



FINWORKS PLATFORM SERVICE DEFINITION (G-Cloud 15)

Prepared for: G-Cloud 15

Prepared by: Finworks Product Management

E discover@finworks.com

T +44 (0)20 7397 0620

P 23 Wilson Street, Wilsons Corner, London EC2M 2TE

Date: 29/01/2026 **Version:** 1.0 **Classification:** Public

© 2026 Finworks Ltd

Table of Contents

1 INTRODUCTION3

1.1 INTRODUCING THE FINWORKS PLATFORM 3

1.2 FINWORKS WORKFLOW PLATFORM 3

1.3 FINWORKS DATA PLATFORM 4

2 DATA BACKUP AND RESTORE.....4

3 DISASTER RECOVERY AND BUSINESS CONTINUITY.....4

3.1 DISASTER RECOVERY 4

3.2 BUSINESS CONTINUITY 5

4 INFORMATION SECURITY & QUALITY STANDARDS5

4.1 INFORMATION SECURITY STANDARDS..... 5

4.2 QUALITY STANDARDS..... 5

5 ONBOARDING AND OFFBOARDING5

5.1 ONBOARDING..... 5

5.2 OFFBOARDING..... 6

5.3 EXIT PLAN..... 6

6 SERVICE UPGRADES AND MAINTENANCE6

6.1 AVAILABILITY 6

6.2 SERVICE MAINTENANCE 7

6.3 PRODUCT RELEASES..... 7

7 SUPPORT AND AVAILABILITY7

7.1 STANDARD SUPPORT 8

7.2 CUSTOM SUPPORT..... 8

7.3 TRAINING 8

8 TECHNICAL REQUIREMENTS.....8

9 HOSTING8

10 ABOUT FINWORKS AND FINCORE.....9

11 FURTHER INFORMATION & CONTACT DETAILS9

1 Introduction

1.1 Introducing the Finworks Platform

Finworks is a trading name of Fincore Ltd. Finworks provides low-code, software-as-a-service (SaaS) platforms for data management, workflow, and case management. The platforms are designed to support public sector and regulated organisations in building, operating, and evolving digital services in a controlled and auditable manner.

The Finworks Platform enables buyers to configure and deploy custom applications without extensive bespoke development. It supports structured data capture, workflow automation, case management, reporting, and integration with other systems. The service is delivered as a secure SaaS offering and is suitable for use in operational, regulatory, and administrative contexts.

The platform is designed to support incremental change, allowing services to be adapted over time as business, policy, or operational requirements evolve.

1.2 Finworks Workflow Platform

The Finworks Workflow Platform is a low-code platform for workflow management, case management, and business process automation. It allows buyers to configure workflows, forms, business rules, and case data structures using configuration rather than custom code.

Core capabilities include:

- Configurable workflows and task routing
- Structured case management
- Role-based access control and permissions
- Task, queue, and workload management
- Escalation, prioritisation, and exception handling
- Collaboration and audit logging

The platform is used by public sector organisations to automate and manage operational processes where traceability, governance, and consistency are required.

Typical use cases include:

- Workflow management for operational and regulatory processes
- Case management for structured decision-making and service delivery
- Compliance and governance processes
- Collaborative business process management

The platform provides real-time visibility of work in progress, enabling teams to identify bottlenecks and manage workloads effectively. Automation and structured processes support consistent outcomes and reduce manual effort. The efficient processes lower risks and result in significant cost savings.

1.3 Finworks Data Platform

The Finworks Data Platform provides data management and governance capabilities to support the ingestion, management, and use of data from multiple sources. The platform is designed to support data quality, control, and reuse across operational and analytical use cases.

The platform supports:

- Data ingestion from multiple internal and external sources
- Data validation, transformation, and enrichment
- Data governance and metadata management
- Secure access to data for reporting and downstream systems

It is commonly used in environments where data must be managed alongside time-critical workflows or integrated across multiple systems.

Typical use cases include:

- Centralised data management and redistribution
- Large-scale data ingestion and preparation
- Data integration and harmonisation across systems
- Deployment of data processing capabilities in cloud or edge environments

The Data Platform can be used independently or in conjunction with the Workflow Platform, allowing data and processes to be managed as part of a single service.

2 Data Backup and Restore

Finworks performs regular backups of platform databases and data stores. This includes daily full backups and hourly differential backups. Backups are retained in accordance with the standard retention policy, which is three months by default and can be adjusted by agreement.

Backups are included as part of the standard service. Data restoration is performed by Finworks following a support request and is designed to allow timely recovery of service data.

3 Disaster Recovery and Business Continuity

3.1 Disaster Recovery

The service includes disaster recovery capabilities appropriate to the hosting model selected. Standard disaster recovery uses backups stored across multiple availability zones.

In the event of a disaster recovery invocation, a new hosting environment is established, and the most recent backup is restored to reconstitute the service.

Standard disaster recovery targets are:

- Target Recovery Time Objective (RTO): 4 working days
- Target Recovery Point Objective (RPO): 24 hours

Optional enhanced disaster recovery services, including hot standby configurations, are available at additional cost and reduce recovery times. These options are described in the pricing documentation.

3.2 Business Continuity

Finworks maintains a business continuity plan aligned with its ISO 9001 and ISO 27001 management systems. This plan supports continuity of service delivery and operational resilience.

