

Zinc Service Definition

G-Cloud 15

zinc

Commercial In Confidence

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1.0 The Zinc Platform

1.1 Overview of Zinc

Zinc is a secure, cloud-based Software-as- a-Service (SaaS) solution for end-to-end critical event management, enabling you to command, control and communicate through one common operating platform. It provides all the information you need in one place to effectively manage all incidents, cases, threats and security operations.

Zinc is for organisations operating in complex, high-risk environments, who manage people safety, physical security, crisis management, compliance and critical communications and demand the highest levels of control.

Incident and crisis management is at the heart of Zinc. It supports teams through the entire lifecycle of preparation, response and recovery as well as business-as-usual operations for crisis and emergency preparedness. As such, the platform is structured with an open architecture, powerful workflows and a central repository, with built in intelligence enabling data to be gathered, analysed and visualised.

The data is then disseminated through an integrated communication application. Zinc scales from a single location to a global enterprise and is used across government, first responders, corporate and retail sectors. Its flexibility and ease-of-use mean that Zinc can be configured to support many needs and can be easily incorporated into an organisation’s operations and integrated with other systems.

1.2 Core Modules

Zinc operates as a modular platform architecture, enabling organisations to deploy selected functional modules and expand the platform over time in line with operational and compliance requirements.

Additional sites are added through a site-based licensing model, allowing modules, access controls, and workflows to be configured independently at site level. This structure supports consistent governance, auditability, and policy enforcement across multiple locations, while accommodating site-specific operational needs within a unified platform.

Modules	Description
Incident Management	Centralise incident reporting and response with structured workflows, real-time updates, mobile reporting, evidence capture, and full audit trails to improve accountability and recovery.
Automated Incident Notifications & Operating Procedures	Automate incident alerts and trigger SOPs instantly, ensuring the right people act fast, follow consistent procedures, meet SLAs, and maintain complete compliance records.
Daily Occurrence Log	Digitise daily logs to capture shift activity, observations, requests, and handovers in one place, linking entries to incidents with secure, searchable audit trails
Mass Communication	Send rapid, targeted emergency communications via email, SMS, WhatsApp, and app alerts using templates, geo-targeting, delivery tracking, and read receipts for accountability.

Threat Intelligence	Access real-time, analyst-verified threat alerts across 150+ risk types, overlaid on-site maps to improve situational awareness and enable faster, informed decisions.
Location Risk Profiles	Build dynamic location risk profiles by combining threat, crime, environmental and internal incident data, producing auditable insights to prioritise resources and strengthen resilience.
Audit & Checks	Run scheduled or ad-hoc audits and inspections with forms, evidence capture, and approvals to drive compliance and proactive mitigation.
Task Management	Plan, assign, and track tasks across teams with automated notifications, recurring schedules, linked workflows and supporting evidence.
Case Management	Manage investigations end-to-end with structured case assignment, evidence collation, witness logging, approvals, loss tracking, and professional reporting to ensure accuracy and defensibility.
Dashboards & Reports	Visualise operational performance with real-time dashboards, trend analysis, hotspot mapping, filters, and exportable reports to support control rooms and data-led decisions.
BI Analytics	Connect and query large datasets for deeper trend analysis, forecasting, and reporting using third-party BI tools, enabling strategic planning and long-term operational insight.
Artificial Intelligence	Use advanced AI analytics to uncover patterns, generate predictive insights, and support faster decision-making by combining operational data with emerging Gen-AI capabilities and automation.
Risk Assessments (Martyn's Law)	Support Martyn's Law readiness with structured risk assessments, evidence capture, audit trails, and clear reporting to demonstrate proportionate mitigations and ongoing preparedness.
Admin Panel (self-configuration)	Configure the platform to match evolving needs with codeless administration. Customise structures, workflows, dynamic forms, access controls, interface settings, and mandatory fields using intuitive drag-and-drop tools.

