Reuse cubes co-developed with Councils, create new services using Placecube's low-code UX, form, data and process building tools, or build full-code apps/microservices that interact with the embedded Liferay DXP. Cloud-based, open-source and fully scalable to accelerate your digital transformation.

Digital Place for Web Publishing

Your publishing platform for making websites, microsites and intranets with simple forms and directories. Re-use public sector co-developed user experience designs, page templates, fragments and content types, create simple forms using Placecube's low-code Form Builder, and publish directories of local assets and services. Cloud-based, open-source and fully scalable.

DIGITAL PLACE **PRODUCT RANGE**

	Digital Place for Communities	Digital Place for FOI, Complaints and Councillor Enquiries	Digital Place for Web Publishing	Digital Place for Commerce	Digital Place for Building Digital Services	Digital Place for Customer Services	Digital Place for Local Public Services
Web Content Management System	Yes	Yes Limited to one public site	Yes Unlimited sites	Yes Limited to one public site	Yes Limited to one public site	Yes Limited to one public site	Yes Unlimited sites
Low-code Forms Builder		Limited use	Yes		Yes	Yes	Yes
Low-code application builder for multi-stage processes and case management					Yes	Yes	Yes
Resident Account					Yes	Yes	Yes
Business Account				Yes	Yes	Yes	Yes
Customer Contact Management (CRM)						Yes	Yes
eCommerce				Yes			Yes
Generic Integration Connectors				Yes	Yes	Yes	Yes
Local Government Integration Connectors					Yes	Yes	Yes
Service Cubes - integrated digital services					Yes	Yes	Yes
Pre-built standard case types		Yes			Yes	Yes	Yes
Front-end form library					Yes	Yes	Yes
Community Cubes	Yes						

RE-USABLE CUBES



Feature Cubes

Web CMS
Personalisation
Forms builder
Low Code Application Builder
e-Commerce
Document & Asset management
User management and security
Multi-language support
Data protection
Search
External website search
Citizen account (registration, account pages, profile)
Business account (registration, account pages, profile)
User transaction history
Analytics

- *Advanced analytics*
- *Chatbot*
- *Live Web Chat*



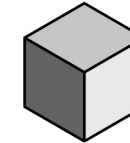
Service Cube Areas

Benefits
Bins & recycling
Births, deaths, marriages & citizenship
Business rates
Council & democracy
Council tax
FOI
Housing
Libraries
Licences & permits
Complaints & feedback
Customer services
Parks & open spaces
Pests, pollution, noise & food
Planning & building regulations
Schools, learning & early years
Social care & health
Streets & travel



Community Cubes

Flexible group templates
Networks
Microsites
Group membership and permissions
User profile pages
User registration
Security
Social login (Google, LinkedIn, Facebook)
Social connections
People finder
Group finder
Activity streams
Activity subscriptions and email notifications
Recommendations
Direct messaging
Document library
Knowledge base
Blogs
Forums
Wikis
Polls
Ideas
News
User settings and profile management
Group management
User engagement reports and analytics
Events calendar



Integration Cubes

Various integrations including:
Active Directory
SharePoint connector
Salesforce connector
ArcGIS integration
M365 Bookings connector
GOV.UK Notify
Ordnance Survey Places API
DTF database
Statmap Gazetteer
Access Group Pay360 connector
GOV.UK Pay
CivicaAPP Taxi Licensing connector
NEC M3/Assure connector
Capita ONE/Academy Revenues connector
Bartec connector
ECHO connector
Webaspx connector
Whitespace connector

£6m⁺

invested in service transformation by with our public sector clients. Over 100 re-usable cubes available to adopt and adapt, tailoring to your local business rules and content.

Open and interoperable.

