bangthetable®

Build stronger, more trusting communities through meaningful engagement

Bang the Table Prospectus

A comprehensive overview of the EngagementHQ platform and supported integrations, add-ons and services.

bangthetable®

Contents

Our Mission

Our mission is to enable public participation as a fundamental pillar of well-functioning 21st century democracies by forging constructive relationships between communities and the institutions of government.

"You helped us quickly gather information from the community, especially groups and populations that do not come to the in-person meetings."

Chris Meschuk
City of Boulder

Robust Democracy Requires Real Public Participation

Through technology and deep industry knowledge, our aim is to continuously innovate and add value to the community engagement industry.

Our experience with online community engagement aims to empower organizations and their communities by providing them accessible opportunities to learn about and contribute to the decisions that affect their daily lives.

Bang the Table was established because, no matter how well-designed the offline consultation process, inevitably it only reaches a small segment of a community. The online space provides the opportunity to give vastly more people access to information and enable them to have their say. It drives inclusive, transparent, and measurable community engagement processes that empower collaborative learning, discussion, and debate. EngagementHQ is a community engagement platform that provides capacity and support for focused consultation in a safe, information-rich environment through an integrated range of online community engagement feedback tools. A diverse approach extends inclusiveness and gives the community better opportunities to have their say on issues that are important to them.

The use of EngagementHQ, combined with our guidance and support, will provide an immediate and engaging online presence that will produce exceptional and measurable results.

If you have questions about this prospectus, we would love to hear from you.

Bang the Table

bangthetable

U.S.
2400 Spruce Street, #204
Boulder, CO 80302

1-844-308-2907

W9 47-5582814

CANADA
300-1090 Homer Street
Vancouver BC V6B 2W9

1-844-308-2907

PBN: 831001185 PG0001
BN: 831001185 RT0001
WCB # 940023 AA (007)

AUSTRALIA
Level 1, 96 Pelham Street
Carlton, VIC 3053 Australia

1300-647-014

ABN: 96 127 001 236
ACN: 127 001 236

U.K.
27 Elder House, 4 Water Lane
Kingston Upon Thames KT1 1AE

0800-779-7724

NEW ZEALAND
Level 1, Awly Building,
287/293 Durham Street North,
Christchurch 8013 New Zealand

+61 3-9020-8628

Introducing EngagementHQ

"EngagementHQ has been a hit in our community, helping to turn innovative ideas into reality!"

Dannette Robberson
City of Parker

EngagementHQ is used by more than 570 organizations around the world, supporting over 12,000 practitioners to deliver best-practice community and stakeholder engagement. One robust platform lets you inform, engage, measure and build community through meaningful relationships and ongoing interactions.
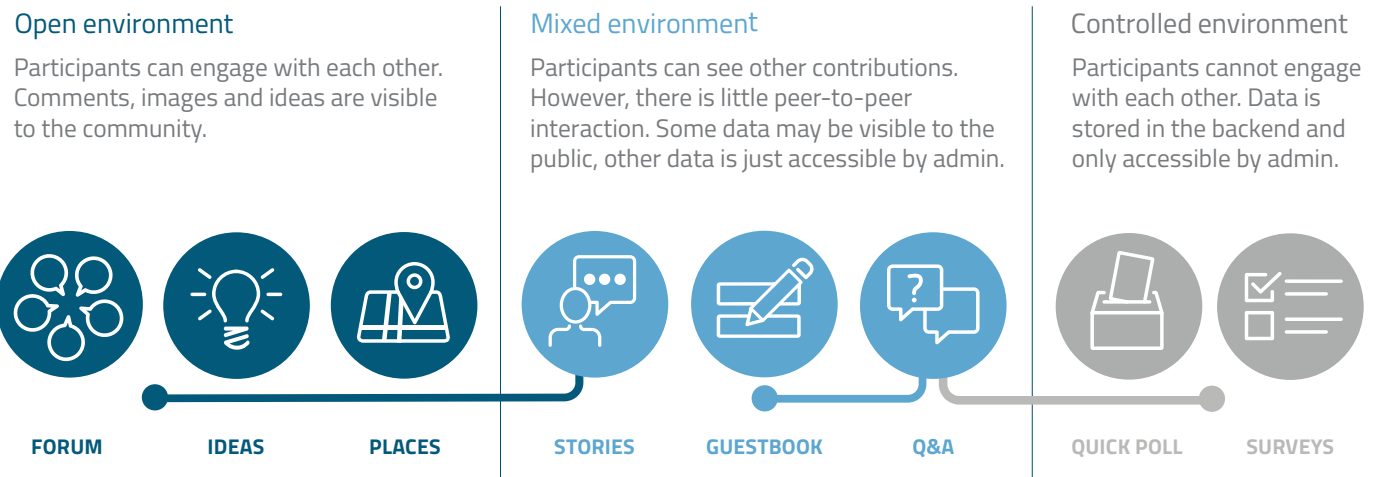
Multiple feedback tools serve to engage participants while unique information-sharing tools support efforts to inform and educate.

- Use a full array of videos, documents, image galleries, key dates, lifecycles, and other information tools to educate, build confidence in the process, and drive participation.

- Customize the appearance of your engagement site and project pages to align with your brand. Use a mix of feedback tools for any project to encourage input, guide education and extend participation.

- Easily share draft projects with internal or external stakeholders for approval before launch.

- Participant management helps you understand who you are hearing from and reach out to target groups and segment your participants for deeper feedback analysis.

- Our easy to use Newsletter helps you target community members with branded email newsletters.

- In-depth real time reporting ensures that you can 'listen' effectively and efficiently while text and demographic analysis tools help you understand community sentiment behind the feedback.

A Full Spectrum of Engagement Tools

EngagementHQ offers a complete range of engagement tools, making it easy to marry your online and face-to-face methodologies.

Mix and match any combination of feedback tools to support the different stages of your consultation process. Selecting the right tool for your engagement is essential to getting the feedback you need. When considering which tools to utilize, you can choose to keep public participation in a controlled, mixed or open environment. The spectrum below identifies where each tool fits within these operating environments. As you advance your practice, you'll become more comfortable using a combination of tools, expanding the level of detail and input you receive.

Open environment

Participants can engage with each other. Comments, images and ideas are visible to the community.

Mixed environment

Participants can see other contributions. However, there is little peer-to-peer interaction. Some data may be visible to the public, other data is just accessible by admin.

Controlled environment

Participants cannot engage with each other. Data is stored in the backend and only accessible by admin.

FORUM **IDEAS** **PLACES** **STORIES** **GUESTBOOK** **Q&A** **QUICK POLL** **SURVEYS**

Each environment has a range of tools that are suitable for use on their own or in combination with others as part of a more robust methodology. Understanding your objectives, negotiables, and the types of information you need will be a key determining factor for your tool selection.

A Full Spectrum of Engagement Tools

Continued

Long Term Plan 2018-2028 - *Have Your Say Hutt City*

FORUM
A safe and interactive space for your community to discuss and debate pertinent issues. Multithreaded discussions enable deeper engagement for passionate stakeholders.

- Include rich media content in the introduction
- Unlimited Forum topics per project page
- Unlimited comments per Forum topic
- Easy to read threaded replies
- Participants can agree and disagree on other people's comments
- Enable social sharing of Forum topics
- Allow unverified participation
- 24/7 moderation

"Why is improving our city's environmental sustainability important to you?" - Our Wollongong

IDEAS
These virtual post-it notes are a way for your community to share what inspires them. Ideas can include images or media for context and participants can like and comment directly.

- Include rich media content in the introduction
- Unlimited amount of Ideas instances per project, with one featured Ideas instance
- Indefinite or scheduled voting
- Participants can like and comment on other people's ideas
- Include photos to support your idea
- Enable social sharing of Ideas
- Scheduled publishing
- 24/7 moderation

A Full Spectrum of Engagement Tools

Continued

Cogswell District Redevelopment Project - HALIFAX

Transportation Planning Projects - Be Heard Boulder

PLACES

Gather feedback and photos directly on a map with a simple pin drop. Geospatial maps offer participants a fun way to engage and see their contribution on a map.

- Include rich media content in the introduction
- Choose from 8 different map types
- Unlimited Maps per project page
- Allow unverified participation
- Select from 200+ pin category icons
- Supports multiple GIS layers in Shapefile, KML, WMS or draw your own formats
- Draw custom map shapes, add points of interest and unique layer styles
- Pin categories can be applied to group input
- Survey responses, pin comments and pin photos are visible to the public
- Include a mandatory or optional survey with each pin
- 24/7 moderation

STORIES

Help your community better understand, empathize, and relate to others and your project. Stories can be interactive and can include images or media to support context.

- Include rich media in the introduction and thank you message
- Allow other participants to comment on stories
- Ability for participants to agree/disagree on other comments
- Participants can turn off commenting on their story if they choose
- Allow unverified participation
- Enable notifications to admin when a new story is posted
- 24/7 moderation

A Full Spectrum of Engagement Tools

Continued

Transportation Master Plan - Have Your Say Guelph

GUESTBOOK

Simple, streamlined, and moderated space for your community to upload comments. Comments are moderated to manage what appears publicly so your engagement stays on topic.

