



G-Cloud 15

Service	LA Transport Operator and PSV/LAN Management Portal
Document	Service Definition

SERVICE DESCRIPTION

APPLICATION

Our Transport Services Management Portal is an administration portal for Local Authority transport managers that supports the following:

- Transport Operator Performance Management and KPI reporting
- OTC compliant Local Authority Notification (LAN) processing for bus route management
- Secure SEND passenger loading list distribution and management.

The core concept of the system is to provide business efficiency improvements and process automation for managing complex business information exchanges between local authorities, transport operators and stakeholders. The system has been co-created with the excellent Transport team at Essex County Council. This system is part of a suite of Intelligent Transport solutions and systems offered by Ember including:

- BSIP Public Transport Information Portal
- MaaS Enabled Journey Planner – aligns with UK Government MaaS Code of Practice
- Feel Good Hub Active Travel – public/community promotion, engagement and behaviour change tool to support uptake of Active Travel
- Shotl DRT System – full service DRT management software

KEY FEATURES & FUNCTIONS

- Local Authority Transport Manager login
- Transport Service Operators login
- LAN application management & service variation processes
- SEND transport passenger loading lists - distribution and management
- Transport Operator reporting – contractual KPI's, revenues & service performance
- Secure document sharing and two way communications
- Status monitoring, reminders notifications & operator relevant content distribution.
- Aligned with Capita - One Education & Children Services
- Multi Factor Authentication, sFTP and Secure VPN supported

EXAMPLES

The following screen shot functionality examples are from the Travel Essex implementation of this platform for illustrative purposes only. Please note that all content is dummy content intended to illustrate the functionality of the system.

Figure 1 – Dashboard:

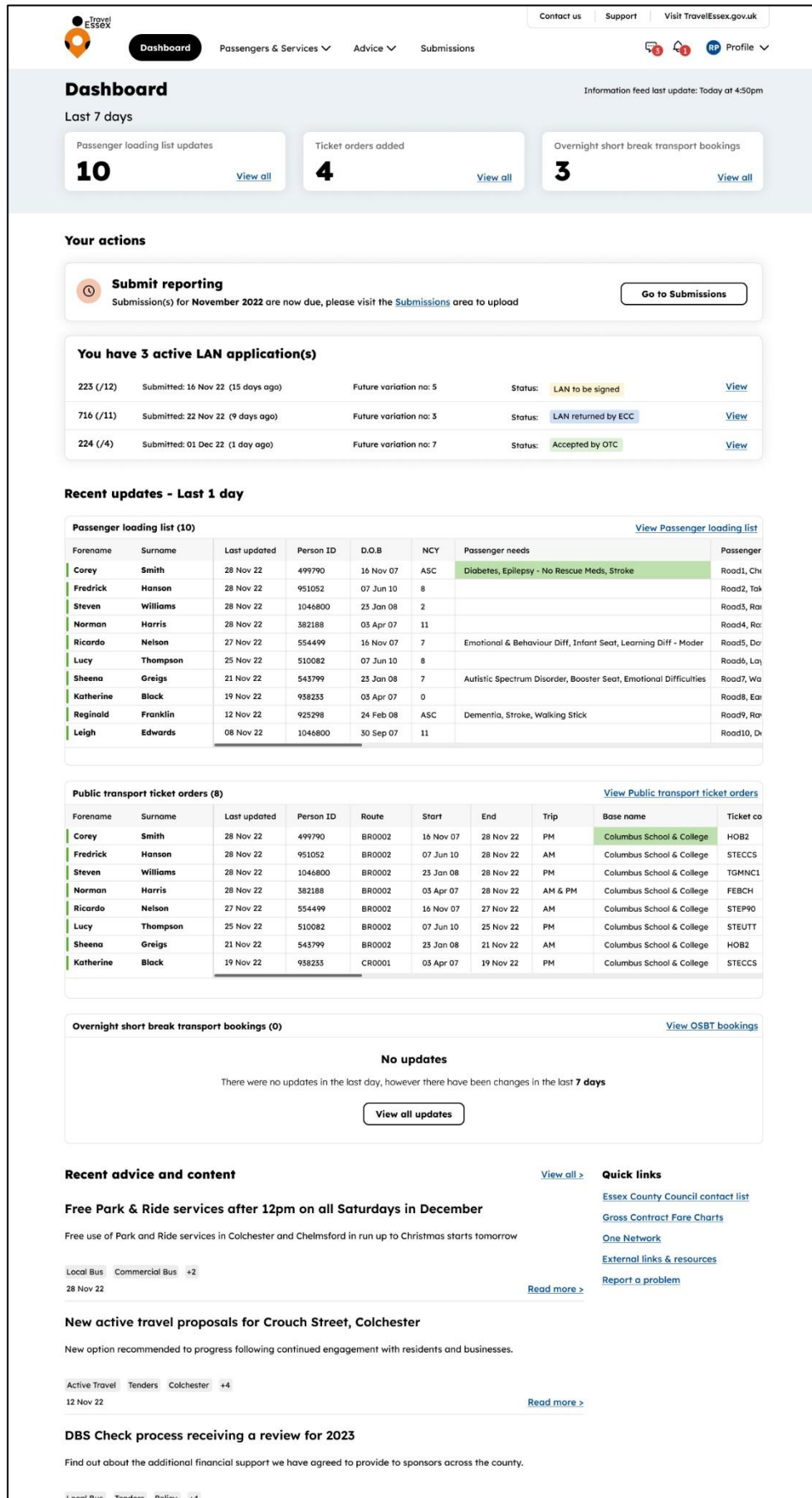


Figure 2 – Passenger Loading Lists and Ticket

[Dashboard](#)
[Passengers & Services](#)
[Advice](#)
[Submissions](#)

[Contact us](#)
[Support](#)
[Visit TravelEssex.gov.uk](#)

[Home](#) > [Passengers & Tickets](#)

Passengers & Tickets

[Passenger loading list \(310\)](#)
[Public transport ticket orders \(38\)](#)
[OSBT bookings \(38\)](#)
[Registered services](#)
[Route information](#)

Updates only: [Show](#)
Highlight: [Last 7 Days](#)

[Reset filters](#)
[Export CSV](#)

Passenger loading list (310)

Forename	Surname	Last updated	Person ID	D.O.B	NCY	Passenger needs	Pass
Corey	Smith	28 Nov 22	499790	16 Nov 07	ASC	Diabetes, Epilepsy - No Rescue Meds, Stroke	Roac
Fredrick	Hanson	28 Nov 22	951052	07 Jun 10	8		Roac
Steven	Williams	28 Nov 22	1046800	23 Jan 08	2		Roac
Norman	Harris	28 Nov 22	382188	03 Apr 07	11		Roac
Ricardo	Nelson	27 Nov 22	554499	16 Nov 07	7	Emotional & Behaviour Diff, Infant Seat, Learning Diff - Moder	Roac
Lucy	Thompson	25 Nov 22	510082	07 Jun 10	8		Roac
Sheena	Greigs	21 Nov 22	543799	23 Jan 08	7	Autistic Spectrum Disorder, Booster Seat, Emotional Difficulties	Roac
Katherine	Black	19 Nov 22	938233	03 Apr 07	0		Roac
Reginald	Franklin	12 Nov 22	925298	24 Feb 08	ASC	Dementia, Stroke, Walking Stick	Roac
Leigh	Edwards	08 Nov 22	1046800	30 Sep 07	11		Roac
Steven	Hanson	30 Oct 22	382188	07 Jun 10	ASC		Roac
Norman	Williams	27 Oct 22	554499	23 Jan 08	8	Emotional & Behaviour Diff, Infant Seat, Learning Diff - Moder	Roac
Ricardo	Harris	26 Oct 22	510082	03 Apr 07	2		Roac
Lucy	Nelson	24 Oct 22	543799	16 Nov 07	11	Autistic Spectrum Disorder, Booster Seat, Emotional Difficulties	Roac
Sheena	Thompson	21 Oct 22	938233	07 Jun 10	7		Roac
Katherine	Greigs	19 Oct 22	925298	23 Jan 08	8	Dementia, Stroke, Walking Stick	Roac
Reginald	Black	18 Oct 22	499790	03 Apr 07	7		Roac
Leigh	Franklin	16 Oct 22	951052	24 Feb 08	0		Roac
James	Poulter	15 Oct 22	1046800	30 Sep 07	ASC		Roac
Sally	Heath	10 Oct 22	382188	23 Jan 08	11		Roac

Rows per page: 25
1-25 of 400 items

Recently removed passengers will disappear from this list after 7 days

Recently removed from Passenger loading list (13)