• *Items marked are provided at additional cost*



FEATURE CUBES

Products	Name	Description
<i>Unlimited sites:</i> Digital Place for Web Publishing Digital Place for Local Public Services <i>One public site:</i> Digital Place for Communities Digital Place for FOI, Complaints and Councillor Enquiries Digital Place for Commerce Digital Place for Building Digital Services Digital Place for Customer Services	Web CMS	Allows users to create, edit and publish content as well as take advantage of reusable content templates and structures – built-in workflow, article versioning, search, and metadata. Information Architecture - categorisation and tagging tools available in the platform to define the vocabularies needed for navigation, relating content to page elements, and metadata for searching and presenting results GOV.UK Design System Styles and Components - reusable user interface components that implement the GOV.UK design system frontend code LocalGov display templates - Home Page, Service Landing Pages (Category Pages), Service pages (Content Pages), Guide pages, Asset listings (Directories), Search results, 404 pages LocalGov page fragments and widgets - Banners, News Listings, featured content, Site-wide service menu, Related content
Digital Place for Web Publishing Digital Place for Local Public Services	Personalisation	Enables “contextual personalisation” which is the specification of content, functionality and features in real time based on a user’s location, device, activities and personal attributes
Digital Place for Web Publishing Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	Forms builder	Design, publish and manage forms with a simple-to-use drag-and-drop interface – conditional rules allow users to introduce dynamic behaviour in forms and allow personalisation of the questions or fields to show/require based on how users respond
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	Low Code Application Builder	Enables councils to build and deliver applications with minimal code through a visual UI. These applications are integrated with other Digital Place cubes and the core capabilities in Liferay DXP, so you can quickly develop and manage flexible solutions while maintaining a seamless user experience.
Digital Place for Commerce Digital Place for Local Public Services	e-Commerce	Product and service catalogue management, browsing and recommendations, checkout, shipping and order management dashboards for customers
All	Document & Asset management	Unified document repository that houses documents, video, audio, images and other media types – check in / check out, metadata and versioning
All	User management and security	Create and manage users, organisations, user groups, roles and password policies.
All	Multi-language support	Out-of-the-box support for many languages, including right-to-left language support. Users can toggle between different language settings with just one click. You can also easily add other languages and create multi-language versions of content
All	Data protection	Supports implementation of GDPR and control over how the platform manages user data – tools to erase a user’s personal data and export a user’s personal data in a machine-readable format upon request
All	Search	Dynamic, extensible search based on Elasticsearch, the market-leading open source search engine – provides powerful search monitoring, tuning and scaling. User configurable through Search Blueprints.
Digital Place for Web Publishing Digital Place for Local Public Services	External website search	Search can be configured to crawl and index external websites relevant to the audience, e.g. partners, franchises, including them in a single results list



FEATURE CUBES

Product	Name	Description
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	Citizen account (registration, dashboard, profile)	Enables secure account for those services that need it
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services Digital Place for Commerce	Business account (registration, dashboard, profile)	Enables secure account for those services that need it
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services Digital Place for Commerce	User transaction history	Enables audit trail and supports single view across multiple channels
All	Analytics	Google Analytics and Matomo integration for web analytics
All	• Advanced Analytics	Liferay Analytics Cloud subscription enabling more granular insight over content assets as well as page and customer journeys. Enables analytics for logged in users, building up deeper picture of digital behaviour. Supports user segmentation and data driven audience targeting
All	• Chatbot	Digital Place can be integrated with a number of existing chatbots and AI-powered speech analysis tools e.g. Amazon Lex
All	• Live Web Chat	Digital Place can be integrated with a number of existing web chat services e.g. tawk.to

• Items marked are provided at additional cost



SERVICE CUBES

Products: Digital Place for Building Digital Services, Digital Place for Customer Services, Digital Place for Local Public Services

