

Service Definition

The Anywhere Platform for Public Sector

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Uncomplicated

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Platform Overview

The Anywhere Platform for Public Sector is specially designed using pre-configured templates to enable any organisations to achieve transparency and control quickly.



Across the platform deep capabilities for dashboards, reporting, workflow, document management, data capture, financials, and integrations are provided. You can start from one of the following templates or build your own solutions from scratch.

Governance, Risk and Compliance

Manages risk exposure and compliance with to any governance framework, be that regulatory, legal, best practice and their periodic audits to make sure you stay on the path.

Project and Portfolio Management

Gives your organisation full transparency and control over project, programmes, portfolios, financials, resourcing, risks, issues, changes and plans.

Strategic Performance Management

Provides your organisation with the ability to manage strategy, performance, planning, business objectives and key performance indicators.

Build Your Own

Create your own solution by choosing off-the-shelf solution contents from our library and tailoring it to meet your needs.

Governance, Risk and Compliance

Our SaaS-based governance, risk, and compliance solution hosted on The Anywhere Platform. It is a role-based solution with a modern and intuitive user interface, which has been designed to be easy to use from both desktops and tablets. It provides the following functionality and capabilities: -

Risk Register – Provides a register that allows risks of different types to be captured and managed and reported upon.

Governance Frameworks – Allows any structured list of regulations, guidelines, suggestions, or best practices to be defined and managed.

Policies - Delivers a framework for defining specific policies to meet items in the governance framework and identify where there are gaps in coverage.

Controls – Manage and monitor the controls used to meet your policies and compliance requirements, verify their effectiveness through testing, and identify gaps where risks or requirements are not fully covered.

Audits – Provides planning and tracking of policies, governance coverage, the audit life cycle and any follow up actions and findings that come out of an audit.

Risk Assessment - Comes with a configurable assessment that allows an individual to create and measure a mitigation plan through an interview process.

Maturity Assessments – Allows different parts of your organisation to be maturity assessed and tracked for improvement over time.

Vulnerabilities – Delivers a vulnerability process that allows both technical and non-technical vulnerabilities to be captured and managed.

Automated Reporting - Delivers automated infographic reporting, metric creation and dashboard functionality, including scorecards. Users access the system via role-based landing pages.

Pre-configured - Comes with a pre-configured library of reporting templates which have been specifically designed to support various roles and processes.

Project and Portfolio Management

Our SaaS-based project and portfolio management solution hosted on the Anywhere Platform. It is a role-based solution with a modern and intuitive user interface, which has been designed to be easy to use from both desktops and tablets. It provides the following functionality and capabilities:

Portfolio Planning Management – Provides enhanced modelling functionality to enable more effective planning, including “what-if” capabilities.

Project Registry – Contains an initiative registry and functionality to manage life cycle governance for business cases, projects, programmes and services at multiple hierarchy points.

Automated Reporting - Delivers automated infographic reporting, metric creation and dashboard functionality, including scorecards. Users access the system via role-based landing pages.

Financial Management – Provides planning, spend and benefits tracking for the full life cycle from idea through to service tracking.

Pre-configured - Comes with a pre-configured library of reporting templates which have been specifically designed to support various roles and processes.

Resource Management - Has enhanced resource management functionality including full supply and demand capacity management.

Time Management – provides timesheet collection and management to understand how well resources are being used, including submission from mobile devices.

Project and Programme Management - Provides full functionality across all project management areas to ensure that projects are efficiently managed, resources optimised and completed within budget.

Multiple Methodologies - Has functionality to support Waterfall, Agile and Lean Six Sigma delivery frameworks.

Strategic Performance Management

Our SaaS-based strategic performance management solution hosted on The Anywhere Platform. It is a role-based solution with a modern and intuitive user interface, which has been designed to be easy to use from both desktops and tablets. It provides the following functionality and capabilities: -

Performance Score Card – Provides an executive view of periodic performance of key indicators and business objectives.