- Include rich media content in the introduction
- Allow unverified participation
- Pre or post moderation (moderation happens before or after the comment in published)
- Send acknowledgment to participant that comment is posted
- Send notification to the admin when a new comment is added
- 24/7 moderation

Ask HR - Engage Tigard

Q&A

Receive questions in a managed space that accommodates your public or private responses.

- Include rich media content in the introduction
- Respond to questions privately (an email is triggered back to the participant) or publicly (both question and responses appear on the site)
- Allow unverified participation
- Send notifications to administrators when new questions are posted
- Send notifications to participants when their question has a response
- Ability to customize notifications and add subject matter experts to manage your Q&A
- Enable social sharing of questions

A Full Spectrum of Engagement Tools
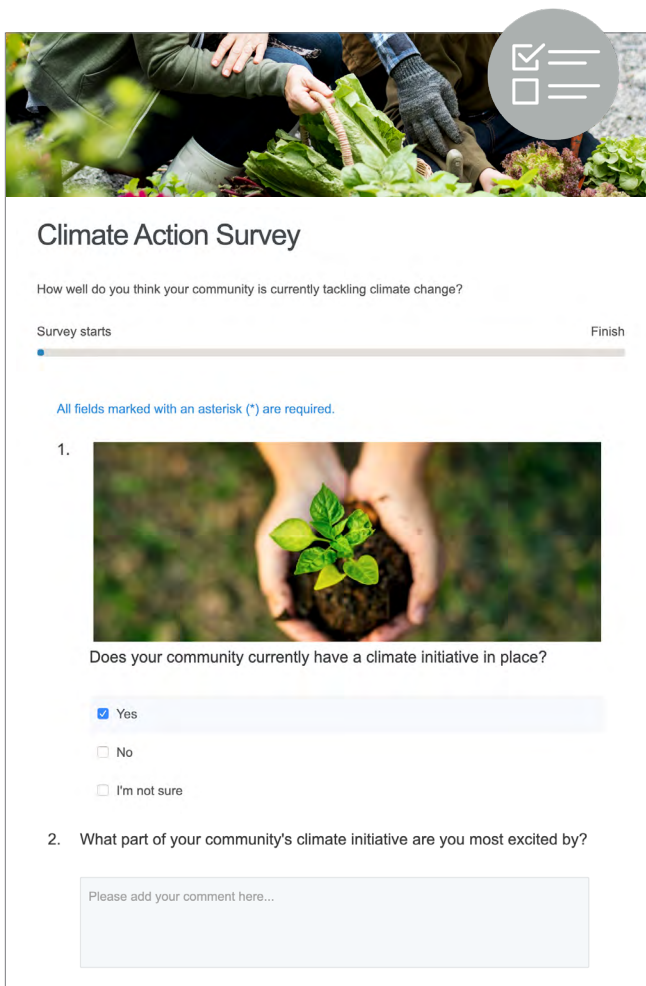
Continued

Character Design Forum - Your Say Brisbane

QUICK POLL

Ask a single question and get immediate insight with this quick and targeted tool. Polls are an easy way to activate simple engagement with a single question.

- Include multiple Quick Polls on the same project page
- Use Quick Poll as a widget or a tool
- Allow unverified participation
- Only one vote is allowed per user, even for unverified participants (cookies are used to prevent multiple submissions)
- Show votes instantly, before or after the participant has voted

SURVEYS

Encourage your community to voice their opinions using a variety of question types and rich media in a convenient and guided way.

- Choose from 14 different question types
- Apply skip and conditional logic to your questions
- Include images or videos in survey questions
- Schedule survey publishing and archiving
- Option to display survey results to participants
- Participants can save the progress of their submissions
- Ability to upload documents to support submissions
- Easily clone Surveys to save time
- Easily pin Surveys using the Places tool
- Enable social sharing for Surveys
- Configure Survey as a petition
- Use multiple Surveys on any project
- Allow single or multiple submissions
- Download printable surveys for face to face engagements and offline sharing
- Customize and export Survey reports for stakeholders

Inform your Community

EngagementHQ incorporates a range of information tools to support your digital engagement objectives. Use these tools to highlight your key content and information resources, making it easier for your audience to self-educate and explore important issues in depth.

CORE PROJECT INFO

LIFECYCLE Outlines the stages of your project to your community and communicate project progress as you move through each stage.

WHO'S LISTENING Humanizes projects by displaying profiles of the people listening to feedback on your project.

KEY DATES Displays and promotes key dates associated with the off-line engagement process such as public meetings.

FAQ Displays a short list of frequently asked questions and answers about your project with a link through to the FAQ page.

SHARING

RELATED PROJECTS Showcases related projects to cross-pollinate engagement and promote self-learning.

IMPORTANT LINKS Lets you display a list of links important to your project.

RICH MEDIA

PHOTOS The photo gallery displays two custom images from an unlimited capacity image gallery.

VIDEOS The video gallery displays two custom video stills from an unlimited capacity video gallery.

DOCUMENTS Displays the key documents from your library as individual items or in folders.

PROJECT UPDATES

FOLLOW PROJECT Allows registered and unregistered participants to subscribe to the project.

SIGN UP BANNER Encourages your community to register and builds your participant database.

NEWS CATEGORIES Automatically adds a list of categories from your published news articles.

ADVANCED

QUICK POLLS Provides a transparent and accessible way to capture public sentiment quickly.

CUSTOM Allows the integration of embedded content from any third-party source.

Information tools can be customized to align with your organization's language and your site's look and feel.

Participant Relationship Management (PRM)

Our Participant Relationship Management (PRM) system is our flagship community-building system. It makes long-term engagement with your community easy by building historical data of participants through their preferences and interactions across your projects on EngagementHQ. This enables powerful segmenting and deeper analysis for your engagement program.

A powerhouse relationship management system, PRM gathers participant data through your site registration process and integrates their profile data with their interactions and feedback, helping you better understand and engage with your community. Maintaining a database of your participants and their interactions eliminates the need to rely 100% on project promotion to drive participation and ensures people are kept informed throughout a project's lifecycle to validate participation.
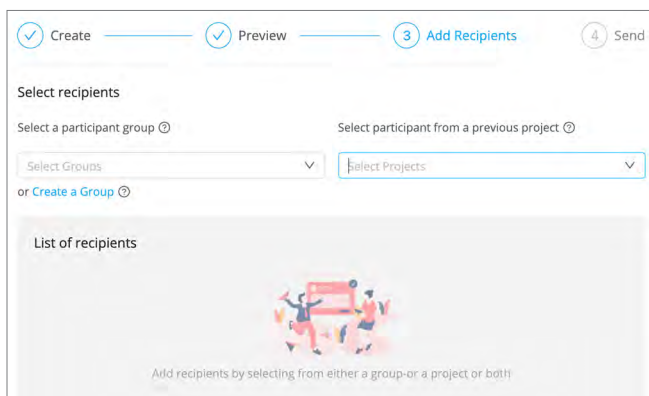
Create an email list of past project participants
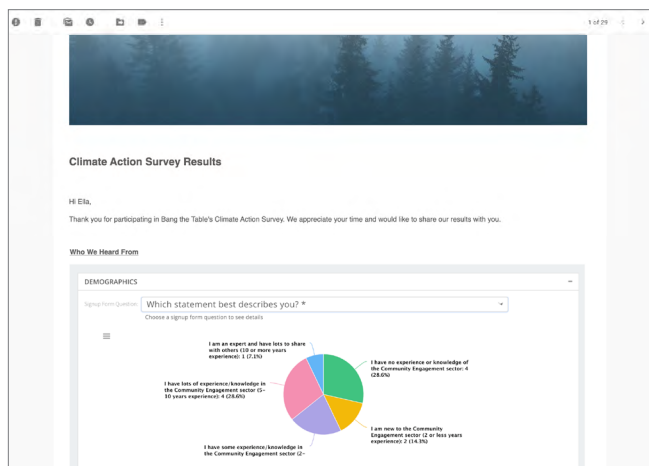
Send email updates to participants through EngagementHQ

TARGETED COMMUNICATIONS
EngagementHQ has segmentation functionality that allows administrators to target registered participants via email. Targeting can be based on various data points such as prior interest, participation in past projects, demographic information collected during the registration process, and so on. These criteria are then used to create Groups, which are then used to target participants with topic specific messaging via the newsletter feature.

NEWSLETTERS
Syncing with your other EngagementHQ tools and data, our built-in newsletter gives you one easy platform to work from. The designs are simple to work with and include preview and test functions, and audience selection and filtering.

SOCIAL INTEGRATION
Easily connect your social platforms to EngagementHQ. Provide social login ability for participants (via Google, Facebook or Twitter), enable social sharing of your projects, and embed social feeds into your engagement platform and projects.

Participant Relationship Management (PRM)

Continued

- Participants can create a profile via a registration form configured by you. The only fields required to participate are a participant-defined username, password, and email address. Additional fields can be configured to support deeper data analysis and community understanding. Demographic analysis features can be run using participant data collected in your registration form, providing better insights and actionable feedback from community input.