Forename	Surname	Last updated	Person ID	D.O.B	NCY	Passenger needs	Pass
Corey	Smith	28 Nov 22	499790	16 Nov 07	ASC	Diabetes, Epilepsy - No Rescue Meds, Stroke	Roac
Fredrick	Hanson	28 Nov 22	951052	07 Jun 10	8		Roac
Steven	Williams	28 Nov 22	1046800	23 Jan 08	2		Roac
Norman	Harris	28 Nov 22	382188	03 Apr 07	11		Roac
Ricardo	Nelson	27 Nov 22	554499	16 Nov 07	7	Emotional & Behaviour Diff, Infant Seat, Learning Diff - Moder	Roac
Lucy	Thompson	25 Nov 22	510082	07 Jun 10	8		Roac
Sheena	Greigs	21 Nov 22	543799	23 Jan 08	7	Autistic Spectrum Disorder, Booster Seat, Emotional Difficulties	Roac
Katherine	Black	19 Nov 22	938233	03 Apr 07	0		Roac
Reginald	Franklin	12 Nov 22	925298	24 Feb 08	ASC	Dementia, Stroke, Walking Stick	Roac
Leigh	Edwards	08 Nov 22	1046800	30 Sep 07	11		Roac

1-10 of 10 items

Related content

[Understanding Passenger loading lists](#)
[What can I do with the data on this page?](#)

[About TravelEssex.gov.uk](#)
[Accessibility](#)
[FAQs](#)
[Terms, conditions and disclaimer](#)
[Privacy notice](#)

© Essex County Council 2022

Figure 3 – Local Authority Notifications (LAN) Dashboard

[Dashboard](#)
[Passengers & Services](#)
[Advice](#)
[Submissions](#)

[Contact us](#)
[Support](#)
[Visit TravelEssex.gov.uk](#)

[Home](#) > [Services & Routes](#)

Services & Routes

[Passenger loading list \(310\)](#)
[Public transport ticket orders \(38\)](#)
[OSBT bookings \(38\)](#)
[Registered services](#)
[Route information](#)

Search

Variation status:

All

[Reset filters](#)

[Export CSV](#)
[Add / Change a service](#)

LAN applications (8)

Service	New variation no.	Submitted on	Variation Status	Last status update	Proposed start	Proposed expiry	Action
223 (/12)	7 (temporary)	Jan 18 23	LAN to be signed	28 Nov 22, 13:41	28 Nov 22	14 Apr 23	View
716 (/0)	0 (temporary)	16 Sep 21	LAN returned by ECC	16 Sep 21, 09:41	16 Sep 21	25 Nov 21	View
224 (/4)	3	14 Mar 23	LAN overdue	14 Mar 23, 11:30	14 Mar 23		View
10 (/9)	7	18 July 21	Accepted by OTC	18 July 21, 10:30	18 July 21		View
274 (/8)	5	03 Dec 20	Refused by OTC	03 Dec 20, 14:51	03 Dec 20		View
111 (/3)	9	05 Nov 20	Accepted by OTC	05 Nov 20, 13:41	05 Nov 20		View

1-8 of 8 items

Search

Service status:

All

[Reset filters](#)

[Export CSV](#)

Services (23)

Service	Service status	Current variation no.	Future variation	Variation start date	Variation expiry date	Action
223 (/12)	Active	6	Yes	28 Nov 22		View
716 (/11)	Active	2 (temporary)	No	16 Sep 22	14 Feb 23	View
224 (/4)	Pending start	0	No	14 Mar 23	N/A	View
10 (/9)	Active	7	No	18 July 21	N/A	View
274 (/8)	Pending cancellation	5	Yes	03 Dec 20	N/A	View
111 (/3)	Active	9	No	05 Nov 20	N/A	View
232 (/6)	Unable to start	3	No	28 Nov 13	N/A	View
315 (/10)	New LAN applications	5	No	22 Apr 16	N/A	View
54 (/11)	Cancelled	8	Yes	04 Jan 10	N/A	View
37 (/4)	Pending start	0	No	26 Jan 23	N/A	View
16 (/12)	Active	4	No	05 Mar 07	N/A	View
55 (/6)	Active	5	No	05 Mar 07	N/A	View
337 (/2)	Active	1	Yes	29 Sept 05	N/A	View
5 (/12)	Active	2	No	15 Aug 05	N/A	View
17 (/6)	Active	1	No	19 July 04	N/A	View

Rows per page: 25 1-23 of 23 items

LAN application statuses

- LAN to be signed**: LAN application saved. Local Bus Admin to sign and re-upload
- LAN to be saved**: LAN application submitted by TP
- LAN returned by ECC**: LAN has been signed, ready for OTC
- LAN overdue**: 21 days since submission date
- OTC Acceptance overdue**: There's been a delay OTC decision
- Accepted by OTC**: OTC have accepted the proposed service
- Refused by OTC**: OTC have refused the proposed service
- Accepted without LAN**: The service has been accepted without a LAN
- Retracted**: The ECC Admin will manually assign this status to an application. It is now locked at this point - no more status changes