Service Area	Name	Description
Benefits	View my council housing benefits account	As a person receiving housing benefits, I want to view my account
Bins and recycling	Find my Bin Collection Days	As a resident, I want to know which bins are being collected on which day
Bins and recycling	Request an Assisted Collection	As a resident who can't put their bins out, I want to request assistance with my collections
Bins and recycling	Book a Garden Waste Sack Collection	As a resident, I want to arrange for a garden waste sack collection
Bins and recycling	Subscribe to a Garden Waste Collection	As a resident, I want to sign up to an annual garden waste subscription.
Bins and recycling	Book a bulky waste collection	As a resident, I want to arrange and pay for bulky items to be collected
Bins and recycling	Request a new waste container	As a resident, I need to get replacements for lost or damaged bins and boxes
Bins and recycling	Report a missed collection	As a resident, I need to tell you that my waste was not collected when I expected
Births, deaths, marriages and citizenship	Book to register a birth	As a new parent, I want to book an appointment to register a birth
Births, deaths, marriages and citizenship	Book to register a death	As a recently bereaved relative, I need to book an appointment to register a death
Business rates	Apply for small business rate relief	As a small business owner, I want to apply for a reduction in business rates
Business rates	Apply for an empty property exemption	As a business owner, I want to apply for an exemption from business rates because my property is unoccupied
Council and democracy	Contact the Mayor/Leader	As a citizen, I want to share my views and ideas with the Mayor/Leader
Council and democracy	Councillor Enquiries (standard case type)	As a councillor, I want to manage my case load of enquiries with support from council staff
Council tax	Apply for an empty Annexe exemption	As a property owner with an annexe that cannot be let, I want to apply for a council tax exemption
Council tax	Apply for a bankruptcy order exemption	As a property owner who has been declared bankrupt, I want to apply for a council tax exemption
Council tax	Apply for an occupation prohibited by law exemption	As a property owner who is prohibited by law from occupying a property, I want to apply for a council tax exemption
Council tax	Apply for a repossessed premises exemption	As a bank or building society employee, I want to request a repossessed premises exemption
Council tax	Apply for a council tax discount for someone in hospital, care or prison	As a property owner, I want to apply for people registered at my address not to be counted for council tax
Council tax	Apply for council tax exemption on a property left empty following a death	As a relative or executor of a deceased person, I want to apply for a council tax exemption for their empty property
Council tax	View my council tax bill	As a council tax payer, I want to see how much I have paid and how much I owe



SERVICE CUBES

Products: Digital Place for Building Digital Services, Digital Place for Customer Services, Digital Place for Local Public Services

Service Area	Name	Description
Freedom of Information	Make a FOI request (standard case type)	As an interested party, I want to make a request under the Freedom of Information Act
Housing	Report an unlicensed property	As a private tenant or concerned resident, I want to tell the council about a property that I think should have a licence, but doesn't
Housing	Report an abandoned council house or flat	As a resident, I want to report an abandoned or squatted council property, so that it is brought back into use
Housing	Ask a question about my rent	As a council tenant, I want to ask a question about my rent or rent arrears
Housing	Report Tenancy Fraud	As a concerned person, I want to report suspected fraud, so that the council can act on it
Housing	View my council housing rent account	As a council tenant, I want to see my rent balance, how much I owe, and past payments
Licences and permits	Apply for a Driver, Vehicle or Operator Licence (Beta)	As a taxi driver or operator, I want to apply for a license for myself and my vehicle.
Complaints and feedback	Make a complaint or give feedback (standard case type)	As a citizen or service user, I want to make a complaint or give feedback about a council service
Customer services	Close your council account	As a resident moving out of the area, I want to close my council account
Parks and open spaces	Report a problem in a park	As a resident, I want to report a problem in a park, so that the council can take action
Parks and open spaces	Report a problem in a play area	As a resident, I want to report a problem in a play area, so that the council can take action
Pests, pollution, noise and food	Report a noise nuisance problem	As a resident, I want to report a noise nuisance problem that is affecting me
Pests, pollution, noise and food	Report a problem with smoke, smells, dust or lights	As a resident, I want to report a problem with smoke, smells, dust or lights that is affecting my home or health
Planning and building regulations	Report a breach of planning rules	As a concerned resident, I want to report building work that may have been done without planning permission
Planning and building regulations	Report a breach of building regulations	As a concerned resident, I want to make a complaint about works done without building regulations approval
Planning and building regulations	Make a building regulations full plans application	As a designer, builder or building owner, I need to submit a full plans and building notice application
Schools, learning and early years	Register at a Children's Centre	As a parent, I want to register at a Children's Centre
Social care and health	Make a child safeguarding referral	As a professional working with children, I want to request support or report a concern to the council
Social care and health	Report suspected adult abuse	As a member of the public or professional working with adults, I want to request support or report a concern to the council
Social care and health	Find out about and apply to be a foster carer	As a resident, I want to apply to be a foster carer