- Our engagement tools allow anonymous and registered participation, as configured by administrators.

- User profiles and user passwords are encrypted at rest using bcrypt and a hash; data is also encrypted in transit by applying an SSL certificate.

- EngagementHQ will also log available participant information and make it visible in the Participant Relationship Management dashboard, and accessible via the Analytics Reporting tool.

- Usernames and email addresses are checked for uniqueness at create and edit points.

- When logged in, participants can access their profile to update their preferences.

- Participants can reset forgotten passwords using the "forgotten or reset password" process, which can be accessed at any time with a verified email address.

Project Visibility Modes

The visibility tool gives your projects three modes of visibility: 'Public' (anyone can view and participate), 'Paneled' (anyone can view, but only invited panelists can participate), or 'Protected' (only selected groups can view and participate).

Reporting and Analytics

Get better insights, improve your communications, and make better decisions with enhanced analytics and sentiment analysis.

Our A-I-E framework is designed to make it easy to measure the performance of your project against realistic goals, identifying how many participants are Aware, Informed, and Engaged (A-I-E) for each project. Automated weekly email reports identify project interest, critical issues, and important community stakeholders. Sophisticated reporting lets you analyze or export the results of a single feedback process, an entire project, or your entire project history.
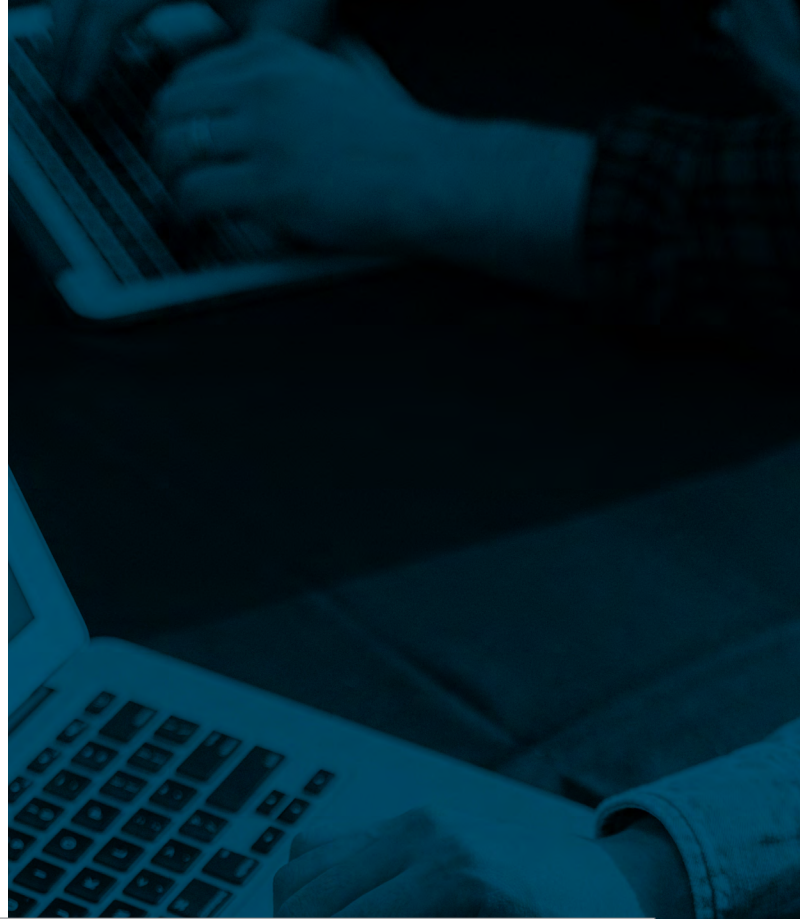
DEMOGRAPHICS FILTER Select one or more questions for analysis ∧   Apply Filter

💬 Question 1
What do you do in Futureville?

💬 Question 2
I am interested in consultations about...

💬 Question 3
When were you born?

Options
Click options to select or deselect filter

- Parks and Recreation
- Waste Management and Recycling
- Access and Inclusion
- Public, Housing and Housing Affordability
- City Planning and Development

Bar chart values: 60, 90, 50, 70, 70, 30, 60

▲ 1/2 ▼

SENTIMENT SUMMARY   47.4% 5.3% 5.3% 42.1%

☐ Select all   Search comments, author   Filter by tags ∨

☐ It looks pretty bleak to me, we are on the wrong track
Faith Alexander , 08 May 2018, 01:44 PM
Negative ☑ Confidence: 99.22%
Add a tag ∨
Economy ✕   bleak ✕
good ✕

☐ It looks like a place where I can grow old and support my family whilst enjoying access to world class public services and transport.
Cynthia Wise , 08 May 2018, 01:44 PM
Positive ∨ ☐ Confidence: 89.6%
Add a tag ∨
good ✕

Reporting and Analytics

Continued

Reporting

Run reports directly within the EngagementHQ interface to monitor progress and results for your projects. Export formatted report summaries and detailed reports in PDF, Excel or CSV for deeper data analysis work and sharing. Detailed reports provide insights for individual feedback tools, holistic project reports, multi-phased projects or for your entire site.
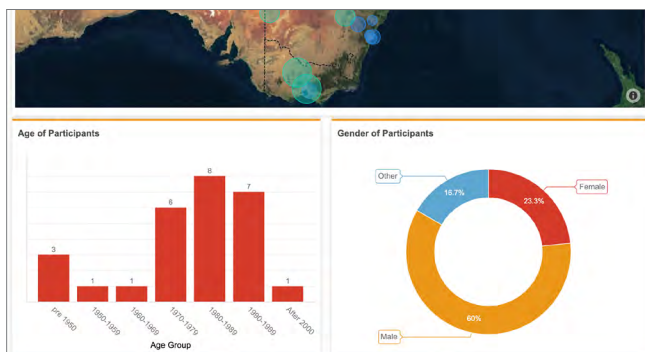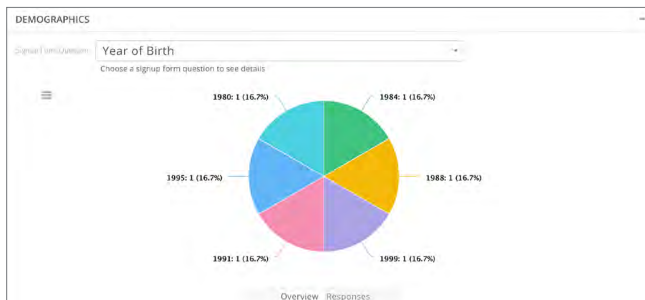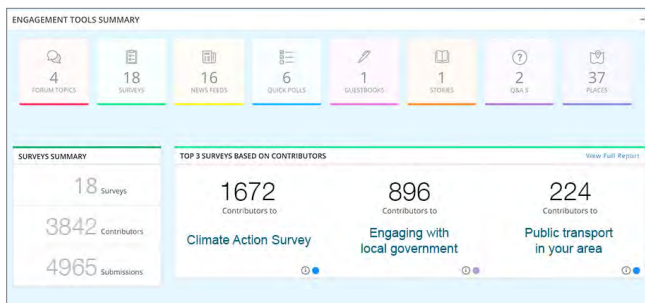
DASHBOARD

Monitor site visits, registration numbers and active participants coming to your EngagementHQ site. See how your marketing efforts are working to drive participation. And easily access recent community responses for review.

PROJECT REPORTS

See a summary of visitor insights, channel referrals and participation for each engagement project. Filter to identify traffic sources for one, many or all of your projects within the same report. Understand which feedback tools and widgets are being used the most by participants, which projects have the most contributions and how participants interact with your site.

TOOL REPORTS

Dive deeper into your feedback tools to understand how participants interact with a specific tool across all of your projects. Layer demographic questions from your registration form into your reporting to better understand which segments of the community are represented and more importantly, which segments are not that need to be, before you start deeper analysis.

CUSTOM DASHBOARDS

Through our EngagementIQ services, you can embed custom dashboards from services such as Zoho directly into your EngagementHQ site. These reports can be generated at the close of your engagement project and provide a nice visual way to close the loop with your participants and stakeholders. You may also integrate EngagementHQ with Google Analytics for more insight into how your visitors interact with your site.

Reporting and Analytics

Continued

Advanced Analytics

Extracting meaningful insight from large quantities of text based responses is made approachable in EngagementHQ by applying demographic filtering, sentient analysis, and comment tagging to your feedback data.

TEXT ANALYSIS
Understand which issues are important to your community by analyzing comments across tools, including Forum and Survey tools. Keyword tags can be applied allowing you to identify key themes across the data that can be further segmented by both demographic and sentiment for deeper analysis.

DEMOGRAPHIC FILTERING
Use the demographic details you collect from participants during the registration process to filter your feedback data and identify trends within your community segments.

SENTIMENT ANALYSIS
Through the use of Artificial Intelligence (AI), EngagementHQ's sentiment analysis feature will assign positive, neutral, mixed, or negative sentiment labels to each text based response, showing you a summary of community sentiment around a particular topic. Demographic filters can be applied for deeper understanding of community needs.