Service statuses

- Active**: LAN accepted and service has started
- Pending start**: LAN accepted for a New Service which has not yet started
- Pending cancellation**: A LAN variation has been accepted to cancel an existing Service
- Unable to start**: Initial LAN for a Service is Refused by OTC or Admin Cancelled
- Expired**: If a service has an expiry date it has been reached
- Cancelled**: If OTC have approved a service cancellation and the cancellation date has been reached
- Admin cancelled**: A service has been cancelled outside of the usual LAN application process e.g. Provider has unexpectedly ceased trading

Useful links

[How does the LAN application process work?](#)

Figure 4 – LAN Service Variation Application



[Dashboard](#)
[Passengers & Services](#)
[Advice](#)
[Submissions](#)

[Contact us](#)
[Support](#)
[Visit TravelEssex.gov.uk](#)




[Profile](#)

[< Back](#)

Step 1 of 3 - Application details

Select the type of LAN application you want to make and for which service

Type of LAN application

Variation

213 (/11)

213 (/11)

Additional route numbers

Provide any route numbers associated with this route

Is this a temporary change?

Yes

Temporary service changes will revert back to the previous variation at the service end date

Proposed start date

24 / 03 / 23

Proposed expiry date

05 / 05 / 23

More details:

Provide a summary of the LAN application

Continue

Need help or support?

[What do I need to submit my LAN application](#)

[How long will it take Essex County Council to provide a signed LAN application?](#)

Figure 5 – LAN Application Management



Dashboard
Passengers & Services
Advice
Submissions

Contact us
Support
Visit TravelEssex.gov.uk




Profile

Home > Services & Routes

Registered service 716 (/11)

Service Status: **Active**
Registration number: /43
License no. PK0001816
PK0001817

[Create a new variation](#)

Current variation
Future variation(s) (1)
Previous variations (6)

Current variation - 5

Status: **Accepted by OTC**

Details

Variation number: 5
Submitted on: 23 Nov 22
Submitted by: John Smith

Start date: 04 Jan 23
End date: N/A
Type: Variation

More details:

Proposed changes include removal of the bus stop at Hill Road, re-routing of service between Richmond Street and West Avenue.

Useful links

[How does the LAN application process work?](#)
[How long will it take for the LAN to be returned by Essex County Council?](#)

Variation history

Status	Status date	Updated by
LAN to be signed	28 Nov 22, 13:41	John Smith
LAN overdue	16 Sep 21, 09:41	
LAN returned by ECC	14 Mar 23, 11:30	Sally Jenson
Accepted by OTC	18 July 21, 10:30	Sally Jenson

Document history

[Upload a file](#)


Go-Ahead London-service608-pk0001816/100 (signed by ECC).pdf
26 Nov 22
[Download file](#)
[Hide details](#)

Activity
Uploaded by Tim Redford, 26 Nov 22 (14:12)
Downloaded by Jim Smith, 26 Nov 22 (16:43)


Go-Ahead London-service608-pk0001816/100.pdf
24 Nov 22
[Download file](#)
[Show details](#)


Go-Ahead London-service608-pk0001816/100.pdf
24 Nov 22
[Download file](#)
[Show details](#)

Messages (3)

Type your message...

B
i
a
...

Send


Wendy Jackson - Essex County Council
Today, 13:45

I need you to tell us if the bus still stops at Tesco's. I can't sign the document until this is confirmed

[Reply](#)


John Smith - Go-Ahead London
Today, 13:46

I can confirm that it does.

[Reply](#)


Wendy Jackson - Essex County Council
Today, 14:04

Thanks, will get the paperwork over now...