SERVICE CUBES

Products: Digital Place for Building Digital Services, Digital Place for Customer Services, Digital Place for Local Public Services

Service Area	Name	Description
Streets and travel	Make a complaint about a taxi	As a taxi user or resident, I want to make a complaint about a taxi driver, vehicle or company
Streets and travel	Report a problem with a traffic light	As a concerned resident or road user, I want to report a faulty traffic light, so that the council can fix it
Streets and travel	Report a fault with a street light	As a concerned resident or road user, I want to report a faulty street light, so that the council can fix it
Streets and travel	Change your bus pass address details	As a bus pass holder who has moved within the area, I want to update my address details
Streets and travel	Report a stolen bus pass	As a bus pass holder whose pass has been stolen, I want to request a replacement.
Streets and travel	Report fly-tipping	As a concerned resident, I want to report fly-tipping, so that the council can remove it
Streets and travel	Report a street that needs cleaning	As a concerned resident, I want to report mess in the street so that the council can clean it
Streets and travel	Report graffiti	As a concerned resident, I want to report graffiti, so that the council can remove it
Streets and travel	Report flyposting	As a concerned resident, I want to report flyposting, so that the council can remove it
Streets and travel	Report an abandoned vehicle	As a concerned resident, I want to report an abandoned vehicle, so that the council can remove it



COMMUNITY CUBES

Product	Name	Description
Digital Place for Communities	Flexible group templates	Create templates to accommodate different requirements and types of group, for example, communities of practice, projects, teams and departments.
Digital Place for Communities	Networks	A branded collection of collaboration groups, with an overarching network, including editable landing page, network-wide communications and network management.
Digital Place for Communities	Microsites	Publicly visible mini-website, with web content management and listings, managed by a microsite administrator.
Digital Place for Communities	Group membership and permissions	Create and manage different group types, with varied access permissions e.g. open, restricted, private, privileged
Digital Place for Communities	User profile pages	Individuals can edit/delete their own profile details
Digital Place for Communities	User registration	Individuals can register for their own account
Digital Place for Communities	Security	Various features supporting platform access control and security including forced email re-validation, forced re-acceptance of terms and conditions, unverified and inactive account deactivation and deletion.
Digital Place for Communities	Social login (Google, LinkedIn, Facebook)	Use login credentials from another social media account to sign in
Digital Place for Communities	Social connections	Connect with like-minded individuals - mutual connection enables direct/instant messaging
Digital Place for Communities	People finder	Search for people to connect with
Digital Place for Communities	Group finder	Search for groups to join
Digital Place for Communities	Activity streams	View most recent activity from groups/connections and get to content quickly
Digital Place for Communities	Activity subscriptions and email notifications	Subscribe to email updates on all content and activity
Digital Place for Communities	Recommendations	Individuals are recommended groups, suggestions and content based on their profile and connections
Digital Place for Communities	Direct messaging	Send direct messages to other members
Digital Place for Communities Digital Place for Web Publishing Digital Place for Local Public Services	Knowledge base	Allows users to add and categorise content in the form of articles – content can be added directly through the web or imported from external sources with category-based navigation.
Digital Place for Communities Digital Place for Web Publishing Digital Place for Local Public Services	Blogs	WYSIWYG editor designed to create blog entries quickly – RSS support, threaded user and guest comments, tags and labels, social bookmarking links
Digital Place for Communities Digital Place for Web Publishing Digital Place for Local Public Services	Forums	Threaded views, categories, RSS capability, avatars, drag-and-drop file attachments, drag-and-drop image additions, section renaming, category and thread grouping, notification management, previews, dynamic list of recent posts, and forum statistics
Digital Place for Communities Digital Place for Web Publishing Digital Place for Local Public Services	Wikis	Versioning, categories, Creole, HTML, or plain text modes, WYSIWYG editing, drag-and-drop support for page creation, page history and reversion, and permissions