SURVEY ANALYSIS
Get a detailed report of all your survey responses to see specific answers by each community member to each survey question. Download survey questions and answers with easy to understand graphs and charts that summarize community responses for each question.

24/7 Moderation*

Mitigate risk and keep your community protected.

Expert moderation protects you and your community against bullying, heckling, and inappropriate behavior as well as ensuring that your forums and discussions are on-topic and privacy is protected. It is an essential solution for any government department or organization with a legal obligation to protect the right to free speech. The service is designed to protect you and your community. Our moderation policy can be found at the bottom of all client sites.

EngagementHQ first filters all posts to remove spam and to look for high-risk language. Comments containing bad language do not appear on the site and are instead routed to a moderator to check if they are permissible. All other content on Ideas, Places, Discussion Forum, and Guestbook tools are reviewed by our expert moderators within 2 hours of posting, 24/7. Comments found to be contrary to the moderation rules are removed with a clear reason being emailed to the participant who posted the comment, giving them the option to repost in a way that does not violate moderation rules.

As administrators, you can always access removed content on request, and if you disagree with our moderators, you can request to have content reinstated on your site. Thankfully, our experience shows moderators remove less than 1% of all content as our timely and independent intervention can prevent a discussion going off the rails.

Posts to the Stories and Q&A tools are moderated by our clients in the administrative interface. For these tools, nothing appears on the site without your team giving it the green light first. Questions to the Q&A tool require an answer, and Stories can contain rich media, which is why we leave moderation of these elements to your team.

* English and French 24/7, Spanish 24/5.

24/5 Technical Support

Live chat, in-application support, and helpdesk

EngagementHQ delivers more than just an online engagement platform. It is serviced by real people who answer the phone and respond to live chats and email. EngagementHQ is also the product of nearly a decade of community best practice, and our knowledge base reflects that. Communicate directly with a human to discuss and identify issues, and to receive updates on process and resolution.

HELPDESK
Our customer experience team can be contacted for user, technical, and practical support.

Email: support@engagementhq.com

Web: helpdesk.bangthetable.com
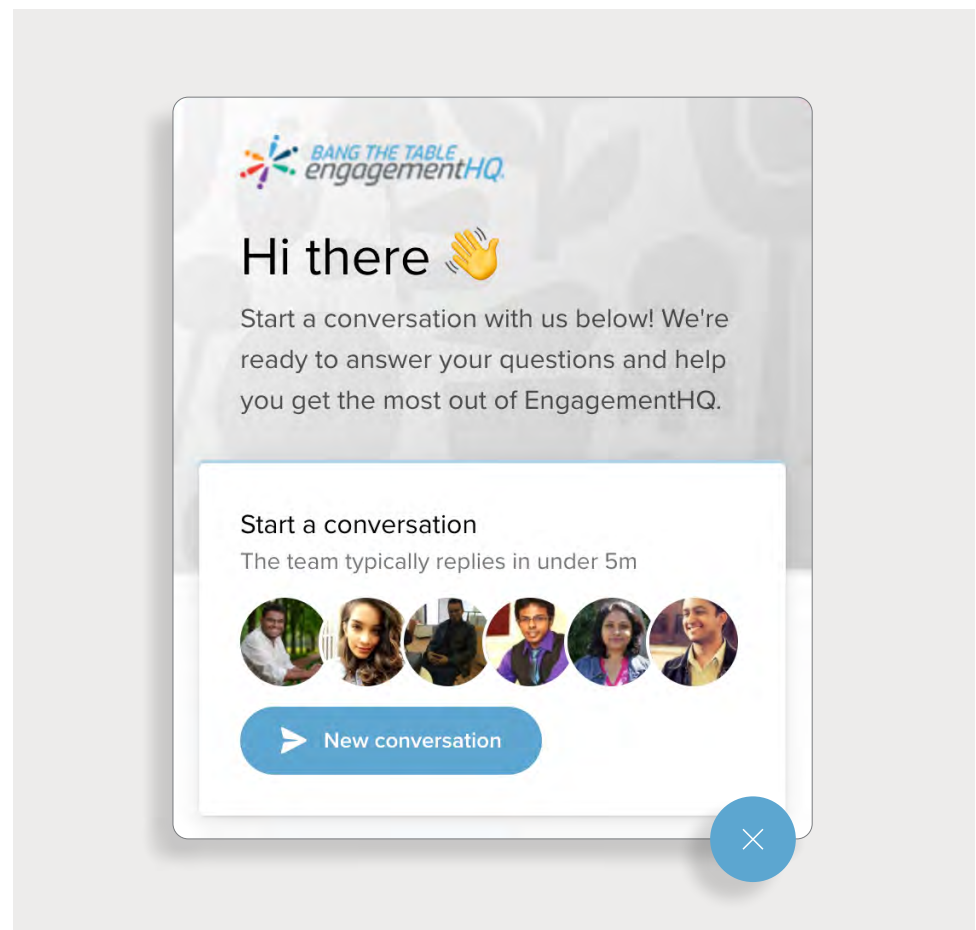
Service Level Agreement

When a support ticket is opened, our customer experience team will assign a severity level to each ticket and will work to resolve the issue within the designated response time, according to the severity level of the issue raised.

SEVERITY LEVEL	EXPECTED RESPONSE AND RESOLUTION TIMES
Critical core function site issue	Resolution within 4 hours
Minor critical core function site issues	Response within 2 hours and resolution within 1 business day
Non-critical core function site issue	Resolution within 2 business days
Minor non-critical core function site issues	Resolution occurs as soon as possible, no later than 10 business days

Account Management

Runs parallel with services and support: You can call or email your assigned Engagement Manager during regular business hours (EST), and either submit a help ticket to our support team using the in-app chat function or directly via email, at any hour of the day.

Your Engagement Manager will help your team use the EngagementHQ platform to its fullest capability, aligning with your objectives and guide training, suggest product feature enhancements and services to further support your team and build capacity where you need it most.

Introducing EngagementIQ

"I have had such wonderful support from Bang the Table staff in my use of our Let's Talk platform as well as from the webinars and online support for all of the questions I have had about creating projects."

Simone Zrna
City of Murray Bridge

Expert Advice, Training and Support

Whether you're looking for quick strategy advice, help delivering a project or additional online training for your team, our EngagementIQ team have you covered.

ADVICE Get expert digital engagement advice
Need help planning for and delivering your next digital engagement? Our engagement team can help you achieve project success with advice to help you deliver best-practice digital engagement.

TRAINING Get the most from EngagementHQ
Take your use of EngagementHQ to the next level. Work with our engagement team to learn how to use the features of EngagementHQ including advanced features and more.

SUPPORT Solve any issues with 24/5 support

Struggling with technical questions? Having problems setting up tools? Our world-class client experience team can help you overcome the trickiest of problems, via online chat and email.

MODERATION Rely on our content moderators 24/7

Our global network of experienced and mature moderators keeps any public-facing conversation safe and on-topic for participants and protects you from any risks associated with inappropriate content.

Select your Level of Support

Choose a plan most suited to your needs. We have options for organizations at every stage of their journey with EngagementHQ.

Core

ADVICE

Our core offer for all EngagementHQ clients includes:

- Help desk resources for self-directed learning
- Invitations to client meetups & professional development workshops
- Regular monthly webinars

TRAINING

Face-to-face and online training available on request.

SUPPORT

Our guaranteed support commitment for all EngagementHQ clients:

- 24/5 chat & email support
- 15min first response chat
- 2hr first response email

Essentials

ADVICE

Utilize up to 10 hours of support and advice from an EngagementIQ team member for assistance with:

- Setting up projects & tool selection
- Database management
- Developing organizational capacity & processes
- Planning your projects

TRAINING

1 x 60min instructor-led online refresher training per annum.

SUPPORT

Our guaranteed support commitment for all EngagementHQ clients:

- 24/5 chat & email support
- 15min first response chat
- 2hr first response email

Partner

ADVICE

Work with us as your strategic Partner, with up to 20 hours of support and advice from a dedicated EngagementIQ team member who can assist your team with:

- Strategies for driving participation
- Utilizing different methodologies
- Best-practice planning & tool selection
- Organizational buy-in
- Support for major projects
- Design & layout

Includes annual Benchmarking Report with strategic recommendations for improving practice.

TRAINING

Up to 2 x 60 min online training sessions for advanced product training.

SUPPORT

Prioritized SLA's for first-in-queue support:

- 24/5 chat & email support
- 5min first response chat
- 1 hr first response email

Custom

ADVICE

Build your own requirements and tailor a support plan for your specific needs.

Custom plans are suitable for larger teams or clients looking for whole-of-organization approaches to engagement.

If you have other requirements, get in-touch to discuss.

Book Your Sessions

Work with your EngagementIQ team member to map out your support plan. Schedule or access online sessions when you need via an online booking calendar. Catch up via chat, phone or video conference.

Essential Example session plan

Flexibility for small teams and experienced organizations.

SESSION 1
Tools & Planning

Learn how to choose the right tools and use the best approaches for your upcoming digital engagement projects. Utilize planning templates to identify your objectives, methodology and risks.