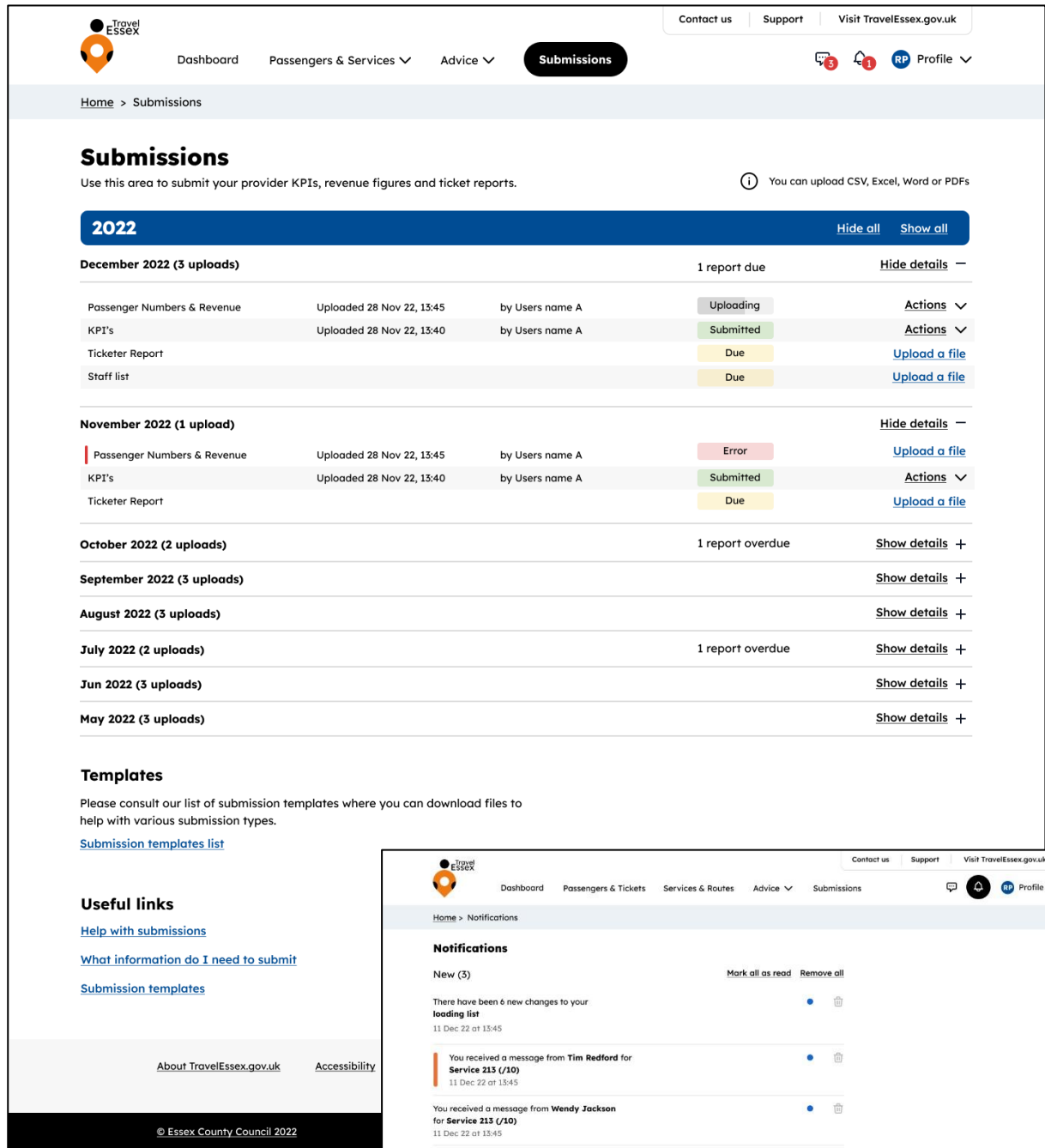
[Reply](#)

Type your message...

Confidential

7

Figure 6 – Transport Operator Reporting & Messaging



Submissions

Use this area to submit your provider KPIs, revenue figures and ticket reports.

2022 [Hide all](#) [Show all](#)

December 2022 (3 uploads) 1 report due [Hide details](#)

Passenger Numbers & Revenue	Uploaded 28 Nov 22, 13:45	by Users name A	Uploading	Actions
KPI's	Uploaded 28 Nov 22, 13:40	by Users name A	Submitted	Actions
Ticket Report			Due	Upload a file
Staff list			Due	Upload a file

November 2022 (1 upload) [Hide details](#)

Passenger Numbers & Revenue	Uploaded 28 Nov 22, 13:45	by Users name A	Error	Upload a file
KPI's	Uploaded 28 Nov 22, 13:40	by Users name A	Submitted	Actions
Ticket Report			Due	Upload a file

October 2022 (2 uploads) 1 report overdue [Show details](#)

September 2022 (3 uploads) [Show details](#)

August 2022 (3 uploads) [Show details](#)

July 2022 (2 uploads) 1 report overdue [Show details](#)

Jun 2022 (3 uploads) [Show details](#)

May 2022 (3 uploads) [Show details](#)

Templates

Please consult our list of submission templates where you can download files to help with various submission types.