Business Objectives – Provides the ability to create objectives, aspirational timelines and define how they will be met.

Key Performance Indicators – Creates the structure for capturing data to support business objectives and defines performance data metrics to be used in periodic reporting.

Key Measures – Has the ability to capture measurements to support KPIs and attach them to any portfolio activity, be that Service, Project, Programme, or stand alone.

What-If – Create and compare scenarios to evaluate how different portfolios or strategies will perform against your strategic goals.

Department Overview – Comes with structured overview of departments or business units to allow planned activities and their contributions to KPIs to be captured.

Project and Service Portfolios - Has the ability to structure activities into hierarchical collections of activities that allow financials and key measures to be aggregated to the portfolio level.

Reporting Compliance – Provides tracking of reports both submitted and missing to allow for timely data capture to be managed.

Executive Dashboards – Enables drill down transparency from the most aggregated level at the top to the detail at the bottom.

Automated Reporting - Delivers automated infographic reporting, metric creation and dashboard functionality, including scorecards. Users access the system via role-based landing pages.

Pre-configured - Comes with a pre-configured library of reporting templates which have been specifically designed to support various roles and processes.

User Subscription Type and Functionality

The Platform Services are provided using a subscription model. Each end user requires an access subscription and one or more content subscriptions.

Access Subscriptions

Access Subscriptions are incremental, each containing the capabilities of the subscriptions listed below it in the table as well as the functionality described.

Type	Details
Administrator	Provides access for an administrator to configure the solution on an ongoing basis. Additional certification is required for configuration features to be unlocked.
Advanced User	Covers the ability to own, manage, author and analyse information throughout a content template. This typically covers items like KPIs, Business Objectives, Risks, Policies, Portfolio, Project, Programmes, Financials, and Resource Management. This coverage is intended for managers who need full function access including generation of reports and dashboards.
Team Member	Provides collaboration functions for your team. This includes participating in processes, workflow, notes, comments, tasks, document management, and creating individual dashboards. Includes timesheet functions.
View & Approve	Covers the ability to view role-based dashboards and reports for visibility into business trends, status, and deliverables to help execute decisions quickly. Approve form and workflow steps to record key business decisions.
Portal Access	Allows users to initiate common business process via portal and interact with the processes they have initiated. This is commonly used for creating ideas in a front door pipeline or initiation of service requests.

Content Subscriptions

Each content subscription provides access to a templated solution (PPM, GRC, KPI) and pre-configured content to support a specific business usage. The alignment of content subscription features and access subscriptions is detailed in the Subscription Functionality Matrix. It is subject to change periodically with both additions and minor adjustments to access levels.

Flex Usage

Adding monthly temporary flexible usage at list price, and full term co-terminus subscriptions at agreed pricing are available for up to 10% of the contract quantity.

Subscription Management

Client system administrators are responsible for managing the allocation of subscriptions to individual users. Each user who is in the system requires an account with a valid email. End users are able to

manage much of their own accounts, but not their subscriptions, these are managed centrally. Only active users count towards Subscription and Flex Usage calculations.

Automatic Renewal

The Client must provide at least 30 days notice prior to the end of their Service Term of their intention not to renew their services. Should the Client fail to provide notice, the Services automatically renew for a 1 year term at the list price.

Annual Cost Increase

List rates for subscriptions increase annually on the 1st of January in line with the Bank of England inflation rate for the previous year. Any reference to list pricing should take into account this adjustment.

Consultancy Services

Our professional services team provides a wide range of consultant expertise, from pre-implementation assessments through to assisting in the successful delivery of complete, multi-phase global projects. Our consultants cover the entire spectrum of roles, including Support Consultant, Analyst, Project Manager, Technical Consultant, Solution Architect and Principal Consultants.

Consultancy Services with UK-based delivery resources.

We provide delivery services for project and portfolio management, service management and ITIL, reporting tools, governance risk and compliance, new product development, professional services, and performance management.