SESSION 2
Driving Participation

Strategic progress check-in. Learn and discuss strategies for driving participation and managing your PRM as an essential engagement asset.

SESSION 3
Deepening organizational buy-in

Half-year discussion about progress. Session to focus on organizational adoption and strategies for embedding engagement in the organization.

SESSION 4
Performance evaluation and goal setting

Major projects review. Learn best practices for evaluating digital engagement performance and investigate opportunities for benchmarking and improvement.

REFRESHER TRAINING
Instructor-led online session for new team members and current site admins with a focus on EngagementHQ functionality and improving product utilization. This session can be tailored to meet your needs and requested on demand throughout your license year.

PROJECT SUPPORT
Utilize some of your packaged hours for support in planning and delivering your projects. Schedule a session with your EngagementIQ team member prior, during and after your project is complete for expert support and advice for whole project delivery.

Book Your Sessions

Continued

Partner Example Session Plan

Get in-depth advice, training and support for your whole team.

SESSION 1
Strategies for Organizational Adoption

Discuss organizational priorities and establish goals and objectives for organizational adoption and buy-in. Plan a strategy for building internal capacity to deliver a coordinated digital engagement program.

SESSION 2
Developing policies and procedures

Focus on developing and establishing internal processes which support coordinated engagement and best-practice use of EngagementHQ. Review internal engagement policies and discuss opportunities for incorporating digital engagement guidelines.

SESSION 3
Best practice project planning and writing engaging questions

Discover best-practice approaches for planning for digital engagement using EngagementHQ and discuss methods for writing engaging questions which can better harness online tools.

SESSION 4, 5 & 6
Major project support
Planning - Execution - Reporting

Partner with us throughout the delivery of a major project for advice and assistance with planning, project delivery, support throughout your consultation and guidance on reporting.

SESSION 7
Site review and benchmarking

Go over your annual site review and benchmarking report with us in detail and develop a implementation plan for addresses our strategic recommendations.

ADVANCED EngagementHQ SKILLS TRAINING
Instructor-led online session for advanced skills training to improve product utilization. This session can be tailored to meet your needs and requested on demand throughout your license year.

PROJECT SUPPORT
Save some of your packaged hours to support your colleagues in planning and delivering their projects. Partner packages provide enough support to ensure all your site admins and project admins can access EngagementIQ advice when they need it the most.

Getting Started with EngagementHQ

The new Bluehaven interface offers administrators intuitive navigation, in-app tours and helpful prompts to guide learning and feature discovery.
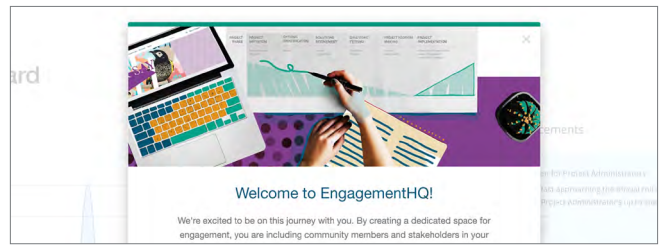
Getting started with digital engagement requires strategic thinking, site scoping, project support and training. Our recommended onboarding process helps you start off on the right note with rigorous site scoping, EngagementHQ platform training, quality assurance and testing before you launch.

Onboarding Process

Site Delivery	Kick-off Meeting	Site Scoping Session	Online Training	Self-directed Site Build	Online Training	Pre-launch Quality Assurance and Testing	Launch Site
PLANNING				**SITE BUILD**	**REVIEW**		**LAUNCH**
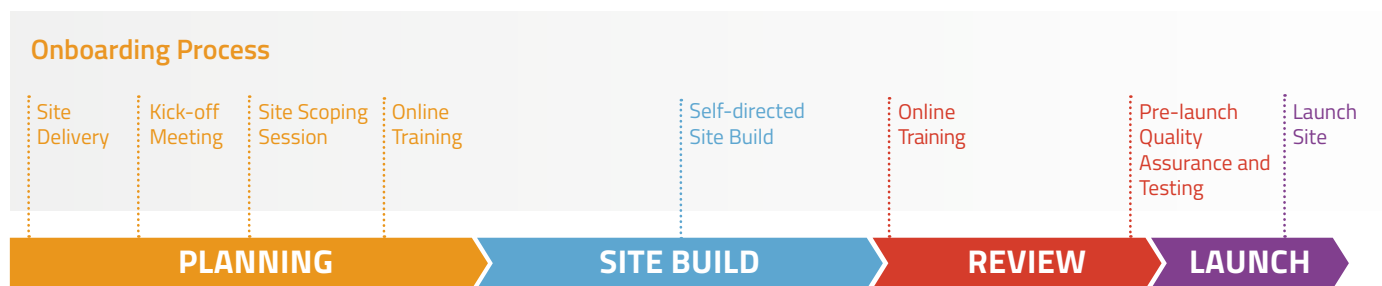
Add Custom Support

Site Build

Our engagement team will build your site for you, including tool setup, managing site settings, homepage creation, ensuring accessibility and creating your first projects.

ACCESSIBILITY AUDIT
Ensure your new site is inclusive for all residents. Our team will review for missing alt text, heading structure usage, color contrasts and complexity of your project copy.

Custom Onboarding

Site Delivery	Kick-off Meeting	Site Scoping Session	Online Training	We Receive Your Content	We Build Your Site	Site Build Iterations	Online Training	Accessibility Audit	Pre-launch Quality Assurance and Testing	Launch Site
PLANNING				**SITE BUILD**			**REVIEW**			**LAUNCH**
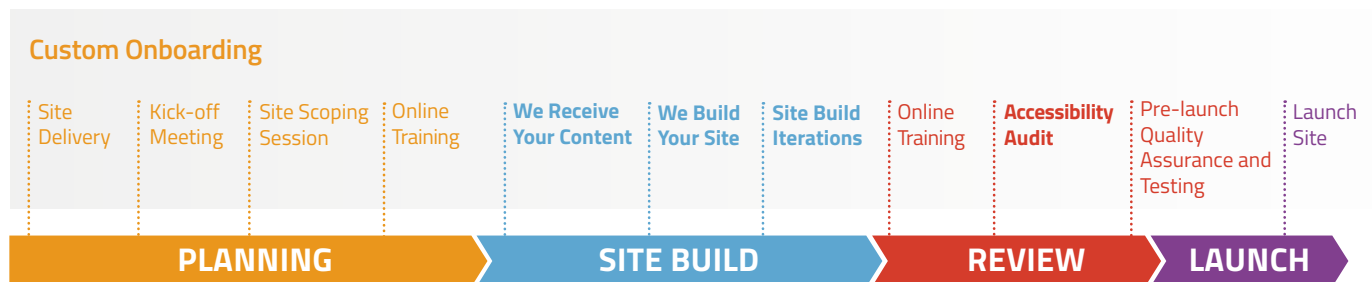
Add Custom Support

Continued

Project Delivery

Get extra help with major projects to ensure your team delivers high-quality and efficient digital engagement.

PROJECT PAGE BUILD
Allow us to build your project page for you, including tool setup, testing and page iterations.

SURVEY DESIGN
Get assistance developing the perfect survey which allows for thorough analysis and informed decision making.

PREMIUM PROJECT SUPPORT
Ensure business continuity when your under-resourced and allow us to support our digital engagement project needs.

Training

Our EngagementIQ Team can provide tailored training to suit any organization.

IN-HOUSE TRAINING AND WORKSHOPS
Host our EngagementIQ Team at your organization and learn a wide-range of skills and strategies for use in digital engagement.

ONLINE ACCELERATORS
Rapidly increase your knowledge of digital engagement and EngagementHQ with tailored on-demand online training for your team.

ONLINE COACHING
Develop a professional learning plan for you and your team and work with a coach on new approaches and challenges to enhance your digital engagement practice.

Add Custom Support

Continued

Data Analysis and Reporting

Bring your engagement data to life with a range of services to help with analysis and reporting to build trust with community and make better decisions.

INTERACTIVE PROJECT DASHBOARDS
Take your project data and transform it into a unique and embeddable interactive dashboard to help project teams and the community visualize your engagement outcomes.

SITE REVIEW AND BENCHMARKING REPORT
Take a deeper look at your engagement practices using EngagementHQ and get strategic recommendations and performance benchmarks to help improve your practice.