[Submission templates list](#)

Useful links

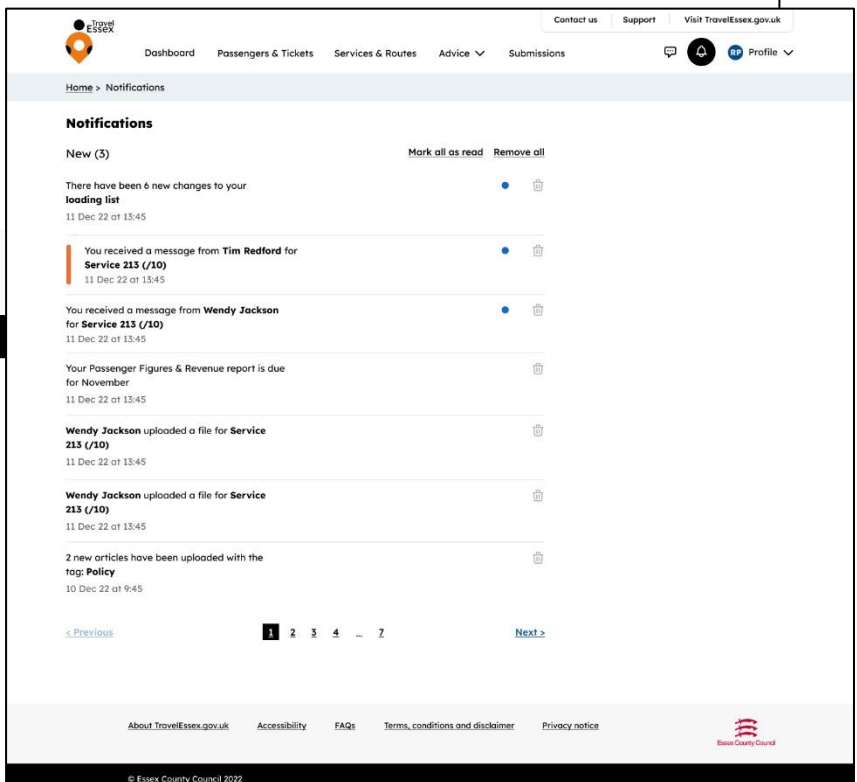
[Help with submissions](#)

[What information do I need to submit](#)

[Submission templates](#)

[About TravelEssex.gov.uk](#) [Accessibility](#)

© Essex County Council 2022



Notifications

New (3) [Mark all as read](#) [Remove all](#)

There have been 6 new changes to your loading list
11 Dec 22 at 13:45

You received a message from **Tim Redford** for **Service 213 (/10)**
11 Dec 22 at 13:45

You received a message from **Wendy Jackson** for **Service 213 (/10)**
11 Dec 22 at 13:45

Your Passenger Figures & Revenue report is due for November
11 Dec 22 at 13:45

Wendy Jackson uploaded a file for **Service 213 (/10)**
11 Dec 22 at 13:45

Wendy Jackson uploaded a file for **Service 213 (/10)**
11 Dec 22 at 13:45

2 new articles have been uploaded with the tag: **Policy**
10 Dec 22 at 9:45

[< Previous](#) 1 2 3 4 ... 7 [Next >](#)

[About TravelEssex.gov.uk](#) [Accessibility](#) [FAQs](#) [Terms, conditions and disclaimer](#) [Privacy notice](#)

© Essex County Council 2022

Figure 7 – Transport Operator Advice & Notices



[Dashboard](#)
[Passengers & Services](#)
[Advice](#)
[Submissions](#)

[Contact us](#)
[Support](#)
[Visit TravelEssex.gov.uk](#)

3

1

RP

[Profile](#)

Home > Advice

Filters

Topic:

☐ Local bus
 ☐ Commercial bus
 ☐ Tenders
 ☐ Policy
 ☐ Active travel
 ☐ Process
 ☐ Loading lists
 ☐ Documentation

[Show more](#)

201 results

Sort by:

Updated (newest)



Free Park & Ride services after 12pm on all Saturdays in December

Free use of Park and Ride services in Colchester and Chelmsford in run up to Christmas...

Local Bus

Commercial Bus

+2

28 Nov 22

[Read more >](#)

New active travel proposals for Crouch Street, Colchester

New option recommended to progress following continued engagement with residents and businesses.

