

Service Definition

Exonaut Platform and Support Services

1. Service overview

Exonaut is a configurable software platform used to support the planning, execution, monitoring and evaluation of training, exercises and other complex scenarios, including live, virtual and constructive environments. The platform consolidates data into a single source of truth to support collaboration, analysis and information management across distributed environments. The service provides access to the Exonaut platform together with Specialist Technical Support (STS) and associated support services to help customers configure, deploy, operate and maintain the platform in line with their requirements. The service is suitable for organisations operating in complex environments, including but not limited to Defence.

2. Service features

- End-to-end training and exercise management
- Centralised data management supporting a single source of truth
- Integration with third-party systems and data sources
- AI assisted analytics and data processing capabilities
- Scalable deployment to support distributed users and environments
- Automation to support reuse of data and configurations
- Real-time monitoring, tracking and evaluation of activities
- Configurable platform features to reflect customer use cases
- Role-based access control and auditability
- Individual candidate selection functionality

3. Service benefits

- Supports structured planning, execution and evaluation of complex activities
- Improves consistency and traceability of data and analysis
- Improves resource allocation and cost-efficiency
- Integration with existing systems and vendor-agnostic compatibility
- Data-driven decision support & analytics
- Enables collaboration across multiple stakeholders and locations
- Supports scalable use across different organisational sizes and scopes
- Reduces reliance on informal or unmanaged data handling approaches
- Enables data-driven analysis to support organisational objectives
- Rapid adaptability and real-time responsiveness
- Security & compliance suitable for high-end / military use
- Ongoing development, continuous improvement and consulting partnership

4. Service scope

Included

- Licence to use the Exonaut 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 deployment and use of Exonaut
- 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
- Provision of customer hardware or infrastructure for cloud or on-premises hosting
- Third-party software or licensing

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 use cases
- User access setup and familiarisation
- 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

Exonaut can be deployed using one of the following models:

- **Software-as-a-Service (SaaS)** hosted by 4C Strategies (data classification requirements will need to be considered by the customer)
- Hosted within a customer-provided cloud environment
- Hosted on customer on-premises infrastructure

The selected hosting model is agreed at contract award. Customers are responsible for providing suitable infrastructure for non-SaaS deployments.

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
- 4C Strategies operates an ISO/IEC 27001-certified Information Security Management System (ISMS)

8. Service constraints and dependencies

- Effective use of the platform depends on customer engagement and availability
- Customers are responsible for the accuracy and legality of data they provide
- Certain platform capabilities may depend on customer infrastructure 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.

10. Pricing assumptions

Pricing is based on:

- Exonaut platform licence cost for the duration of the contract
- Annual Service Support Agreement
- Specialist Technical Support, scoped and agreed in advance

Pricing is customer-dependent and detailed in the G-Cloud pricing document.