

RiskBase

Service Definition – G-Cloud 15

1. About the RiskBase service: Fire & building safety platform

RiskBase is a cloud-based fire and building safety platform that supports organisations to manage inspections, surveys, risk assessments and compliance data in one system. The service is predominantly used by housing associations, local authorities, fire safety consultancies and property management organisations.

The platform provides configurable assessment and inspection tools designed to align with different organisational workflows. Users can capture data through web and mobile applications, manage actions and remedial works, and produce structured reports. The service supports the creation and maintenance of a clear, auditable golden thread of building safety information.

RiskBase is delivered as a Software-as-a-Service (SaaS) platform and is accessed via a web browser or mobile application. The service is designed to be flexible, allowing organisations to configure templates, permissions and workflows without modifying core platform functionality.

2. Features

- Cloud based fire and building safety platform accessed via web/mobile.
- FRAs, Door Checks, FRAEWs, Resident Engagement on site, via App.
- Offline data capture with automatic synchronisation when connectivity returns.
- Real-time dashboards displaying compliance status, risks and actions.
- Automated task and action management linked to assessment/survey findings.
- Central asset register supporting golden thread safety data management.
- Automated, branded PDF report generation from captured assessment data.
- Role-based access controls with configurable user administrative permissions.
- REST API and webhooks enabling third-party system integrations.
- UK/EEA – hosted infrastructure with encryption, backups and built-in redundancy.

3. Engage – Live Safety Information Portal

Engage.RiskBase is a live, read-only information portal that publishes safety and compliance data held in RiskBase to a controlled, external audience. It provides a transparent, continuously updated view of building safety information.

Engage is designed to remove reliance on static documents and one-off report distribution, ensuring that stakeholders are always viewing the most current information.

The portal can be configured to display all or selected data, allowing organisations to control visibility, based on audience and context.

Engage supports a wide range of use cases including resident management, client assurance, regulatory transparency and stakeholder communication, helping to demonstrate accountability, build trust whilst evidencing the golden thread of building and fire safety information.

4. Customer success and support

RiskBase provides a technology-enabled service supported by a dedicated customer success and support function. Each customer is assigned a **Technical Account Manager**, who acts as the primary point of contact throughout onboarding and ongoing service use.

Customer support is designed to be both reactive and proactive. This includes regular check-ins, support with configuration and guidance on effective use of the platform. Quarterly service reviews may be provided where appropriate.

Support is available through email, online ticketing, phone and web chat during UK business hours. All support interactions are handled directly by RiskBase staff.

5. Onboarding and offboarding

Onboarding is structured to ensure customers can begin using the service efficiently. This includes:

- Initial discovery and kick-off to understand requirements
- Provision of standard templates, user groups and demo data
- Online onboarding sessions covering platform and mobile app use

Follow-up training sessions are available, including administration and template configuration. Documentation and user guides are provided to support ongoing use.

At the end of a contract, RiskBase supports offboarding by agreeing timelines and data requirements. Customers retain ownership of their data. On request, RiskBase can provide a full data export as a ZIP file containing CSV data, images and associated files. Data can also be exported manually during the contract term. Data extraction is provided at no additional cost.

6. Data backup, restoration and disaster recovery

RiskBase operates regular data backup processes to support data integrity and availability. Backups are performed both on-site and off-site, providing redundancy and resilience.

Incremental and differential backup techniques are used to optimise storage and recovery. Disaster recovery and business continuity plans are in place, defining procedures for restoring systems and data following disruptive incidents. These plans are reviewed and tested to ensure readiness.

7. Service levels and availability

RiskBase is designed to deliver **availability exceeding 99.0%**, supported by resilient cloud infrastructure with built-in failover and redundancy. System performance and availability are continuously monitored.

Support hours are as follows:

Email and ticketing support

Responses are typically provided within 10 minutes during UK business hours. Out-of-hours response times may extend to approximately 45 minutes.

Phone support

Available Monday to Friday, 09:00–18:00.

Web chat support

Available Monday to Friday, 09:00–18:00. Web chat interactions are handled directly by staff and meet **EN 301 549 accessibility standards**.

Service Level Agreements (SLAs) are agreed at contracting and may vary by customer.

8. Customisation

RiskBase supports extensive configuration through the service interface. Customers can customise:

- User groups, roles and permissions
- Categories, timescales and notifications
- Assessment, inspection and survey templates

The platform provides a standard setup but is designed to be adapted to organisational workflows while maintaining core service integrity.

9. Technical requirements

RiskBase is accessed via:

- A supported web browser (Edge, Chrome, Firefox, Safari, Opera)

- Supported iOS or Android mobile devices

The same core functionality is available across web and mobile, with mobile applications optimised for on-site data capture and offline working.

10. API and integrations

RiskBase provides an API that allows users to consume and update data held within the platform. Standard endpoints are available for self-service integrations. The API supports:

- SCIM 2.0 provisioning for user and group management
- SAML single sign-on
- Webhooks for data synchronisation

API documentation is provided using OpenAPI (Swagger) and HTML. An API sandbox/test environment is available.

11. Maintenance and outages

Planned maintenance is managed through a controlled change process and is typically scheduled outside standard working hours. Customers are informed in advance where maintenance may affect availability.

Unplanned incidents are managed through defined incident response processes. Outage communication is provided via **email and support channels**. There is no public status dashboard or outage API.

12. Governance, security and hosting

RiskBase operates an **ISO/IEC 27001–certified Information Security Management System (ISMS)**. A named board-level individual is responsible for service security.

The service is hosted on resilient cloud infrastructure with built-in failover and redundancy. Data storage and processing are based in the **United Kingdom**. Datacentres comply with recognised security standards, including **CSA CCM** and **SSAE-16 / ISAE 3402**–aligned controls.

Change management, vulnerability management, protective monitoring and incident management follow defined, documented processes. Penetration testing is conducted at least annually by external CREST-approved or Tigerscheme-qualified providers.

13. Team

RiskBase is supported by a multidisciplinary team with expertise in software development, fire and building safety, product development and customer success. All staff are client-facing and contribute to service delivery and support.

14. Company details

RiskBase Limited

Company Registration Number: 06222596

Registered Office: 101 New Cavendish Street, London, W1W 6XH