Patrol Management & Proof of Presence	Plan, assign, and adapt patrols with routes, checkpoints, and schedules to ensure full coverage and compliance.
Key & Asset Management	Key and asset management using secure NFC tagging for check-in/out, real-time visibility, automated reminders, and full audit trails.
Postroom Management	Manage in and outbound mail with full chain-of-custody tracking, barcode scanning, damage capture, automated notifications, and tailored reporting for real-time oversight and insights.
Visitor Management	Streamline visitor and contractor management with self-service check-in, automated invites and notifications, live dashboards, and compliant entry/exit records.
Loading Bay Management	Efficient loading bay management with real-time booking, automated scheduling and reminders, centralised oversight, optimised space use, and performance reporting.

Product overview: <https://www.zinc.systems/platform/>

2.0 - Technical Infrastructure

Zinc is an integrated and agile incident and resilience software solution delivered through a fusion of powerful workflows and analytics. It combines data orchestration and automation, incident management and intelligence into one single platform. Zinc uses open-source frameworks.

Zinc is one centralised and integrated platform, containing the following key components:

Command

Command, control, communicate and analyse

- Complete visibility of all critical events & activities
- Auto-escalate and trigger notifications in seconds
- Understand the impact and who is involved
- Force standard/emergency operating procedures
- Drive performance through task management
- Dashboards for making informed decisions

Reporter

Operate seamlessly on-the-go with our mobile app.

- Simple and intuitive experience to capture better data
- Receive real-time alerts and conduct tasks
- Upload evidence, photos, videos & files instantly
- Adapts real-time data based on your location
- Works offline with an automated smart sync feature
- Sign in rapidly with Face/TouchID and SSO

Verify

Verified compliance activities and integrated patrol management

- Conduct verified proof of presence activities
- Verify with NFC, image META, geo-tracking, barcode or QR
- Set up checkpoints, routes and patrols in real-time
- Schedule planned tasks for verification
- Conduct pre-set or random patrols
- Report incidents on the go
- Access live performance reports and audit trails

Threat Intelligence

Integrated threat intelligence enhances your situational awareness

- Integrated verified threat intelligence alerts
- Overlay threat intelligence data on your sites and assets
- Open web OSINT crawler and dark web monitoring
- Filter, analyse & disseminate the risks associated to you
- Set up automated triggers for alerts and actions
- Integrate your own intelligence feeds using our API

Marketplace

Create a connected ecosystem through API integrations

- Integrated all your systems into a single pane of glass
- Utilise out-the-box integrations
- Access our open architecture APIs to build your own i



2.1 Mobile Application

Zinc Reporter and Verify are available via both a web browser and as a downloadable app for iOS and Android devices and operate across all screen sizes, allowing for easy adoption on existing hardware and for bring-your-own-device (BYOD) users.

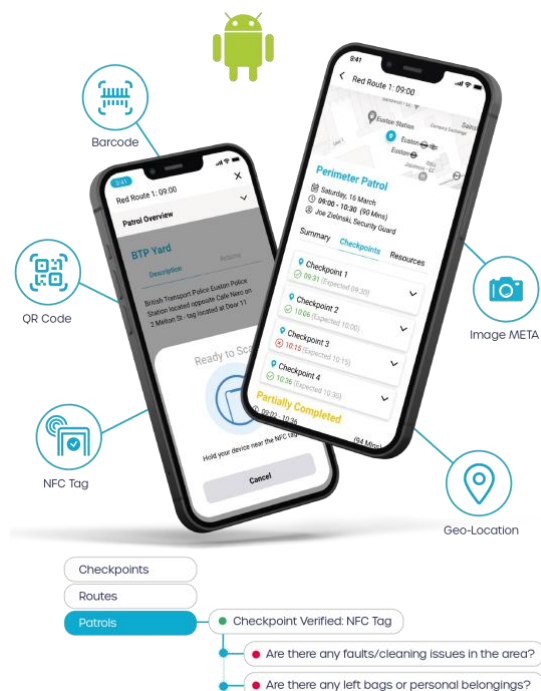
The apps have a high level of performance and are fast and responsive through being built for each OS and utilising each operating system's native components.