4 Information Security & Quality Standards

4.1 Information Security Standards

Finworks operates an ISO 27001 certified information security management system. The service is designed to support data classified up to OFFICIAL, including OFFICIAL-SENSITIVE, subject to customer requirements and contractual agreement.

Security controls include:

- Role-based access control
- Granular permissions at application, record, and field level
- Audit logging of user and system activity
- Independent penetration testing and security assessments

Relevant Finworks staff involved in service delivery and support are security vetted as appropriate to their roles.

4.2 Quality Standards

Finworks operates a quality management system certified to ISO 9001. This covers service delivery, support, change management, and continuous improvement.

5 Onboarding and Offboarding

5.1 Onboarding

Onboarding follows a defined and repeatable process. The approach is tailored to buyer requirements and may range from lightweight configuration to a phased implementation.

Typical onboarding activities may include:

- Project initiation and governance
- Discovery and requirements definition
- Configuration of workflows and data structures
- Data migration (if required)
- Testing and user acceptance
- Go-live and transition to support

We can help with all aspects of deployment, configuration, interfacing, and integration to other systems. If needed, we can also help you migrate from other systems and services.

5.2 Offboarding

On service termination, Finworks will provide the buyer with access to their data in documented, open-standard formats such as CSV or XML. This supports archiving or migration to another service.

A basic data export is included. More complex export or transition activities may require additional effort and are charged on a time and materials basis in line with the SFIA rate card.

5.3 Exit Plan

A standard exit approach is included as part of the service. This supports continuity of service and orderly transition to another provider if required.

Exit support may include:

- Continued service provision for an agreed transition period
- Provision of data extracts
- Documentation of configured workflows and data structures
- Secure deletion of customer data following confirmation of transfer

Additional exit support beyond the standard approach is chargeable as described in the pricing documentation.

6 Service Upgrades and Maintenance

6.1 Availability

The service is designed to be accessible 24 hours a day, 7 days a week. Service availability targets and any service credits are defined in the Service Level Agreement agreed at call-off.

6.2 Service Maintenance

Planned maintenance is required for security patching, platform updates, and service improvements. Where maintenance may affect service availability, reasonable notice is provided and timings are agreed with the buyer where possible.

6.3 Product Releases

Product updates are released on an agreed schedule. Release notes are provided, and support is available to assist buyers in adopting new features.

7 Support and Availability

Finworks provides Standard and Custom Support options. Support hours, response times, and resolution targets are defined in the Service Level Agreement.

Support and maintenance work may include:

- Helpdesk service and associated issue resolution – usually 3rd and 4th line but can be expanded to include 1st and 2nd line
- Major incident (e.g., disaster recovery) and security incident management
- Incident escalation
- Maintenance (application and hosting)
- Service monitoring
- Capacity management
- Release management, which will typically include:
 - Implementation and rollback plans
 - Release notes and other release documentation
 - Complying with our customers' standard release processes
 - Internal release testing
 - Support to customer UAT testing and live proving for upgrade and issue resolution releases
- Backup and disaster recovery management
- KPI reporting (frequency as agreed with the customer)
- Service reviews (frequency as agreed with the customer)
- Support for the customer's ongoing internal documentation of Service Delivery Packages and other necessary customer internal documentation
- Day-to-day security management, including:
 - General provision and maintenance of secure services
 - Key and certificate management
 - Patching
 - Anti-virus management
 - Log analysis and review

Support services are priced separately from the SaaS subscription and are detailed in the G-Cloud pricing documentation.

7.1 Standard support

Per month “Capped Effort” basis.

Capped Effort support provides a predefined maximum monthly support effort of two days. Customers have the option to request additional effort at SFIA rate card prices if Finworks has the resources available at the time of the request. Unutilised effort cannot carry over to subsequent months.

All support work will count against the agreed amount of Capped Effort, i.e., for Standard Support, the two days of effort, other than:

- Application and hosting maintenance that is undertaken simultaneously for the benefit of all customers
- Standard service monitoring
- Capacity management

7.2 Custom support

We can provide Custom Support on a 9 to 5, 7 to 7, 24/7, or custom basis, applying either an SLA or Capped Effort approach. The scope of Custom Support arrangements is extremely flexible, and support fees will typically be structured to encompass the required support and maintenance work.

7.3 Training

We can provide training either directly to end-users or on a train-the-trainer basis. We can also support the production of tailored training materials.

8 Technical Requirements

The service is accessed via a modern web browser over an internet connection. Supported browsers and minimum device requirements are documented and kept under review. No specialist client-side software is required.

9 Hosting

The Finworks Platform is delivered as a SaaS service and may be hosted in public, private, or hybrid cloud environments. Hosting arrangements are agreed at call-off and may be provided by Finworks or directly by the buyer.

Security controls such as network restrictions, IP whitelisting, multi-factor authentication, and geographic restrictions can be applied where required.

Optional edge deployment scenarios are available by separate agreement.

10 About Finworks and Fincore

Finworks is a trading name of Fincore Ltd, a privately owned UK SME. Fincore Ltd provides low-code platform services and associated support for workflow, case management, and data management solutions.

11 Further Information & Contact Details

If you would like further information on our services and support or specific advice on how we can configure them to your needs, then please contact us as follows:

Phone & e-mail

- Email: discover@finworks.com
- Telephone: 020 7397 0620

Website

www.finworks.com

Address

Fincore Limited
23 Wilson Street
Wilsons Corner
London
EC2M 2TE