Active Travel

Tenders

Colchester

+4

12 Nov 22

[Read more >](#)

DBS Check process receiving a review for 2023

Find out about the additional financial support we have agreed to provide to sponsors across the county.

Local Bus

Tenders

Policy

+4

6 Nov 22

[Read more >](#)

Quick links

[Essex County Council Contact list](#)
[Gross Contract Fare Charts](#)
[One Network](#)
[External Links & Resources](#)
[Report a problem](#)

[About TravelEssex.gov.uk](#)
[Accessibility](#)
[FAQs](#)
[Terms, conditions and disclaimer](#)
[Privacy notice](#)



© Essex County Council 2022

ON-BOARDING

Ember provides the following onboarding, branding, localisation and configuration support based on our services rate card.

- Performance objectives and initiation session
- Localisation – configured and deployed for any community or local authority area.
- Technical configuration of all functionalities and reporting requirements
- Integration with other services and information systems
- Brandable in line with your branding guidelines and strong local brand identities
- Content planning, analysis, migration, and SEO optimisation support
- Data migration and import from legacy systems, databases, and CRM's.
- Dedicated Project Management allocated.
- Admin, reporting and CMS training.
- Report configuration & integration with client preferred BI systems.

OFF-BOARDING

The off-boarding process involves several steps to ensure a smooth transition and the secure handling of data in according with regulation and compliance. Here's a general outline of our off-boarding process:

- **Notification and Planning:** The client notifies Ember of their intention to terminate the contract and this begins the off-boarding process, Ember then acknowledges the request and initiates the necessary procedures.
- **Data Extraction:** Ember assists the client in extracting their data from the system which includes providing tools, access and guidance on exporting data in standard formats such as CSV or JSON.
- **Data Deletion and Disposal:** Once the client has retrieved their data, we then securely delete any remaining data from their systems according to established data sanitisation processes. This ensures that no sensitive information is retained beyond the termination of the contract.
- **Equipment Return or Disposal:** If any hardware or equipment was provided as part of the service, Ember arranges for the return or proper disposal of these assets in accordance with applicable regulations and best practices.
- **Contract Closure:** Ember and the client complete any necessary paperwork or administrative tasks to formally close the contract and terminate the service agreement.
- **Final Billing and Financial Settlement:** Any outstanding invoices or financial matters are resolved, and the client's account is settled according to the terms of the contract.
- **Feedback and Evaluation:** Ember look for feedback from the client regarding their experience with the service and the off-boarding process, this feedback helps improve our services and assists our Quality Management processes.
- **Follow-Up Support:** Embers may offer additional support or assistance to ensure that the client's transition away from the service is successful and any lingering questions or concerns are addressed.

CUSTOMISATION AND CONSTRAINTS

The system can be customised in the following ways:

- Off the Shelf
 - Hosted under your preferred domain in AWS or Azure

- Branded in alignment with brand guidelines
 - Configuration of all system communications and end points (email)
 - Localised content migration
- Integrations
 - Data import & export
 - Existing & legacy systems
- SLA
 - Support and response times can be configured to specific requirements
- Workflows & business logic
 - Can be adapted to meet requirements
- Additional functionalities
 - Can be implemented on request

SERVICE LEVEL

Our Service Levels support the quality of service that clients can expect, including response times, resolution times, and other key metrics.

As standard we typically guarantee 99% availability, our services are designed for high availability and based on our historic performance we expect the system to be available more than 99% 24/7. Under the terms of the annual subscription agreement, technical support is provided by our Service Desk which is operational for business hours from Monday to Friday.

Support Requests can be logged 24/7 via our customer portal or email during the service hours. Our commitment to service response levels are:

PRIORITY 1 (CRITICAL IMPACT)

Response Time: Within 1 business hour.

Resolution Time: Within 3 business hours.

Description: Priority 1 incidents are critical and have a significant impact on service availability, we commit to responding to Priority 1 incidents promptly, typically within one business hour and aim to resolve them within three business hours to minimise disruption and restore service functionality swiftly.

PRIORITY 2 (SIGNIFICANT IMPACT):

Response Time: Within 4 business hours.

Resolution Time: Within 1 business day.

Description: Priority 2 incidents have significant impact on service availability but may not be as critical as Priority 1 incidents. We commit to responding to Priority 2 incidents within four business hours and aim to resolve these within one business day of impact on service availability.

PRIORITY 3 (MINIMAL IMPACT):

Response Time: Within 1 business day.

Resolution Time: Within 4 business days.