The apps operate both online and offline with an integrated smart sync feature for when internet connectivity is temporarily unavailable, allowing key functions such as incident reporting and other data capture to continue.

The mobile app offers full functional parity with the desktop version when it comes to reporting and managing incidents, completing tasks, and receiving notifications. Frontline users can capture data, upload evidence, update statuses, submit forms, and communicate whether online or offline with seamless syncing and a consistent user experience across devices. Where parity differs is in configuration, analytics, and dashboard-building capabilities, which are more advanced in the desktop interface. These include creating custom dashboards, editing workflows, and managing advanced data visualisations

Other key functions of the mobile app include:

- Client-branded, simple-to-use and intuitive interface
- Geo-location, fencing and tracking
- Intuitive incident reporting workflows that are fully responsive to the user's device
- 2-way communications capability
- Integrated notifications through native mobile services
- Upload photos, videos, and files with automated metadata capture, including location
- Access control
- Patrol management (available on Android only)
- Proof of presence / verification
- Integrated task management
- Multi-lingual



2.2 Highly customisable

Configuration tools are embedded into the Zinc platform to enable the tailoring of solutions to meet specific operating needs. Pre-configured solutions mean our software can be up and running in virtually no time, while built-in configuration tools afford the flexibility required to ensure optimal alignment with any visual branding and workflow needs.

Zinc is highly configurable from its data sets, forms and workflows to user interfaces. The platform has been built in a way to enable you to configure the system at ease, with no requirement for technical expertise or additional resources. The design itself is high in usability, with a clean, modern design that can also be easily branded and fit to all types of devices. Configurable aspects include:

- Access Levels and User Permissions
- Notification Types, Recipient Rules, and Content
- Incident Categories, Types and Outcomes
- Incident Reporting & Management Workflows

- Dynamic Forms and Questions
- Incident Severity and Priority Levels
- Management of Objects (people, users, assets, activities)
- Dashboards & Reports
- Task & Activity Workflows
- Risks (impacts, threats, vulnerabilities etc.)

3.0 - Security and Testing

3.1 Security Levels

Zinc takes the security of your data very seriously. The following methods are deployed to guard against attacks of loss of information.

- Zinc is ISO27001 and Cyber Essentials accredited.
- Zinc's SaaS application utilises AES 256 encryption for data at rest and TLS for data transport. •
- Access to the database (where encrypted passwords are kept) is restricted through 3 different levels of security.
- User access to the application is OWASP compliant. Other options include SSO and MFA.
- Zinc's platform employs a multi-tiered SQL access methodology
- Our internal development team's access to the system's database is monitored and reviewed for each member of staff under our data protection policy.
- Zinc conducts monthly vulnerability scanning of the application utilising third-party vulnerability scanning services.
- Zinc commissions annual penetration tests on both the application and its infrastructure
- Zinc undertakes AWS "Well Architected Reviews"
- Zinc's staff are vetted to BS7858 standards as a minimum and up to Home Office SC Clearance (if required).
- The platform also provides management with comprehensive control over user permissions, including access permissions for every component of the user interface, as well as control over who can view, edit or send objects within the system, and full audit logging of user activity.

3.2 Release Test Strategy

Zinc is updated in fortnightly sprint releases. Through operating as a SaaS platform, the update cycle is continuous in this manner, and there are no major new version releases followed by periods of inactivity.

Inspect & Adapt opportunities

Within our Agile delivery and testing process, we have multiple opportunities to review work and adapt the plan accordingly. The common methods often used within our Product team are Daily Stand-Ups, Sprint Planning, Story Grooming and Sizing, Defect Triage Sessions, Show & Tell Sessions, Sprint Retrospectives and Monthly Product meetings. In addition, all code is reviewed by peers when it is submitted to be included in the main code branch. Rework can occur to meet quality and code standards or rectify any highlighted issues at this point.