We partner with our customers nurturing a close relationship for mutual success.

We provide a high concentration of specific skills and understand how to bridge business and technology. Our experienced team bring you innovative and future-proof technology solutions and ensure you achieve the desired return-on-investment.

Time and Materials

All consulting services are done on a time and materials basis. This means that the client is only charged for the time spent on their account. Estimates are provided on a +/-30% basis. If we need or anticipate we will exceed 30% of the initial estimate, we will seek approval from the client. The minimum daily increment for billing is ½ day. Resource always bill at their role level, even if it was estimated at a different level.

Managed Services

Managed Services are provided both automatically and on-demand at the request of the Client. Services are provided through a combination of on-site and off-site support. The scope of each services is defined in the following table.

Service	Scope
Business Support	This is an enhancement to the standard platform support. It provides built-in facilities for not only named representatives but all end users to raise usage specific questions: Helps end users improve maturity and data quality by providing them with 'how to' support and assisting them in overcoming specific challenges they have. Business support channels are phone, email, and via the Support Portal.
Compliance and QA	Chasing Data: Our PMO analysts will chase project status reports and timesheets on a weekly basis, to ensure you have the highest quality and accurate project, programme, portfolio and financial data available for your reports. Quality Assurance of Data: Our analysts quality assure the information provided by your project managers and identify missing or incorrect information. Provides independent validation of your data.
Data Administration	TAC team to provide support for the management of new, change and leaving users of the PPMAnywhere system.
Training Service	Scheduled On-Site or remote Training: Classroom training provided by experienced consultants using real world examples, reinforced by practical hands-on exercises. Designed to fast-track your learning and provide relevant business context.
Changes & Enhancements Programme – Monthly	Changes and Enhancements Programme – Keeping the platform configuration in line with its evolving business needs is vital in maximising business value. Monthly release are focused on Minor Changes and governed by a rigid estimating and points based prioritisation process.
Changes & Enhancements Programme – Quarterly	Changes and Enhancements Programme – Similar to the monthly service, but intended for organisation with a higher volume or more complex technical need. It is also governed by a rigid estimating and points based prioritisation process, but with a higher points capacity.
Full Managed Technical Service	This service bundles Business Support, Data Administration, Monthly and Quarterly Changes and Enhancements.

Payment Procedures

Invoicing for the SaaS Subscription (including hosting and support) is on an annual basis in advance on receipt of a signed copy of an Agreement. Payment is due 30 days from date of invoice.

Any additional permanent user subscription purchases taking place during the contract term will be charged on a pro-rata basis up until the annual renewal date. Invoicing will take place on signature of a Change Request document and standard 30-day payment terms apply.

Managed Services are invoiced on an annual basis in advance. Payment is due 30 days from date of invoice.

Implementation and consultancy services are invoiced monthly in arrears.

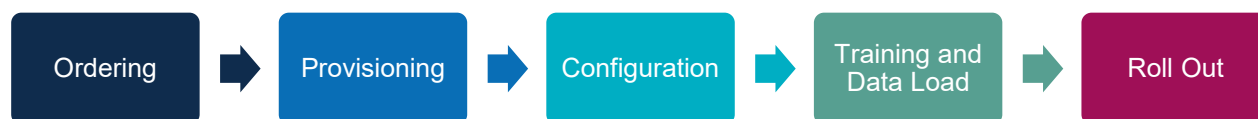
Optional Services

The following optional services can be provided at additional cost.

- Integration to 3rd party systems.
- Additional environments.
- Bespoke configuration.
- Managed Services for Data Processing.
- SC cleared staff augmentation.
- Creation of bespoke training materials.

On Boarding

There is a simple process for on-boarding new customers.



The Anywhere Company understands the importance of user adoption and focuses efforts on providing easy to use solutions and the associated training and enablement. Our implementation methodology provides all the questions and templates to ensure you get the most out of your Anywhere Platform solution.

