



THE ISARR PLATFORM

YOUR BESPOKE RISK, RESILIENCE AND SECURITY MANAGEMENT SOLUTION

SIMPLE, COST EFFECTIVE AND ADAPTABLE, NOW AND INTO THE FUTURE



G-Cloud - Lot2b

ISARR Risk Portal, Information Sharing Platform (ISP) Service Definition 2026

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ISARR Risk Portal, Information Sharing Platform (ISP) G Cloud Service Overview

ISARR is a web based platform that provides a range of different modules that can be specifically configured for the client or project and delivered over a single, integrated and secure web based service.

Information Sharing & Collaboration Platform

The Platform supports a range of information sharing, notification, collaboration and management capabilities that are ideally suited to support internal teams, departments or businesses as well as wider groups and initiatives that will provide controlled access across a range of stakeholders, industry partners, business or even the general public.

Secure Groups

The core framework provides a number of secure Groups that can be set with specific permissions to access the different module capabilities, as well as defined information sharing protocols.

Streamlined Administration & Management

The ability to easily create and manage an environment that is highly granular, and tailored to the individual Group and System Users delivers an amazing level of control and security for control collaboration and secure access. This delivers a host of valuable capabilities whilst at the same time, significantly minimising any administration overheads.

Module Capabilities

The ISARR platform consists of a number of modules that are interconnected, so you get more out of each component when they work together, but they can also be used individually. The Modules are all completely configurable to the project and include;

INCIDENT MANAGEMENT REPORTING & WORKFLOW / SOP'S Consistently report, share and analyse your incident/event reports	CRISIS MANAGEMENT / DECISION SUPPORT All the tools you need to make a faster, more informed decision in a crisis situation.	NOTIFICATIONS & COLLABORATION Communicate across routine operations and crises to work cooperatively toward a speedy resolution.
STATUSBOARDS & SITUATION REPORTS Schedule information collection across multiple Groups & automatically collate & visualise the responses	CUSTOM LOCATION PROFILES Manage and visualise all your locations within an interactive platform.	JOINT ORGANISATIONAL / OPERATIONAL LEARNING Multi Agency Operational Learning Portal aligning with NOL, JOL and JESIP

DISRUPTIVE EVENT ALERTS Monitoring of global events to help manage potential disruptions to employees, the organisation & supply chain. With geofencing and tailored alert notifications	COUNTRY INFORMATION & EMBASSY RATINGS Country information for over 198 countries which includes a variety of key topics. Automatic collection of Embassy Travel Advisories from the “Five Eyes”	EVENT MANAGEMENT Record, share and monitor events across the organisation and ensure compliance tailored to requirements such as Martyns Law. With full notifications, tasks and reporting
RISK REGISTERS Ensure that risks associated with your business operations and everyday activities are recorded, prioritised and managed	VIRTUAL RISK ASSESSMENT GROUPS (v-RAG) Empower your Risk Groups with a virtual assessment process that saves time and resources whilst delivering a faster more dynamic assessment process	COLLABORATIVE RISK INSIGHTS, OVERWATCH & REVIEW Create tailored information feeds and highlight/flag specific events for closer review and collaborative overwatch
RISK VISUALISATION & ANALYSIS Take your existing data & visualise across a number of tables & charts to support discover & trends	ONLINE ASSESSMENTS & AUDITS Conduct online structured audits/questionnaires and visualise, compare and contrast the results	RESOURCES User friendly resources cards that show previews for videos, PDF's, images and other files for a more engaging experience
ARTICLES & REPORTS Share and publish specific reports, articles or updated with the ability to restrict access and send notifications	HEALTH & SAFETY Collect, review and collaborate on Health & Safety Events across teams and Champions and produce reports and analysis	BUSINESS CONTINUITY Capture key BC data points and assessments, collate all BC related information all in one view and search/filter across depts

For more detailed information, and a breakdown of the full capabilities for each module, please visit our Module Map on our website;

<https://isarr.com/platform-overview/>

Example Sectors & Case Studies

The ISARR ISP has been operational for over 14 years, across both the public and private sector, within some of the most iconic locations in the UK and internationally. Below are some examples of Public & Private sector case studies that are sanitised for confidentiality. These case studies help to highlight the ways in which the ISARR Risk Portal, ISP is being configured and deployed. Individual reference clients can be introduced on request;

Public	Private
COMMUNITY SAFETY & COUNTER TERRORISM ISARR have supported Community Safety, Warning & Informing and CT Awareness/Business Resilience through innovative “Virtual Exercises” with Emergency Services Partner Agencies	INSURANCE RISK MANAGEMENT Comprehensive risk management portals, integrated into Insurance policy services to provide guidance, advice, awareness and coordination during the response to claims and significant risk events
LOCAL AUTHORITY EMERGENCY PLANNING Supporting local response to significant incidents, helping to record, manage, collaborate and coordinate the response and sharing of information across partners and wider stakeholders for increased situational awareness	CORPORATE SECURITY & RESILIENCE Risk management and resilience tools and information management support in coordinating routine operations and response to significant incidents across corporate organisations on an international basis
AVIATION SECURITY & RESILIENCE Providing innovative Threat Assessment training and awareness for the Aviation sector through the UK regulator and Government Leads	UNIVERSITIES & HIGHER EDUCATION Used across a number of UK Universities to support the security, and resilience of the campus, staff and students
HUMANITARIAN SUPPORT, EMERGENCY RESPONSE VOLUNTEERING Supporting the community response and resources coordination to volunteering services	MAJOR EVENT VENUES ISARR is used in many high profile tourism and event venues to record, manage and coordinate the response to incidents and events for both routine operations and significant incidents

White Label Design & Project Branding

The ISARR ISP can be completely white labelled so that the look and feel matches the project and additionally includes custom terms and conditions, custom domain and “From” email address, custom pages, custom headers and footers etc for complete control & compliance.