Test Release Process

The company is following a continuous integration (CI) development model. This follows well-established principles of automated testing, versioning, packaging, and finally, cycling through deployment environments. The latter stages involve some manual operations (mostly as a safety precaution). The release process provides a strong test coverage of the codebase to limit the scope for bugs finding their way into production.

Release Mechanism

The current tools used in the release process are: Bitbucket (a Git Repository) and Jenkins. Jenkins is an automation tool used for continuous integration (CI) and continuous delivery (CD). CI enables each developed or

fixed piece of functionality to be tested as soon as it is accessible. The CI element will trigger automated test cases, which ensure any bugs are quickly picked up. This is done in our staging environment to remove all bugs before deployment to the production environment and enabled for live end users.

3.3 Hosting and Availability

Zinc partners with Amazon Web Services (AWS) for the provision of its hosting infrastructure with London as the primary AWS region used, which consists of 3 availability zones over which our assets are spread. In addition to infrastructure, Zinc receives a 24hr managed hosting support service from Rackspace.

Hosting is included with the provision of Zinc via a multi-tenanted AWS instance, which is built to auto-scale, meaning that in times of higher concurrent usage, the infrastructure will scale up to ensure the application remains performant.

Zinc provides a 99.9% network uptime guarantee through its hosting partner AWS. System updates are made without requiring outages. Version releases contain relatively small, incremental updates that result in no noticeable change to the user. There are no regular or planned maintenance windows or periods of unavailability for the hosted service. For any major infrastructure maintenance, Zinc will switch users over to one of the 'hot' standby environments whilst the active environment is offline.

3.4 Application Performance Monitoring

In addition to infrastructure, Zinc receives a 24hr managed hosting support service from Rackspace and uses 'CloudWatch' for its application and infrastructure monitoring. If the active environment experiences a fault, our monitoring will detect this and alert a technician. With data having been replicated continuously across the environments, no data loss will be experienced.

Zinc core data layers operate on a serverless native architecture on the cloud that allows us to build and run applications and services without thinking about servers. This eliminates infrastructure management tasks such as server or cluster provisioning, patching, operating system maintenance, and capacity provisioning, which provides auto-scaling and high availability.

Serverless hosting provides automatic scaling with built-in availability and fault tolerance.

3.5 Integrations

Zinc provides a full range of integration services where there is a need to involve differing applications and data sources to ensure seamless data interchange and integration of business rules. Zinc's public documentation portal provides full instructions on how third parties can integrate with Zinc. We have a breadth of APIs that are both public and some are private. Those that are available for public consumption are: Authentication, Event/incident import (Create, update), Events/incident export, Users/staff (create, update and delete), Response forms export and our File service, which will allow you to upload your files within Zinc.

For any other areas of Zinc where you may want to leverage API integrations, Zinc can expose private API's publicly based on a discussion. Zinc will provide API access and setup for clients or 3rd parties upon request.

4.0 - Implementation & Delivery

4.1 Agile Delivery

Our agile and scrum methodology delivers you the following benefits.

- **Flexibility** - The framework provides many “inspect and adapt” opportunities throughout the sprint lifecycle, giving us the ability to constantly change our priorities to meet your end goal.
- **Collaboration** - By allowing constant communication between our delivery team and our customer, we will increase the likelihood of the output meeting your requirements.
- **Transparency** - A constant view of the product backlog (roadmap) as well as the current sprint backlog gives clear visibility of what the delivery team is working on and what the product priorities are throughout the lifecycle of the project.
- **Reduced Risk** - By delivering smaller output at a faster rate, we remove the amount of unknown risk as we proceed through the project lifecycle and return value to the organisation at a faster rate.

Zinc offers a range of services to support the implementation of its software products, including functional and non-functional requirement analysis, project management, solution design and configuration, integration, test planning and release and several support and training options.