Description: Priority 3 incidents have minimal impact on service availability. We commit to responding to Priority 3 incidents within one business day and aim to resolve them within four business days to address any issues on service stability.

These Service Levels ensure that clients receive timely support and assistance from our team based on the severity and impact of the reported incidents or service requests. By establishing clear response and resolution times for different priority levels we can maintain high service quality and satisfaction while effectively managing and prioritising support activities. We also provide access to an Account Manager and a dedicated support manager to facilitate communication and ensure a personalised support experience tailored to their needs.

Our full support and hosting agreement and terms are available during the G-Cloud clarifications process or on request.

TECHNICAL REQUIREMENTS

Access to our service is performed securely via a unique URL, ensuring encrypted data transmission according to industry standards. The only requirement is an HTML5-compliant browser like Edge, Chrome, Safari, and Mozilla Firefox.

For optimal user experience, use the latest stable browser release, although, the last two versions are also supported.

SUPPORT

Our support processes are designed to provide comprehensive assistance for our accessible services across all levels. We offer three tiers of support: Level I, Level II, and Level III. Level I support involves basic customer assistance and is typically managed by our clients themselves through our deployed helpdesk. For more technical issues, our Level II support team steps in, collaborating with Level I as necessary to resolve customer concerns. Level III support represents our most advanced tier, handling complex technical challenges that cannot be resolved at lower levels and needs engineering input.

Clients can report issues through our dedicated helpdesk accessible via our 24/7 online portal or email. Each reported issue receives a unique identifier for tracking purposes, ensuring accountability and transparency throughout the resolution process with monthly reporting on progress of issues. Our support team diligently monitors incoming tickets prioritising them based on severity and impact on business operations.

We adhere to predefined response times for each severity level ensuring timely resolution of issues to minimise disruption to our services and our goal is to provide exceptional support, delivering prompt and effective solutions to issues.

As part of the on-boarding process we provide detailed documentation and knowledge resources to empower clients in troubleshooting common issues independently of the support process.

Overall, our support processes are structured to deliver a seamless and responsive experience, allowing clients to focus on their core business activities with confidence in our technical support capabilities.

HOSTING

We can deploy our services in any hosting cloud provider, but our preferred hosting environment is Amazon Web Services (AWS), a leading cloud platform renowned for its scalability, reliability, and robust

security features. Leveraging AWS services, we ensure that our services operate within a secure and compliant ecosystem.

Data transmission within our AWS-hosted environment is encrypted to industry standards, guaranteeing the confidentiality and integrity of sensitive information during transit. AWS's adherence to stringent security protocols, including encryption at rest and in transit, provides an additional layer of protection against unauthorised access.

AWS maintains a comprehensive set of security certifications and accreditations, including ISO 27001, SOC 1/2/3, PCI DSS, and FedRAMP, demonstrating their commitment to meeting the highest security standards. By leveraging AWS's security credentials our services are deployed and operated within a platform that prioritises security and compliance.

In addition to AWS's built-in security features we engage independent third-party providers for regular external and internal vulnerability scanning ensuring proactive identification and mitigation of potential security risks within our AWS environment.

DATA GOVERNANCE

We have rigorous Information Assurance and Data Governance controls and process, safeguarding the confidentiality, integrity, and availability of the data we hold. We adhere to globally recognised standards such as ISO 27001 and Cyber Essentials Plus ensuring that our information security practices align with the highest industry benchmarks.

Our commitment to ISO 27001 signifies our robust framework for establishing, implementing, maintaining, and continually improving an Information Security Management System (ISMS). Our Cyber Essentials Plus certification demonstrates our proactive measures to protect against common cyber threats, providing clients with peace of mind regarding the security of their data.

SECURITY & BUSINESS CONTINUITY

We prioritise security and business continuity to ensure the uninterrupted operation of our services and the protection service data while maintaining our Service Level commitments. Our approach includes proactive security measures and comprehensive business continuity planning.

We adhere to stringent security protocols which includes regular assessments, vulnerability management, and robust access controls, aligning with industry best practices and standards such as ISO 27001 and Cyber Essentials Plus. This commitment to security ensures that our infrastructure remains resilient against threats and vulnerabilities, safeguarding the confidentiality, integrity, and availability of our clients' data.

In parallel, our business continuity plan is designed to mitigate risks and minimise disruptions to our services. We maintain rigorous recovery time objectives (RTO) and recovery point objectives (RPO), ensuring swift recovery and minimal data loss in the event of an incident. This enables us to uphold our service commitments and deliver uninterrupted support to our clients even in the face of unforeseen challenges or disruptions.