Government Classification Level

The ISARR ISP can support the management of information assets at “OFFICIAL” level, with the additional option of “OFFICIAL Sensitive” through agreed local handling arrangements on a project by project basis.

Utilising the UK Cloud Hosting environment (or equivalent accredited Data Centres) classification levels can be increased in line with impact assessments and project requirements and the necessary additional controls these identify.

Deployment & Service Model Options

ISARR ISP is typically deployed in a Public cloud environment that meets and complies with Government assurance and impact level standards. There are options to utilise Private and Hybrid cloud deployments for higher level assurance should the project require.

Cloud Software as a Service (SaaS)

The ISP is a web application delivered as a service and accessible from various desktop and mobile clients via a modern web browser and internet connection. All of the underlying cloud infrastructure including network, servers, operating systems, storage, and availability is fully managed as part of the service. The ISP is installed as a single application and is not a shared application / database

Data & Maintenance

Data Centres

ISARR ISP uses a primary and geographically separate secondary DC in the UK for data sovereignty. The physical security baseline of the data centres include ISO 27001:2013, PCI-DSS v3.2, PSN CoCo and the requirements of data marked OFFICIAL. The data centres individually exceed normal commercial good practice with controls such as IL4 alignment, Class 3 strong-room construction, ANPR vehicle entry controls or the use of vibration sensors on exterior walls.

Network

A geographically resilient, low-latency WAN between both data centres and support locations, with diverse transit locations and a large bandwidth over-provision and DDoS mitigation controls to ensure availability. PSN and HSCN connections are available with simple to use cross-site networking solutions for geographically redundant services.

Compute Resources

Standard VPS is 4GB RAM, 4vCPU Processor and 80GB SSD. This will be configured with a webserver, DB and Load balancer cluster configuration for high availability.

Storage Options

Non-persistent VPS Storage - VPS servers provide non-persistent storage (which means that the data would be removed when the compute resource is terminated)

Persistent Object Storage - Persistent Object Storage provides additional cloud storage, backups and archiving for disaster recovery, by storing a second copy of important business files outside of your business infrastructure within a resilient environment.

Data Durability and Reliability

Copies of data held in logically and physically separate infrastructure. All data is triplicated, ensuring 99.999999% object durability.

Backup/restore and disaster recovery

Backups can be taken as snapshots. By default these are daily with 7 day rotations and 1 monthly backup. In line with High Availability requirements, data can be replicated in real time between database instances. All backups are Encrypted at Rest.

Patching & Updates

ISARR runs a patching framework that prioritises any vulnerability severity and patches these within 24 hours for extreme, 48 hours for high and within 5 days for medium. Details are maintained in our internal register as part of the ISAME Gold accreditation and audit process.

Utilisation monitoring/reporting

Real time resource monitoring is maintained with email Alerts for specific trigger thresholds.

Security Options

ISARR has a comprehensive physical and data security policy and standards inline with NCSC 14 Cloud Security Principles. Details and copies of the ISARR ISP Assurance framework can be supplied on request.

Data Privacy & Retention

ISARR is fully compliant with General Data Protection Regulations, with Controller/Processor relationships established under the Terms and Conditions of the contract.

The ISARR ISP also has a custom Data Retention function that allows specific categories to be assigned a retention period that are then automatically flagged for review. This saves considerable manual administration and monitoring of data retention compliance and ensures that this is aligned with the project's policy and requirements.

Service & Support

ISARR provides two levels of Service Level Agreement (SLA) (detailed in the Terms and Conditions document);

- Standard: - Monday to Friday 0900 - 1730 GMT
- Priority: - 24/7 on call with escalation to Cloud Engineer

Setup & Configuration

A comprehensive setup programme captures all of the configuration details for the project, including any existing reporting formats that the client already has, as well as specific terminology and structures. This ensures that the ISP is aligned with current procedures and streamlines adoption

Onboarding & Training

A custom training package is created in PPT, PDF and Video and is accessible for end users in the system help section. In addition, “train the trainer” packages can be provided.

Service roadmaps

A roadmap will be agreed as part of the project, that will capture ongoing updates and enhancements, as well as any defect resolutions and other key schedules

Termination & Off Boarding

All data is exported and returned to the client, in CSV/Excel format, with additional archives for files and other assets. All remaining data is destroyed in compliance with best practice data security standards.

Pricing

Pricing model consists of three components;

1. Annual licence fee based on modules and groups
2. One time setup, configuration and training
3. Message fees (for high volumes of messages)



Ordering Process

The project is defined and detailed in the signed "Order Form" as part of the T&C's

Terms of Service

Licence terms are typically 3 years with an annual break clause, with the annual licence fee invoiced (annual) upfront and any overage usage invoiced monthly in arrears

Reference Clients

Client reference can be supplied on request

Further Information

For further details, questions or a demo please see our website

<https://isarr.com/>