4.2 Onboarding methodology

The project management framework used by the Zinc Systems Projects team to deliver a client mobilisation is based on the core principles established within the PRINCE2® methodology, but with certain stages of the project ran with an Agile approach.

By blending these methods it enables the controls associated with a sequential / linear / waterfall approach (which is effective for the repeatable or predictable elements of the project lifecycle, such as stages), with the iterative / incremental progress usually associated with short time frames and adaptability required to deal with evolving / turbulent environments, in order to deliver the most suitable solution for the client.

Stages:

- **Initiation & Discovery**
 - Appoint a project team
 - Create project logs
 - Kick-off meeting
 - Platform initiation/activation
 - Sharing of templates
 - Discovery workshop(s)
 - Refine scope and schedule
- **Execution**
 - Configuration workshop(s)
 - Organisational hierarchy
 - Modules customisation
 - Stakeholder demonstration
- **Training & Deployment**
 - Acceptance testing
 - User training

- Administrator training
- **Launch & Hypercare**
 - Test data deletion
 - Pre-launch checks and sign-off
 - Launch
- **Closure**
 - Hypercare period
 - Feedback and retrospective
 - End of project report/closure

This is supported by an agreed communication/escalation schedule accommodating the following to ensure project success.

- Ad-hoc requests and close working
- Weekly update calls
- Regular stakeholder meetings
- Post-launch review and retrospective

4.4 Service Delivery

During the setup and configuration phase, regular contact is maintained (daily), but as the solution enters service, the contact will abate to the agreed background level. Typically, these Service Review meetings occur quarterly however, this can be tailored to suit the client and contract needs.

Day-to-day service issues are handled by our Service Desk according to the support package purchased. Support is delivered under the auspices of our standard service level obligation.

During the onboarding phase, we will prepare a Service Definition document defining through-life support arrangements. This document will include key service information such as:

- Contact points
- The escalation processes
- Definition of support arrangements
- Change Management
- Response SLO's
- Reporting frequency
- Strategic Review meeting schedules

Our Service Delivery also includes provisions for regular security auditing, which is a key element of our solution. Key aspects of the service will be monitored from a 'security' and 'data privacy' perspective.

4.5 Offboarding - Data migration

The data module allows you to export data at a global level or module by module level in universally recognised formats. The data can be filtered and data ranges applied if required. If customers have access to the API continuous data extraction process is available.

There are no additional costs with regard to standard format data extraction and decommissioning of the platform. Costs associated with custom data migration will be charged using the professional service rates as detailed within the pricing document.

The data migration process may involve:

- extracting all textual data to a 'flat' or .csv file of agreed format, the file acting as the interface between the two systems, or
- writing bespoke scripts and processes to manage the migration and to commute data directly from the old to the new system. Data cleansing might also be necessary to remove anomalies or convert data structures that are incompatible with the data schemas used by the new system.
- Costs associated with data migration and cleansing will be charged using the professional service rates as

5.0: Support

5.1 The Support Desk

The Support team adopts ITIL processes for conducting support operations and provides Service Level Obligations (SLOs) around system uptime, response times and resolution times according to issue priority. The Zinc Support Team covers a range of support services, including incident management, issue resolution and administrator access management.

As standard, Zinc provides support during business hours and monitors platform performance on a 24/7 basis to respond to P1's within agreed SLOs. Out-of-Hours tickets can be logged by approved client Users via the Support Portal. Zinc provides 2nd line support to approved client Users and has an established process for escalating issues internally based on their priority level to achieve resolution within the stated SLOs.

What's included:

The support service is intended to assist, troubleshoot, and resolve specific tasks and queries resulting from the use of the Zinc application. Zinc Systems' support service covers the following items:

- Assistance and guidance to designated client super users in using the Zinc application.
- Assistance to designated client super users with software configurations and changes.
- Assisting with and helping resolve queries and issues relating to client-specific configuration.
- Minor changes or configuration requests to the application as requested by the client on an ad hoc basis, that does not/will not impact the core functionality of Zinc software.
- Investigating requests, analysing, and providing feedback via the Zinc Support portal.
- Support performance and activity reporting.
- If more significant functional changes are required, then the Service Desk and Project / Product Managers will scope and cost up the work as per the rates within the Pricing Document.

