



Multiplying Project Impact

MetricsLed DEPLOY

Service Information



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MetricsLed is a trading name of Skotkonung Ltd.
registered in England and Wales. Registration number 07893442

Summary

MetricsLed DEPLOY is a comprehensive cloud-based platform for the deployment and management of personnel working in the field. It provides organisations with immediate access to critical deployment information and simplifies the recruitment, deployment, and management of advisers, contractors, and field personnel.

DEPLOY delivers an enterprise-grade solution for managing both in-house teams and external consultants working across multiple programmes, in the UK and internationally. The platform maintains project, task, and individual profiles, including duty of care information. Users can securely log in to accept assignments, record time and expenses, and submit claims for review and approval. Client dashboards provide real-time visibility through reporting, data visualisation, and export functionality.

The service is delivered as a secure, cloud-hosted application that is simple to use and designed to meet HM Government cyber security and digital service requirements.

Components

DEPLOY is designed to support complex programmes operating at scale. Key components include:

- **Flexible project planning and organisation**
Create and manage multiple projects with ease, including uploading project documentation (such as terms of reference), configuring currencies, and defining cost codes for expenses.
- **Personnel and resource management**
Administrators can manage projects and view assigned personnel in a single system. Detailed records are readily available to support financial planning, oversight, and reporting.
- **Accurate time and expense recording**
Time can be logged in 15-minute increments against projects, with notes captured for each entry. Expense claims can be reviewed in detail, including receipt images captured via smartphone.
- **Reliable, secure accessibility**
DEPLOY is accessed via a secure web interface and supports use in low-bandwidth or intermittent connectivity environments. Users can log time and expenses on the move, including offline, with data synchronised when connectivity is restored. The platform is trusted by organisations operating in highly regulated and challenging environments.
- **Streamlined invoicing and approvals**
DEPLOY accelerates invoice creation, approval, and payment processes. Consultants



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and advisers can generate clear, consistent invoices, while organisations benefit from faster and more accurate approvals.

Features

- Project setup and deployment of staff or contractors
- Individual user profile management, including duty of care information
- Intuitive time and expense logging
- Recording and reporting of productive time, leave, sickness, and personal days
- Automated claims for standard allowances
- Multicurrency expense handling with automated exchange rate conversion to a base currency
- Receipt image upload and secure storage for audit purposes
- Organisation-defined account and cost codes
- Client-defined approval workflows for time and expense claims
- Data export for integration with third-party accounting and finance systems

Benefits

- Consistent and effective management of contractors and field personnel
- Improved efficiency through end-to-end oversight of people, tasks, and projects
- Automated and standardised approaches to risk, security, and compliance
- Support for HR functions, including vetting standards, work history, and auditability
- Improved accuracy through validated and consistent time and expense capture
- A professional, transparent experience for advisers, contractors, and field teams
- Immediate access to critical deployment information via the cloud
- Reduced administrative burden compared to manual or spreadsheet-based systems
- Downloadable management information and analysis
- Secure external line manager approval workflows
- Scalable solution delivering increased value as usage grows
- GDPR-compliant handling of data within a secure shared workspace
- Robust audit trails for all claim approvals and rejections



Service Provision

The service is developed, maintained, and supported by MetricsLed, a trading name of Skotkonung Ltd. Skotkonung Ltd is an IT solutions company specialising in the design, implementation, and support of secure, web-based operational management and information systems.

MetricsLed DEPLOY was previously listed under the name *DeployAdviser*.

Hosting

The service is hosted in the United Kingdom.

Access

DEPLOY is accessible via all modern, standards-compliant web browsers.

Service Levels

The service availability target is **99.9% uptime**, 24 hours a day, 7 days a week, excluding planned maintenance periods.

Maintenance

Planned maintenance is carried out between **9:00pm and 6:00am UK time**. Clients are provided with at least **48 hours' notice** of planned maintenance.

Continuity

MetricsLed maintains a documented business continuity plan and ensures the availability of trained staff to support continuity of service. Full backups of client data are taken weekly, with daily incremental backups.

Assurance

MetricsLed is certified to **ISO 9001** and **ISO 27001** standards and operates an Information Security Management System that is subject to regular internal review and annual external audit.

Configuration

Configuration of finance integrations and data exports is agreed with clients on a case-by-case basis. Charges and delivery schedules for configuration work are agreed in advance.



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On-Boarding

Each client is assigned an account manager. The account manager coordinates onboarding and training for up to three client administrators. **Four (4) hours of administrator training** are included within the licence. Additional training can be provided by agreement.

User Support

Telephone and email support are available on UK business days between **9:00am and 5:00pm**. A defined allocation of monthly user support is included within the licence fee.

Online Support

User guidance and instructions are available within the software and through a dedicated online support portal.

Off-Boarding

Upon service termination, a copy of client-owned data can be provided. Following written confirmation from the client, user access to the system will be removed.



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