Environments are typically provisioned and available in 3 days, and most implementation projects take between 6 and 9 weeks.

Off Boarding

Should the customer need to terminate, they can provide notice of termination of contract at least 90 days prior to the contract end date. Upon termination The Anywhere Company will destroy or return all the customer's data at the request of the customer. Data processing records are maintained for 7 years.

Monitoring and Uptime

All Platform Services are provided using high availability infrastructure and are constantly monitored digitally.

- TAC provides the Customer access to the Platform Services on a twenty-four hour, seven days a week (24x7) basis at an Availability rate of 99.9%.
- Up time of the Platform Services is measured using monitoring software.
- Availability is calculated on a quarterly basis and reported to the Customer by TAC.

Service Management

The Anywhere Platform is delivered as a fully managed service and is provided using an ITIL-based service framework. This framework includes:

- Incident Management
- Problem Management
- Configuration Management
- Release Management
- Change Management

To support end users, we provide on-line training and help. Additionally, we provided all customers with access to our support portal, helpdesk by telephone and optionally provide real time chat for end user support. Each customer is provided with an email box to submit support tickets by email as well.

Support Response Times

Our first-contact response times are based on your chosen severity level for each case. We're committed to providing a response within the timeframes shown in the table below.

Severity Level	Definition	Response Time
Critical	Application is unavailable or unresponsive	30 Minutes
Urgent	Application is available but normal business usage is unachievable.	1 Hour
High	Impacts normal business usage but work around exists.	4 Hours
Normal	Not working as expected but has only minor impact on normal business usage.	12 Hours
Low	Not working as expected but has no impact on current usage.	24 Hours

Disaster Recovery Plan/procedure

The Anywhere Company maintains a Business Continuity and Disaster Recovery plan. Due to the specifics in the full plan, we treat it as confidential.

The purpose of our business continuity plan is to prepare The Anywhere Company in the event of extended service outages caused by factors beyond our control (e.g., natural disasters, man-made events), and to restore services to the widest extent possible in a minimum time frame. All The Anywhere Company sites are expected to implement preventive measures whenever possible to minimise network failure and to recover as rapidly as possible when a failure occurs.

The plan identifies vulnerabilities and recommends necessary measures to prevent extended service outages. It is a plan that encompasses all system sites and operations facilities.

The scope of the plan is limited to scenarios impacting The Anywhere Company's ability to function as an overall business entity, and service our customers. It is a business continuity plan, not a daily problem resolution procedures document.

An example of a scenario falling within this scope would be a fire at a TAC building which rendered the building unusable for a period of time.

Plan Objectives:

- Serves as a guide for the recovery teams.
- References and points to the location of any data that resides outside this document.
- Provides procedures and resources needed to assist in recovery.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- Identifies alternate sources for supplies, resources and locations.
- Documents storage, safeguarding and retrieval procedures for vital records.

Maintenance

The Anywhere Platform is an evolving platform which TAC continually seeks to improve over time for the benefit of our customers. All platform patches and upgrades are automated and provided using the schedule below. Patches and upgrades are always applied first to the development environment and then followed by test and production environments.

Type	Impact	Frequency	Reschedule Options
Emergency Patches – include resolutions to critical security issues	No impact on customer configuration	As required	Customer is notified at time of patch.
Security and Platform Patches – include resolutions to code issues and updates to meet newly identified security issues	No impact on customer configuration	Approx. Monthly	Customer is notified 10 business days prior. These patches cannot be rescheduled.
Minor Feature Releases – provides new features to existing modules and provides fixes to items that may require minor adjustment to configuration.	Minor if any impact to customer configurations	Approx. Quarterly	Customer is notified 20 business days prior. This can be scheduled up to 30 days after the initial target date to align with customer change management needs.
Major Version Releases – provides new capabilities and large updates to functionality. May introduce new modules that require additional subscriptions.	May require minor changes to configuration and new modules may require setup.	Approx. 12-18 Months	

The Customer is responsible for conducting user acceptance testing on any patch before it is applied to production.

