Cloud B2B solutions

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Low cost, customised, UK cloud based
business software solutions

Solutions Overview

Welcome

Formed in 2012, Documents OnLine Ltd (now trading as Cloud B2B Solutions) set out to provide secure private UK based business cloud systems that would offer a wide range of functionality, but at a low cost.

Today at Cloud B2B Solutions we can offer companies of all sizes, a range of software solutions that cover some of the key business processes, common to all.

From Purchasing to Human Resources to Contracts Management, even to simple to use Document Management, we build solutions that are customised to work in the way that will benefit your business, by bringing efficiencies that will potentially reduce costs, and your carbon footprint.

Based in St. Ives Cambridgeshire, we can supply systems across the world, and our clients include manufacturing, services, charities, healthcare, motoring and even golf and football clubs.

For B2B solutions all client communication is carried out by phone, email and remote screen sharing sessions using Go To Meeting to save time, reduce costs and our carbon footprint. We don't have sales people, just dedicated system specialists and a support team, plus we publish our prices up front, so no surprises or time wasting. We pride ourselves on the quality of our work, delivering cutting edge solutions that make a difference for our clients.

Our offices

Generic functionality

Following this section, are the key functions that are shared across all our main systems, noting that customisation is available across all our products, so they fit your business needs.
We offer no obligation remote demonstrations of our generic solutions, that we record and supply to potential clients for review.

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1. Secure UK private cloud hosted systems

Client systems are based in a secure data centre near Maidenhead, and for resilience data is backed up daily to a secure UK based Acronis powered platform.
Cloud B2B runs in a web browser over SSL, an encrypted communication channel that renders all transactions between your browser and our servers impenetrable. At the data centre both software (local Windows firewall) and hardware firewalls are employed - Cisco ASA appliances (using deep packet inspection for SQL injection threats). We also have employed Crest accredited experts to carry out PEN testing on our applications and infrastructure to ensure you can have complete confidence in our systems.

2. No hardware or software to install / support

A benefit our cloud solutions is that you have no need to spend IT resources on hardware or software support, as we provide this for you as part of the service. All your users need is URL on their desk top to access the system 24 x 7 anywhere in the world, subject to internet access.
Software support is managed via a secure separate web portal where authorised users can report and track issues raised, and access other key elements on their system account.

3. Fully functional on all devices incl. Smart phone

Users can access our systems on any device with internet access. For ease of use tablet sized devices upwards are best suited, whilst smart phone works perfectly well using scrolling.

4. Transactional data base so instant updates

Our systems work on a transactional data base structure, so there's no waiting for actions to be executed. And as a database management system (DBMS) it has the capability to roll back or undo a database transaction or operation if it is not completed correctly.

5. Concurrent licence model (not seat)

All systems work on a concurrent licence model. Any number of users can be registered for access to the system, but the number who can access / use the system at the same time (instantaneous use of the data base) will be limited by the number of concurrent users purchased i.e. users above this will be denied access until a licence becomes free. Users who are logged in but have not used the system for 30 minutes or more will be automatically logged out, and that licence released for use by others..

6. Custom reports included

There are numerous ways users can search and generate reports within the systems, and reports will be customised based on the meta data fields and headings that individual client's require. And data can be exported in a number of formats, from Excel, to CSV, PDF, Word, RTF, Tiff and more

7. Custom designed approval workflows included

All workflows are based on the rules that suit each individual business and its processes.

8. Custom designed dashboards included

Users have the option of seeing an opening dashboard that shows graphically key meta data in the system that is relevant to their function. For example in our purchasing solutions for a Finance or Administration user this would likely show Tasks, Budget status, Purchase Order Status for themselves and for the whole organisation.

9. Custom designed data exports included

Data from our systems can be exported in custom CSV file format either automatically or manually. The columns and headings that are produced in the CSV file will match exactly the format required for import to a target system e.g. SAGE for supplier invoices to be paid and credits to be accounted for.

10. Full admin modules to add / change user profiles

A key Administration function available at client level, is the ability to change the profile and functionality for existing users, as their roles change in the organisation. New users and what functions and data that they can access can be set up at any time as required.

11. Easily import all process supporting documents

Any industry standard format document can be imported into the system, via file access or drag and drop, and then allocated relevant indexing (meta data) to associate it with a relevant core document or process e.g. Quotes, Delivery Notes, Staff CV's and much more.

12. Video training tutorials (based on approved test system)

Training is provided for users in video format. Once a test system has been approved by Client, a series of videos based on that custom solution, with test data in, are produced and made available under the Help section for all system users, at all times.

13. Option to install to client's own server infrastructure

There are obvious benefits for customers to adopt a cloud based solution. However, should there be a requirement to host the system on a server in clients own DMZ, then this can be accommodated. Details of minimum server requirements would be provided, and the approved software solution would be installed remotely with cooperation of Clients IT team. This will increase annual support costs (as we don't control the server environment) and there will be a cost for the remote installation, which would be advised in advance of install.

14. Foreign languages

For many customers, offices in other countries than the UK may require access to the system. In many cases English is the common business language, and the standard system labelling will suffice. However, labelling and core data structures can be supplied in a range of other languages should this be required.

15. Archive section for import of data from current systems

If a Client already has a digital system, but wishes to change to our platform, then we can import legacy data from the existing solution into an archive section, so that all information is in one system.

16. Multiple advanced searches incl. Global system search

Standard searches across all meta data in the system are readily available in our solutions, with the ability to export results in multiple formats e.g. Excel, CSV, PDF, and also to run reports. Searches are customised in terms of display columns that can also be filtered by multiple criteria, and groupings changed using 'drag and drop' functionality. Global search is a 'quick find' option for use when you want to review a specific item or where you want a range results to be found e.g. give me all purchase orders related to 'paper'.

17. Email alert for all tasks plus daily reminder

In common with all our systems, communication with users is via email. So as soon as an action is set, the system sends an email with the subject of the requirement to the relevant person in the workflow for them to activate. For Tasks, users set a relevant action (with date and time, and the system will again email them at the relevant future date for that Task to be undertaken. Each morning the system will automatically check all users for outstanding tasks and if there are any, email the user again telling the number of tasks and giving them a direct link into the system.

18. Out of Office Function

Whilst our cloud systems can be accessed 24 x 7 from anywhere, users can set periods when their own tasks can be performed by somebody else in the organisation e.g. away on business or leave. On return date, the system reverts to sending tasks in the normal way.

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