
JCAD Ltd

Risk & Compliance Management JCAD CORE

Executive Summary & Summary
Definitions

“A combination of good software design, great support and a ‘can do’ attitude is what separates us from other software providers. This was true when the company was founded by my father 30 years ago and it’s still true today.”

Damian Crawford, CEO

JCAD MANAGEMENT SUMMARY

In business since 1992 and incorporated in 2009, JC Applications Development Ltd take great pride in our ability to develop world class software solutions and associated services that enable our clients to manage risk, compliance and claims more effectively. As a result, they are better placed to achieve their corporate ambitions, save time, money and offer a superior service to their stakeholders. This is proven by our last customer satisfaction survey where 98% of respondents said that they would recommend us.

With a turnover of approximately £2.0M and over 200 successful implementations JCAD is a market leader in the provision of claims handling and compliance management software to both the public and private sectors. Client representation covers many diverse industries including but not limited to;

- Housing associations
- Local government
- Emergency services
- Charities & NGO's
- Academia
- Finance
- IT
- Retail
- Facilities Management
- Utilities

Unlike some providers who offer bespoke solutions, all JCAD's software is wholly "off the shelf". This enables us to keep costs low but still focus on the development of new functionality that is then shared across our entire client base. It is also worth pointing out that JCAD Ltd is also an ISO 9001:2015 accredited specialist application provider which means our systems and processes are impeccable. JCAD are also accredited ISO27001:2022 & Cyber Essentials Plus suppliers.

OUR PRODUCT SUITE

JCAD CORE - Enterprise Risk & Compliance Management

JCAD's CORE management software provides businesses with a framework on which to better manage risk and compliance with a clear link to objectives, strategy and opportunity. Through doing this, businesses become more resilient enabling faster growth, increased revenues and improved stakeholder satisfaction.

JCAD CORE is installed at over 60 organisations and is accessed by over 10, 000 users. Through its configurability it is used for a variety of compliance functions, the most common of which is enterprise risk management however other business assurance functions such as audit, regulatory compliance and financial covenants are also popular. Clients include;

- The National Friendly Society
- Sodexo
- The British Council
- Wartsila
- Kent County Council
- Colt Technologies
- Neste
- Beyond Housing
- Aster Group
- LB of Havering

Major benefits

- Simple navigation
- Cost effective
- Suitable for any size or complexity of organisation
- Hosted and non-hosted offerings
- Aligned to risk management standards as prescribed by ALARM, the IRM, COSO, Office for Government Commerce and ISO 31000
- Configurable for each client's own framework, for example;
 - The organisational hierarchy
 - The corporate/strategic plan
 - The risk terminology used
 - The probability/impact grid
 - The data capture field requirements
 - The review notification workflow processes
- Accessible through desktop PC's, Mac's and tablets
- Additional registers can be added such as tracking audit recommendations, opportunities to provide a more holistic overview of all areas of compliance.

The application is offered as either a hosted or non-hosted solution although 95% of our clients chose to use our own partner hosting services. We host on Microsoft's Azure platform where 99.99% uptime is guaranteed from their UK South data centre.

Our Professional Services

Each of our applications is supplied with full client support and professional services in order to ensure a smooth implementation and continued pain free use. We are able to provide as much "hand holding" as is necessary however as all our applications are COTS (commercial off the shelf) implementation is relatively straight forward and therefore extremely cost effective. Having been involved in the development process, each one of JCAD's support services staff are conversant with each application and have been responsible for many successful installations.

We take a train the trainer approach as this allows for the largest amount of information to be imparted over 1 or 2 sessions. The training to other users is then undertaken by the client as and when time and resources permit. As part of the implementation, we generally recommend a plenary session with all relevant client personnel to agree a plan as well as a subsequent session post implementation to ensure everything is satisfactory.

Support

JCAD provide exemplary support through our dedicated support desk.

- Telephone helpline available from 09:00 to 17:00 Monday through Friday excluding Bank Holidays and Christmas – Answerphone service at all other times
- Email support available during office hours
- Remote dial-in available during office hours
- Typically all support requests are resolved immediately or within 2 hours.
- If any fault with the product cannot be fixed via telephone, email, or dial-up diagnostic support (if made available) we will visit on-site for diagnostic and problem resolution, this visit will be chargeable if the problem is deemed not to be with our product.
- Minor bugs are recorded within our Defect Management System and fixes are released as EBF Scripts. These fixes will then be made available to all clients in the next release of the product.
- Major bugs are recorded within our Defect Management System and fixes are then made available to all clients in the next release of the product.

If there is a significant fault rendering the system unusable, then a fix will be made available to the whole client base in the shortest possible timeframe. **NB: This situation has never occurred.**

If you take advantage of our hosting services this is provided in the MS Azure environment.

Development Ethos

Future development is impacted by feedback from our existing clients. This feedback is garnered from contact in the shape of regular user groups, our on-line forum, support calls and an annual satisfaction survey. In our last satisfaction survey in 2022, 98% of respondents rated our products and services as either good or excellent..

All development is undertaken by our staff in the UK.

Exploration of Your Requirements

From conversations with you we will seek to understand the issues the business faces and how to resolve them through our technology solution. These are some of the most obvious areas where JACD CORE is able to help.

- To standardise upon the ERM approach used within the business
- To offer easier consolidation of risk
- To provide more meaningful reporting
- To reduce administrative burden
- To improve upon how risk, controls are managed within the business to effect positive change
- To increase regulatory compliance

Method & Approach

JCAD CORE has been proven to provide solutions to the aforementioned issues; this is demonstrated by our large and diverse client base.

Should you choose to partner with JCAD then the basic steps of the implementation process are as follows.

1. At point of order (assuming a hosted service) we ask the business users to provide the necessary configuration information, i.e. terminology, matrix, categories etc.
2. We would normally have a pre-implementation meeting to discuss the build and agree approach (point 1 above) – either with the business or their ERM consultants
3. With the information provided by the client we then build the database/s for the chosen number of registers
4. Once configured, we then make this prototype available for testing purposes and provide training.
5. Custom reports are developed and deployed if required/purchased
6. Once the system is approved and any amendments made the system goes live.

Other services

Once a contract is terminated the client is able to download data into a flat file format. If required in a different format then JCAD may need to be involved and a consultancy fee will be levied.

Invoicing is charged annually upfront and within 30 days of order unless otherwise agreed.

If an alternate SLA is required then JCAD are happy to discuss this – however as an off the shelf system, support is generally not required.

An evaluation version is available on request as is a more in depth low cost POC (Proof of Concept)