Escalation Path/Client notifications

Any issues with this service will be escalated initially to the Account Manager. If the issue is not resolved customer may escalate these issues to the Managing Directors. Escalations will be governed by the agreed Terms & Conditions which contain a related Service Level Agreement.

Support Team Overview

The Anywhere Company provides worldwide support for The Anywhere Platform.

- 24/7 Technical Hosting support for the service will be conducted by staff based in our London office.
- Hosting and Hosting Support will be provided 24/7; other services will be delivered between 9am-5.30pm (GMT).
- Support is provided through email, service portal or by phoning the engagement team directly.
- Emergency and escalation support can be provided through your engagement management or Commercial Manager.
- We do not offer resolution SLAs. Our SLAs are based on response time and priority of request.

Monthly Management Reporting

The Anywhere Company will provide a monthly report to detail Customer usage, up-time, maintenance, and changes requested. Monthly reports are provided and available via the Customer Portal. The Anywhere Company is happy to work with the Customer on the content of the management reporting and accommodate these requirements where possible.

Quarterly Meeting

The TAP service will be reviewed in a Quarterly Meeting on dates to be agreed with the Account Manager and the Customer application owner. More frequent meetings can be arranged if required.

Technical Requirements and Supportability

The following list is the current technical requirements and supported software for end user client devices accessing The Anywhere Platform. This list is constantly being updated to keep in-line with new releases of the base platform. The document is applicable for version 5.0 and beyond. The Anywhere Platform does not support browsers or associated software that has been decommissioned or replaced by their manufacturer.

Device Hardware

Device hardware can vary greatly especially from mobile, tablet and desktop. Provided that your device can run a supported browser, it should be sufficient to access The Anywhere Platform. As a minimum desktop we recommend the following:

- 1.0 GHz (or faster) processor
- At least 512 MB Memory

Associated Software

The following versions of associated software have been tested and are certified to be used with The Anywhere Platform.

- Adobe® Acrobat Reader
- Microsoft Office Project Standard and Professional
- Microsoft Office Excel
- Microsoft Office PowerPoint
- Office 365 online versions of Microsoft

Browser

Internet access and one of the following browsers is required to use The Anywhere Platform. Other browsers may be used as unsupported, the following have been tested and are supported.

- Microsoft Edge
- Mozilla Firefox
- Chrome
- Safari

Integrations

The Anywhere Platform provides several standard routes for system integrations. These include file uploads and downloads via a web browser, scheduled file uploads and downloads via SFTP or Amazon S3 buckets, a real-time RESTful Webservice using JSON over HTTPs, and a read-only database connection for use with BI tools.

Typical integrations are with Financial, HR, ERP and CRM systems, as well as Agile tools including Jira, Rally and TFS (Microsoft DevOps).

Transmission and Storage of Data

The Anywhere Platform can be provisioned as an extension of your private network, to use IP restrictions, or have a wider access via the internet. All data transferred is encrypted via HTTPS connections. Data can only be accessed by the application and can be stored encrypted at rest. Backups are created to mirrored storage and stored in a back-up data centre in a physically separate location to the primary data centre.

Data Protection & Location

The Anywhere Company hosts Anywhere Platform customers in data centres located in the UK or EEA. The Anywhere Platform complies at all times with the Data Protection Act 2018, the EU Data Protection Directive 95/46/EC, the General Data Protection Regulation 2016/679 (GDPR), the Regulation of

Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699), the Electronic Communications Data Protection Directive 2002/58/EC, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and all applicable laws and regulations relating to processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner.

Trial Process

The Anywhere Company undertakes a guided trial with the customer for assessment purposes. This involves a consultant-led series of hands-on sessions which are typically role-based and enable the customer to undertake a comprehensive live evaluation of the solution as it is supposed to be used. As part of the guided evaluation end users are able to direct queries to the team whilst on-site or via email.

Further Information

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