

Service Definition – Resilience Platform and Support

1. Service overview

4C's "Resilience Platform" is a *modular software system*, encompassing **Continuity Manager, Risk Manager, Incident Manager, and Exercise Manager**, designed to be used either as standalone modules, or together as a total resilience solution. The solution supports the **planning, execution, monitoring and continuous improvement** of organisational resilience activities.

The platform consolidates resilience data, workflows and evidence into a **single source of truth** to support collaboration, analysis and information management across distributed teams and stakeholders.

The service provides access to the Resilience Platform together with **Specialist Technical Support** and associated support services to help customers configure, deploy, operate and maintain the platform in line with their requirements. The service is suitable for **public sector organisations, regulated environments, and corporates** operating across multiple teams, sites, suppliers and partner organisations.

2. Service features and platform modules

- **Business continuity management "Continuity Manager"** (e.g., plan library, contacts, dependencies, recovery actions, assurance activities)
- **Risk management "Risk Manager"** (e.g., risk registers, assessment workflows, controls, mitigations, reporting)
- **End-to-end training and exercise management "Exercise Manager"** (planning, delivery, tracking, evaluation and lessons learned)
- **Incident and crisis management workflows "Incident Manager"** (logging, triage, escalation, tasking, situation reporting and decision tracking)
- Centralised data management supporting a **single source of truth**
- Integration with third-party systems and data sources (e.g., identity/access management, ITSM, reporting tools)
- **Analytics, dashboards and reporting**
- **AI-assisted analytics and data processing capabilities** (where configured/enabled)
- Scalable deployment to support distributed users and organisational structures
- Automation and templating to support reuse of plans, scenarios, workflows and configurations
- Real-time monitoring, tracking and evaluation of actions and activities
- Configurable platform features to reflect customer policies, governance and operating models
- **Role-based access control** and auditability
- Individual user/participant and role assignment functionality (e.g., for exercises, incidents, training and response roles)

3. Service benefits

- Supports structured planning, execution and evaluation of resilience activities (continuity, risk, training, incident and crisis)
- Improves consistency, governance and traceability of data, actions, decisions and evidence
- Improves resource allocation, prioritisation and cost-efficiency through clearer oversight and reporting
- Integrates with existing systems and supports vendor-agnostic interoperability where feasible
- Enables data-driven decision support through dashboards, analytics and trend reporting
- Improves collaboration across multiple stakeholders, teams and locations
- Supports scalable adoption across different organisational sizes and maturity levels
- Reduces reliance on informal or unmanaged approaches (e.g., disconnected documents and spreadsheets)
- Improves organisational readiness through repeatable training, exercising and continuous improvement
- Supports faster coordination and response through structured incident/crisis workflows
- Security and access controls suitable for **public sector and regulated organisational use**
- Ongoing development, continuous improvement and optional consulting partnership

4. Service scope

Included

- Licence to use the Resilience Platform for the contract duration
- Deployment using an agreed hosting model
- Standard platform updates and maintenance
- Annual Service Support Agreement
- Specialist Technical Support to support onboarding, configuration, deployment and use of the platform
- Named 4C point of contact for service coordination
- Analytics and visualisation activities where agreed in advance

Not included

- Bespoke software development unless explicitly agreed under a separate contract
- Data creation, migration, validation or cleansing (unless explicitly agreed as a scoped service)
- Provision of customer hardware, devices, connectivity or internal infrastructure
- Third-party software or licensing (unless explicitly agreed)
- Additional consulting, training delivery, or on-site support unless explicitly agreed

5. Service delivery

The service is delivered collaboratively between 4C Strategies and the customer.

Delivery activities may include:

- Initial service kick-off and onboarding
- Platform setup and configuration to reflect customer resilience use cases
- User access setup, role configuration and familiarisation
- Configuration of workflows, templates, dashboards and reporting
- Integration planning and implementation support where required
- Go-live support and early-life service stabilisation

- Ongoing platform support and maintenance
- Deployment of Specialist Technical Support personnel where required

Delivery approach, service levels and deployment of specialist personnel are agreed during contract negotiation.

6. Hosting and deployment

Resilience Platform is often delivered as **cloud software** (i.e., accessed over the internet and hosted in the cloud).

Resilience Platform can be deployed using one of the following models:

- Software-as-a-Service (SaaS) hosted by 4C Strategies
- Hosted within a customer-provided cloud environment
- On-premises available

7. Security and data handling

- Data is processed in accordance with applicable data protection legislation
- Access to the platform is controlled through role-based permissions
- Customers retain ownership of all data provided to the platform
- Security controls are implemented in line with the selected deployment model and customer security requirements

8. Service constraints and dependencies

- Effective use of the platform depends on customer engagement, ownership and availability
- Customers are responsible for the accuracy and legality of data they provide
- Certain platform capabilities may depend on customer infrastructure, identity management and integration arrangements
- Deployment of Specialist Technical Support personnel is subject to availability and agreed terms

9. Support and maintenance

4C Strategies provides:

- Platform support under an annual Service Support Agreement
- Incident and issue management
- Platform maintenance and updates
- Specialist Technical Support where agreed

Support arrangements, response times and service hours are defined at contract negotiation.