COMMENT TAGGING AND ANALYSIS
Allow us to tag and code your qualitative feedback and develop an interactive report that enables you to better analyze unstructured text.
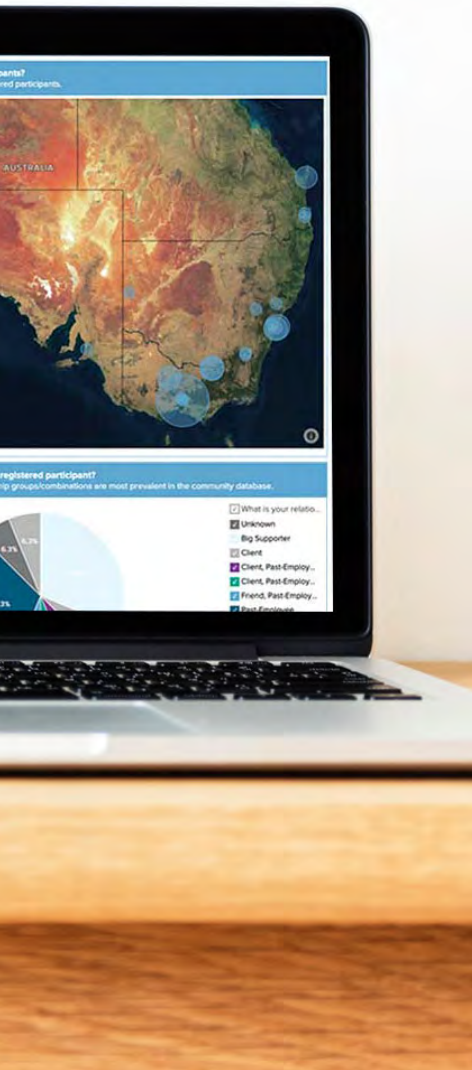
Our Community of Engagement Practitioners

Bang the Table supports approximately:

12,000+
active practitioners using EngagementHQ

11 million+
participants engaging across all of our client's sites

570+
communities and government organizations around the globe

58,000+
active subscribers to our mailing list

Our experience is built on shared knowledge of best practices and insights among Bang the Table and our clients, professional networks, and communities, all interested in fostering stronger public engagement.

Their willingness to share, be challenged, and experiment has afforded Bang the Table the luxury of leading the online engagement industry for nearly a decade.

Design and Customization Options

"The platform interface is fantastic and really user friendly, so I am sure I'll be able to pick this up in no time!"

Maddie Brough
City of Launceston

Theme Selection

EngagementHQ can be structured and branded to support your corporate identity.

Website design, information architecture, and visual branding are all critical elements of your community's online experience. With EngagementHQ you can customize the look of your site to match your corporate look and feel.

CLEAN SKIN DELIVERY

EngagementHQ is delivered as an 'unbranded' website. You choose your colors, add your corporate logo, header banners, and any images.
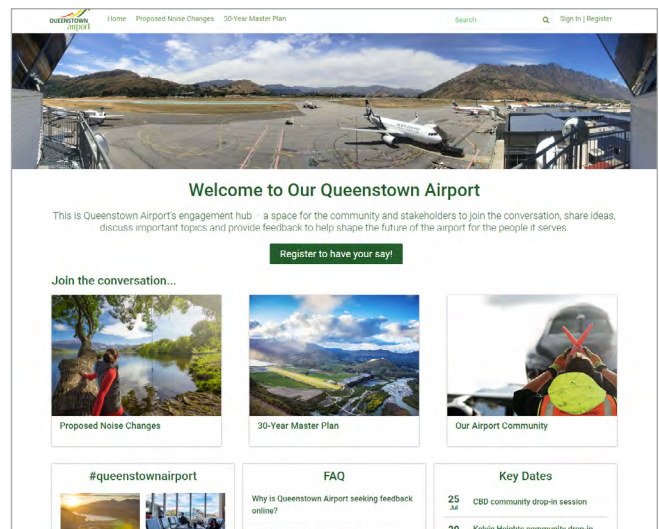
HOMEPAGE TEMPLATES

EngagementHQ comes with the choice of four homepage layouts suitable for different organizational needs straight out-of-the-box.
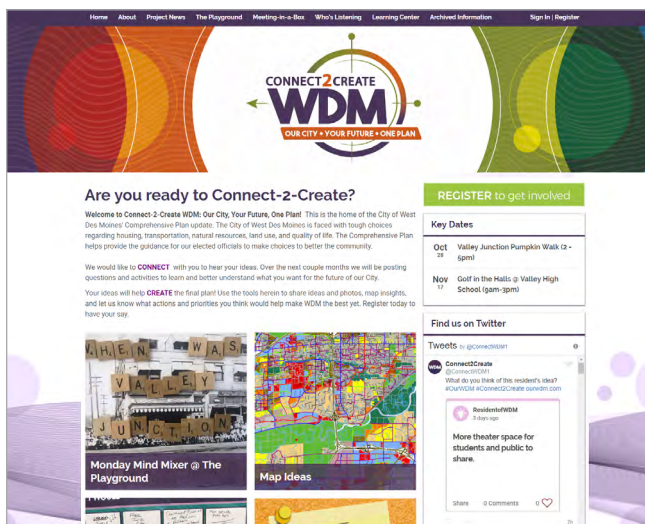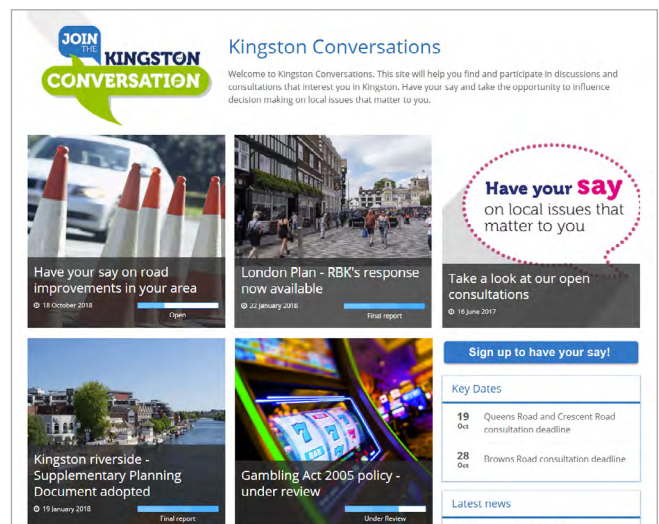
HOMEPAGE TEMPLATE EXAMPLES

Whitehaven

Bondi

Torquay

Coral Bay

Brand Integration

Bring the look and feel of your organization's brand to your EngagementHQ platform. With Brand Integration, our team will incorporate your unique website header, footer, fonts, colors and other design elements into your EngagementHQ site, providing a seamless experience for your participants. Navigation elements can be integrated either statically or dynamically. Once branding elements have been integrated, they are applied to all future projects. Brand integration is offered as a custom site build option through our EngagementIQ services.
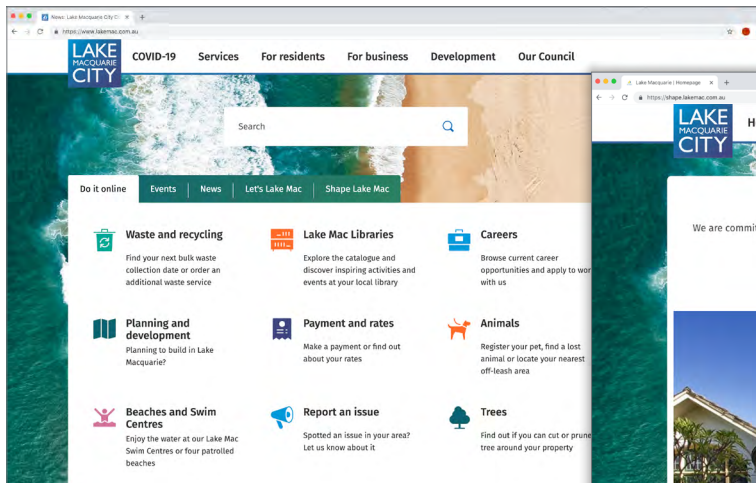
Lake Macquarie City Council Website
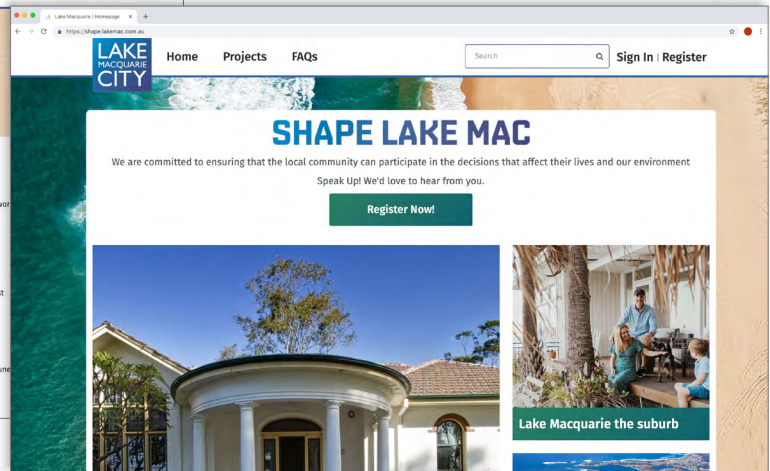
Lake Macquarie City Council EngagementHQ Site

Project Page Layouts

Project pages are designed to be the one stop shop for all of your ongoing conversations. The layout allows your team to educate your community through the built-in content management system and educational tools, while also collecting their feedback. Project pages can handle rich media embedded content, including videos and photos, making it easy to educate your different audiences. Tools are turned on or off with single-click functionality, and the content management system will walk you through the creation of new project spaces.