COMMUNITY CUBES

Service Area	Name	Description
Digital Place for Communities	Polls	Allows users and administrators to create multiple choice polls that keep track of votes and display results on the page
Digital Place for Communities	Ideas	Create, share, edit and manage ideas - display ideas in order of popularity.
Digital Place for Communities	News	Add latest news updates
Digital Place for Communities	User settings and profile management	Users can edit and manage their own profile and update settings, such as privacy controls, language and email notifications
Digital Place for Communities	Group management	System administrators can create, edit, delete groups (network administrators can create groups within networks)
Digital Place for Communities	User engagement reports	Usage analytics and downloadable management information available to group and network administrators about the activity in their groups/networks
Digital Place for Communities	Events calendar	Promote forthcoming events, add booking link, display in calendar or list view



INTEGRATION CUBES

Product	Name	Description
All	Active Directory	Single Sign On for staff using AD
All	SharePoint connector	Allows users to mount and browse SharePoint document repositories through Documents and Media
All	Salesforce connector	Enables services to store work requests and case details in Salesforce CRM
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	ArcGIS integration	Enables services which require GIS mapping and data layers to be integrated with ArcGIS
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	M365 Bookings connector	Enables a service that requires booking to get available times and dates, and post back selected options to M365 calendars
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	GOV.UK Notify	Enables councils to use GOV.UK Notify to send notifications to service users
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	Ordnance Survey Places API	Enables services which require address look ups to use the OS Places API for out-of-area postcode searches
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	DTF database	Enables a service that requires in-area address lookups to use the DTF format for postcode searches
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	Statmap Gazetteer	Enables a service that requires in-area address lookups to use the Statmap Gazetteer for postcode searches
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	Access Group Pay360 connector	Enables services which require payments to be taken at the point of request to integrate with the Pay360 payment service, passing user details to the payment system without re-keying
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	GOV.UK Pay	Enables services which require payments to be taken at the point of request to integrate with the GOV.UK Pay payment service, passing user details to the payment system without re-keying



INTEGRATION CUBES

Product	Name	Description
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	CivicaAPP Taxi Licensing connector	Enables Taxi Licensing application services to call the Civica APP API
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	NEC M3/Assure connector	Enables Taxi Licensing application services to call the NEC M3/Assure API
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	Capita ONE/Academy Revenues connector	Enables council tax account services to call Capita APIs
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	Bartec connector	Enables Waste Services to request data from the Bartec Collective system and post work requests
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	ECHO connector	Enables Waste Services to request data from the Selected Interventions ECHO system and post work requests
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	Webaspx connector	Enables Waste Services to request data from the Webaspx system and post work requests
Digital Place for Local Public Services Digital Place for Building Digital Services Digital Place for Customer Services	Whitespace connector	Enables Waste Services to request data from the Whitespace system and post work requests

Need any help?

Please get in touch.

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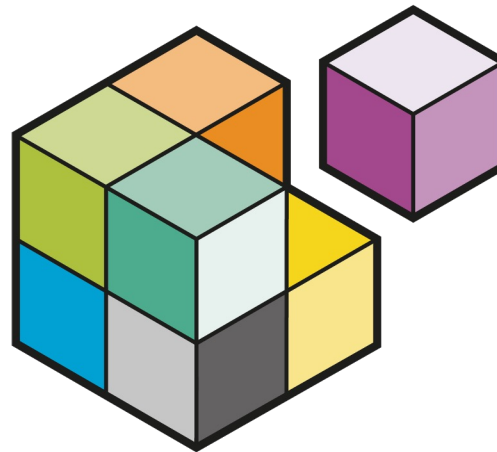


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UK HEADQUARTERS

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