5.2 Service Level Obligations

The below supports SLO documentation is standard and in line with industry best practice and ITIL standards

Ticket Type	Initial Response Time	Response Time	Resolution Time
P1 Level Issues - Immediate Priority • System is down, resulting in a complete loss of service suffered by all users.	1 hour	1 hour	4 hours
P2 Level Issues - High Priority • A major piece of functionality prevents operation of the primary objectives of the system, of which there are no workarounds. Suffered by all users.	1 hour	4 working hours	Next working day
P3 Level Issues - Medium Priority • Failure to meet acceptance criteria in a previously released feature • A regression break in a feature caused by the release of another feature • Crashing of sections, features or modules • Security risks or vulnerabilities deemed to be 'High' or 'Medium' in severity and with an immediate threat • In all cases, the primary objectives of the system can still be achieved through workarounds	1 hour	8 working hours	Assessed and prioritised
P4 Level Issues - Low Priority • Design and user interface (cosmetic) issues • Data irregularities requiring investigation • Content changes or errors • Non-critical faults/issues, not impacting the primary objectives of the system • Configuration change requests	1 hour	24 working hours	Assessed and prioritised

5.3 Training

At Zinc, we believe that training and user engagement is critical to the success of the platform and, as such, we have placed concentrated effort to develop a suite of materials that deliver an engaging learning and user environment. Training is a blended approach that leverages a mix of one-to-one, self-guided and train-the-trainer learning. The material is clean and modern in design, and easy to understand and apply. This delivers a constant level of quality, maximum engagement and is cost-effective.

During the implementation phase, the project team will advise on a training programme. The number of training modules / levels will be compiled based on the system and user scope, and these will be delivered as planned training sessions.

- Onboarding programme for new users - Admin & Super Users
- Onsite or remote training
- Online training
- Knowledge user guides
- Customer portal – Support Centre users can gain access to FAQ's and self-help guides

A Train-the-Trainer strategy will involve the adoption of 'super users' and face-to-face or remote training methods, including the preparation of training material / workbooks that can, if required, be customised. During the implementation programme, the training strategy, environment and method(s) of learning will be designed.

5.4 Continuous Improvement

Zinc operates a SaaS environment through a licence-based model and agile development contract for continuous development and improvement after delivery of the initial application. This means close working with its clients that adopt this model to help ensure continuous improvements are road-mapped and service levels are maintained.

Zinc has a commitment to the marketplace to continually evolve and enhance its platform to take advantage of new technology as well as sustain a stable base supporting existing client instances. As such, Zinc's service roadmap is largely 'fluid' with improvements being carried out constantly - not only to the base platform but also to client instances where such updates are considered applicable and appropriate. Additionally, customisation can continue to evolve an instance of the client system in line with the business requirements and vision for it.

6.0: Pricing

Please see Zinc Systems, Zinc Pricing Document for detailed costs.

7.0: About Zinc Systems

Zinc Systems (Zinc) is a UK-based company specialising in Incident and Resilience Management solutions through its platform, Zinc. The business delivers its services to public sector agencies, government and policing, as well as enjoying a blue-chip client base which spans across several sectors, including retail, corporate, property, entertainment and security organisations.

Zinc is a highly configurable and intuitive solution crafted for organisations navigating high-risk and complex environments, safeguarding public safety, personnel, brand and assets. Tailored for security and safety leaders, Zinc upholds rigorous control and compliance standards in risk management.

The leadership team of Zinc has a unique blend of technology, data and security expertise that, combined, delivers an entrepreneurial, yet applicable approach to technology. Our business has an exciting and 'in play' development roadmap which is delivered as a SaaS model to our customers and enables high levels of flexibility.

Our goal is to help organisations to harness the power of data-driven technology in driving response to risk

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