Flexible page layouts: Each EngagementHQ project page can be structured to meet your specific project needs with the choice of multiple engagement tools and information widgets.
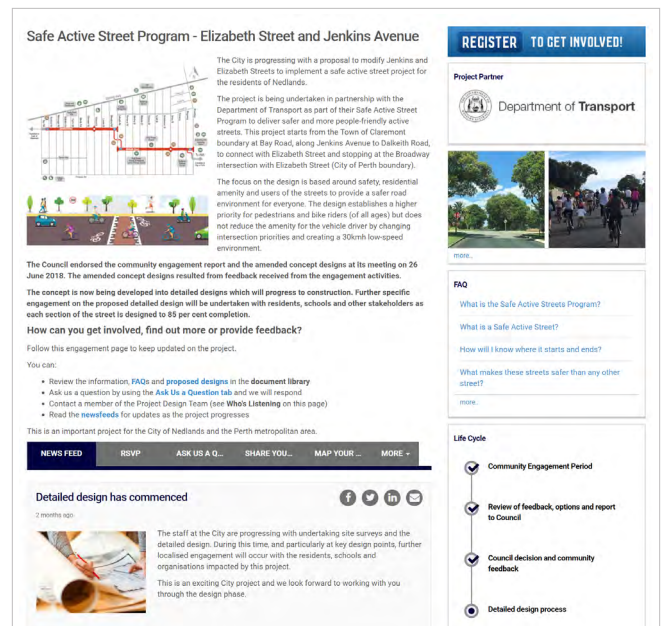
Product Innovation and Enhancement

"I wanted to say a big thank you for implementing the SSO for Engage Bayswater so quickly!
I'm already finding it much simpler to use and I'm sure others will as well."

Janelle Easthope
City of Bayswater
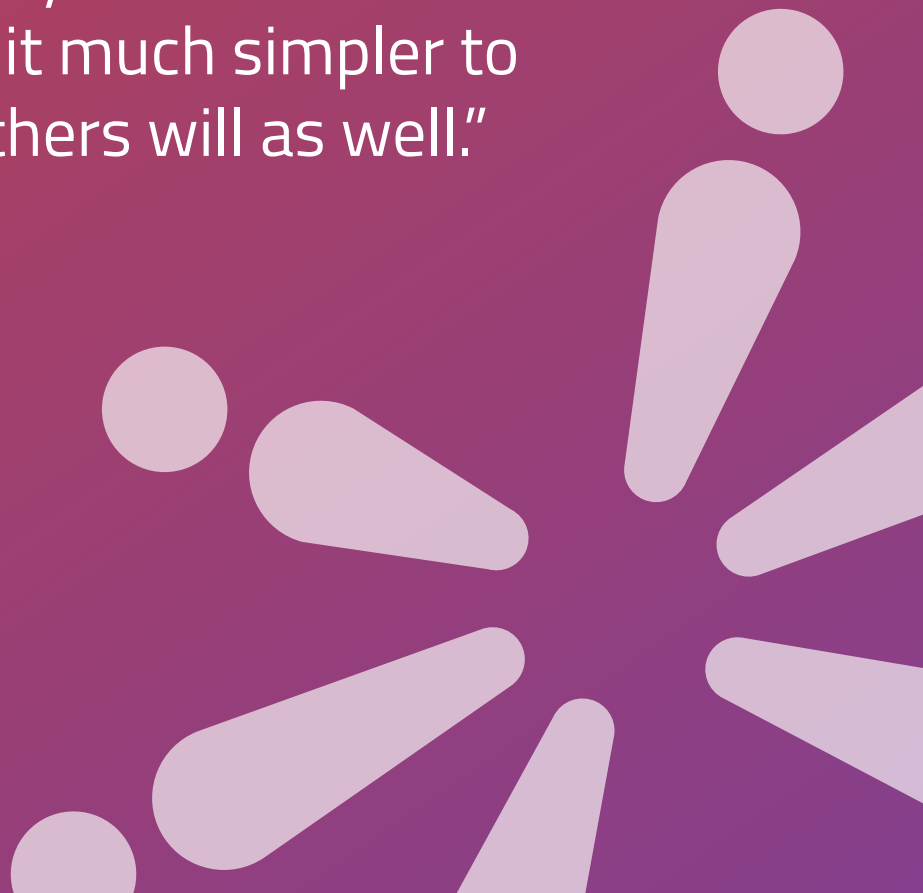
EngagementHQ was built to support a strategic development cycle that will bring consistent product innovation and feature advancement for our clients. With quarterly release schedules, backed by rigorous testing and deployment processes, EngagementHQ will continue to deliver best in class tools and applications that move the practice of digital engagement forward for our clients around the world.

EngagementHQ Marketplace

Build your communications and engagement ecosystem through our partnerships and integrations.

Expand your capability and reach, these powerful solutions can be added to your EngagementHQ platform to create a seamless user experience for both participants and administrators.

EngagementHQ Marketplace

Continued

Project Finder

Project Finder allows you to embed any or all of your engagement projects onto any website. Through keyword filtering, participants can search and filter your active projects to find topics of interest without coming to your EngagementHQ site directly. By clicking into the project from the embeddable tool, participants will be taken to your engagement sit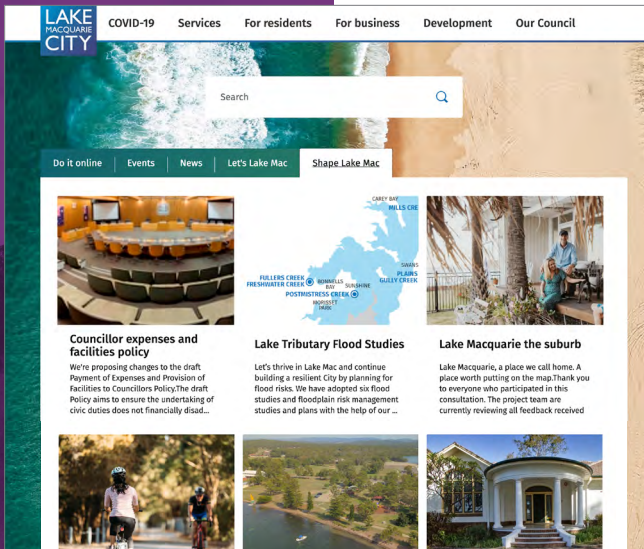e to participate and provide feedback. You may customize the visual appearance when embedded on your site to match and the projects displayed will automatically update as new projects are published.

Authorized Single Sign On (SSO) for Administrators

Create a simple and secure login process with SSO. Connect your existing staff database to your EngagementHQ platform allowing your administrators to use the same login for all systems. Your IT team maintains access to your systems and passwords can follow your internal security protocols.

Email client integration

Connect your email service provider account with EngagementHQ and run branded email campaigns to promote your digital engagement projects. We currently integrate with Campaign Monitor, Emma, Mailchimp, Vision6 and Constant Contact, others to be added based on need.

EngagementHQ Marketplace

Continued

Partnership Integrations

Bang the Table has partnered with other leading solution providers around the world to build a comprehensive ecosystem for community engagement practitioners

BUDGET ENGAGEMENT BALANCING ACT

Balancing Act budgeting software embeds seamlessly within an EngagementHQ project page, enabling you to run interactive budget simulations for residents to explore various budget scenarios and get feedback during your budgeting process.

PDF/CONTENT ENGAGEMENT KONVEIO

Engage with stakeholders around official documents such as city plans or PDF reports, directly in EngagementHQ. The Konveio software embeds seamlessly in a project page and makes interactive publishing, reviewing and commenting on city documents more social. Participants can add feedback, expand on ideas with contextual insights, or add rich media overlays right within the shared PDF document.

SMS ENGAGEMENT MESSAGE MEDIA

Send bulk SMS (text) messages to promote your engagement projects and close the loop with your community. The Message Media platform integrates with EngagementHQ, allowing you to send Quick Polls or Forum postings to stakeholders and funnel those replies automatically into your EngagementHQ site for further analysis.

GOVDELIVERY SUBSCRIBER NETWORK GRANICUS

Through our partnership with Granicus, EngagementHQ can be integrated with your govDelivery account allowing you to proactively solicit, receive and analyze feedback on your engagement projects through your subscriber network. Participants that follow your projects on EngagementHQ will also be added to your govDelivery network.

Technical
Specifications

Security and Privacy

Bang the Table takes the protection of your information and the information of your community extremely seriously. We have made a commitment to comply with the standards of all jurisdictions in which we do business.

We have outlined some of the measures that are a result of this commitment to information security. As always, we are happy to provide further detail when requested.

Compliance

ISO 27001
Our information security management system (ISMS) which underpins all of our operations has been successfully certified to ISO/IEC 27001:2013, the global standard for information security management.

GDPR
The European Union's General Data Protection Regulation (GDPR) protects European Union data subjects' fundamental right to privacy and the protection of personal data. It introduces robust requirements that will raise standards for data protection, security, and compliance.

Security

We go to great lengths to protect the data we store for you.

APPLICATION
Our applications are continually monitored and tested for security weaknesses by our Engineering team.

We perform regular and ongoing internal application security assessments to discover and mitigate potential weaknesses based on OWASP rating and methodology. We use automated tools as well as manual testing processes to make sure we are as secure as possible all of the time.

The operating systems and databases running our servers are continually monitored and patched with the latest security fixes by Rackspace. The web framework is continually monitored and patched by our internal development teams.

Security and Privacy

Continued

An independent third party carries out comprehensive Vulnerability Assessment and Penetration Testing (VAPT) of EngagementHQ once a quarter. Results of the latest VAPT are available upon request.

DATA

We have strict data access rules in place with detailed logging to prevent theft and misuse. Access is limited to key personnel involved in maintaining our services and support. Interaction with client data is only at the request of the client.

EngagementHQ provides role-based access controls with unique usernames and one-way password encryption to help clients manage their own logins. SSL certificates and Single Sign On integration are available for further protection.

Data is stored within a mySQL database on AWS RDS with attachments stored within AWS S3. All data stored on AWS RDS is encrypted using AWS provided - AES-256-GCM encryption standards. Amazon RDS has multiple features that enhance reliability for critical production databases, including automated backups, DB snapshots, automatic host replacement, and Multi- AZ deployments.

NETWORK

Our application is hosted on the large, Internet-scale, world-class infrastructure that benefits from the same engineering expertise that has built Amazon into the world's largest online retailer. AWS's networks are multi-homed across a number of providers to achieve Internet access diversity. We utilize the Amazon Virtual Private Cloud (VPC) to create an isolated ecosystem for EngagementHQ.

The AWS network uses proprietary mitigation techniques providing significant protection against traditional security issues such as Distributed Denial of Service (DDoS) Attacks, Man in the Middle (MITM) Attacks, IP Spoofing, Port Scanning, etc.

Additionally, our inbound firewalls are configured to permit only the absolute minimum connectivity required to provide the service to our clients. Any changes to the access rules require authorization.

Privacy

Bang the Table makes no use of the personal information provided by your community. This is your data and we will only access this information to render assistance as part of a support ticket. We log and audit all such access.
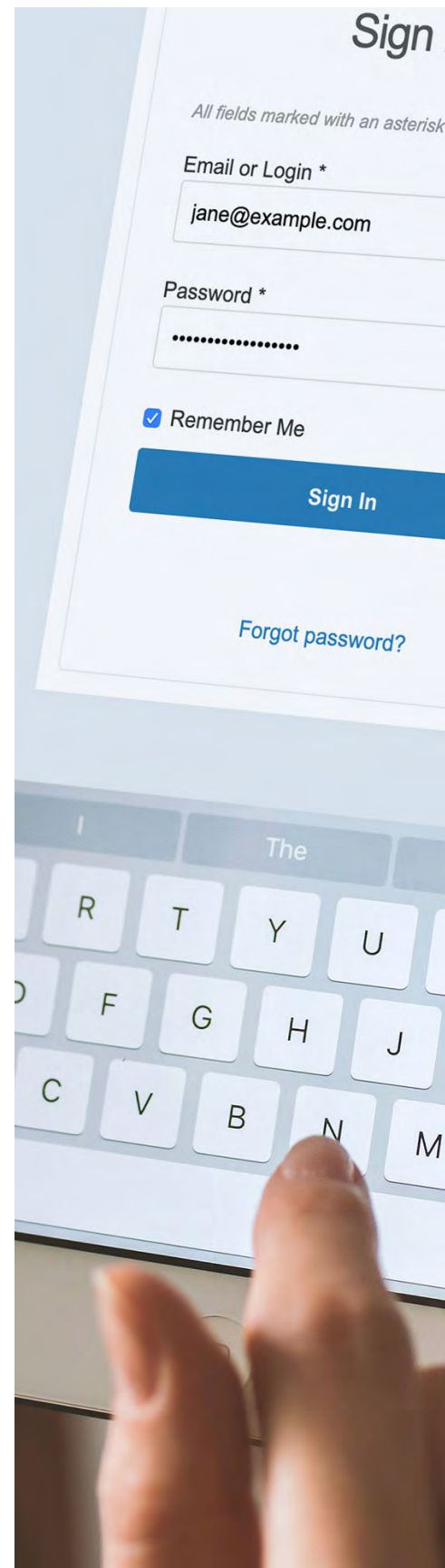
Hosting

INFRASTRUCTURE

Your EngagementHQ site is hosted on Amazon Web Services (AWS) infrastructure within your jurisdiction as below:

COUNTRY	HOSTING LOCATION
Australia	AWS, Asia Pacific (Sydney)
New Zealand	AWS, Asia Pacific (Sydney)
Canada	AWS, Canada (Central)
United Kingdom	AWS, EU (London)
United States of America	AWS, US West (Northern California)

AWS is the leading cloud services provider in the world. Their suite of products and services, security controls, scalability, reliability, astonishing number of datacenters, flexibility and continued innovation make them the absolute best choice for hosting in the cloud.

AWS cloud infrastructure meets the requirements of an extensive list of global security standards, including ISO 27001 and SOC. See the AWS Compliance page at: aws.amazon.com/compliance for more information.

MANAGED SERVICES

We have contracted Rackspace to manage our hosting environment 24x7. They provide us with operational and strategic support to ensure our systems are best-in-class, secure and available at all times.

Like AWS, Rackspace are a global company certified for a wide range of international security standards confirming their operations are safe and trustworthy, see: www.rackspace.com/certifications.

AVAILABILITY AND DISASTER RECOVERY

We guarantee 99.75% availability and our uptimes have historically remained above "three 9s" (99.9%). Our guarantee is backed by our SLAs. Even though we take all conceivable measures to ensure our service to you is uninterrupted, as with life, major events completely beyond our control can interrupt our service. We take nightly backups and have a well-tested recovery plan in place to minimize potential disruption from major events.

Our Disaster Recovery plan is tested annually or when there is a major change in our environment, either to our infrastructure or application. Lessons learned from these tests are incorporated back into the plan.

Accessibility

EngagementHQ is compliant with version 2.1 of the Web Content Accessibility Guidelines (WCAG 2.1) to Level AA standards.

An independent third party carries out a comprehensive Accessibility audit of EngagementHQ once a quarter. Results of the latest audit are available upon request.

While the guidelines set out in WCAG 2.1 recognize that it is not possible to conform for some types of content, we have undertaken a commitment to continually work on this and leverage new technology to further improve accessibility.

We do this by keeping up to date with the latest advances in accessibility techniques and acting on recommendations from the quarterly audits. We also treat any issues identified by clients or participants as a matter of urgency and remain responsive to address the issues.

Device Compatibility

EngagementHQ is designed for small and large screen sizes, providing an accessible and full functionality experience for the community from mobile phones, tablets, and desktop devices. EngagementHQ supports the full range of major browsers including:

- Microsoft Edge and Internet Explorer (IE) 11
- Chrome 40 and above
- Firefox 35 and above
- Safari 7 and above
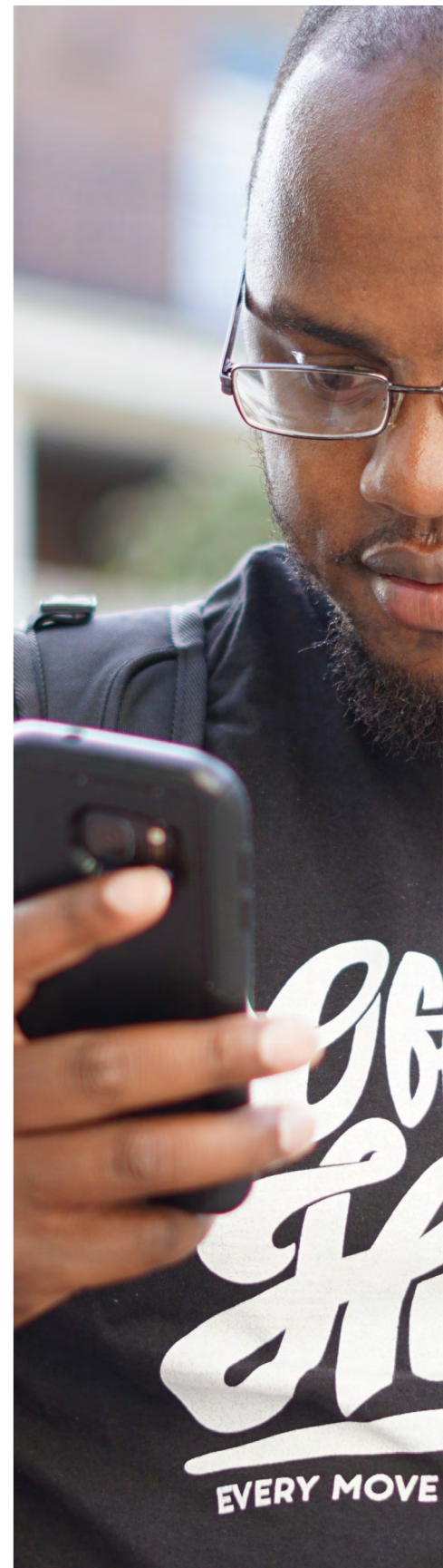
Thank you for your consideration!

bang*the*table®