

built intelligence



Service Definition

G-Cloud 15

builtintelligence.com

Contents

Introduction	1
Scope of Service	4
Integration	12
System Architecture	13
Information Security	15
Customer Success	18
Technical requirements	24

Contact details

Built Intelligence Limited

62 Prince Street

Bristol

BS1 4QD

Tel: 0117 214 0890

Email: enquiries-gcloud@builtintelligence.com

Introduction

Built intelligence provides smarter contract management solutions through a unique toolkit of software, knowledge, and community. We are driven by our goal of building the skills and tools necessary for a better industry through market-leading construction SaaS.

We use technology and collaborative partnerships with industry experts as enablers for construction professionals to advance their careers, improve their performance, and share their insights through our community.

Our product offering is centred around contract management software supported by our e-learning digital academy and industry community support forum. We work and collaborate with an unparalleled global community of over 200 expert partners and contributors who share our passion for smarter contract management.

FastDraft is a market leading contract management tool for construction professionals, empowering project teams with a seamless approach to contract management. Our platform ensures consistent communication, reliable contract management, and real-time project performance monitoring.

Project teams save time and ensure rock-solid compliance with out-of-the-box workflows and templates, designed for industry-leading contract standards like NEC, JCT, and FIDIC. Streamlined workflows for critical processes such as risk management, change management, defect resolution, and design management, ensure all your contract processes are covered.



Key Features

- Simple, intuitive, out of the box web-based contract management tool covering change control, payments, defects, certificates, notices and general communications
- Consolidated contract management reporting which can be produced on demand
- Support NEC3, NEC4, JCT, FIDIC contracts and bespoke forms/notices
- Extensive library of documents, developed by industry practitioners
- Roles and responsibilities controls to allow whole team to contribute appropriately
- Tailored solutions, allow you to add bespoke templates with corporate logos, colour schemes and custom business rules and policies
- Integration Hub - sync, refine, and consolidate project data across 6,000 common software products.
- In App Contract coaching
- Integrated PowerBI Reporting and Analytics
- Federated SSO
- Benchmark reporting
- 100% managed service, updates, backup and monitoring
- Multi cloud support
- Public cloud deployment model
- Private cloud deployment model
- Hybrid cloud deployment model
- Telephone, Web chat support and AI SupportBot
- User support and service interface accessibility through WCAG AA
- Multi-Factor Authentication
- Open API
- ISO27001 and ISO9001 certified
- Cyber Essentials Plus certified
- Public key authentication (including by TLS client certificate)



Benefits

- Greater efficiency:- through a semi-automated system for both reporting and completing contract management forms, with pre-draft notices.
- Smarter project management - the system contains the strict timetables and processes from NEC/JCT/FIDIC workflows which help manage change and the system automatically flags up tasks and warns users in line with appropriate timetables.
- Better transparency:- by using a system where the whole project team directly input issues into the system, issues will be flagged up quicker to your managers. This will save time where staff are ill, out of the office, change jobs, go on holiday, mislay a document or are reluctant to highlight a problem.
- Better management Information:- consolidated, rapid and consistent claims reporting, across your portfolio of projects, automatically reducing the burden on your project teams and provides a single enterprise approach. The system also captures the causes of claims and allows performance across the system to be benchmarked against external KPIs. Reduced administration and reporting time and costs

Scope of Service

FastDraft has been developed under the guidance of industry experts Chris Corr of Built Intelligence, and Steven C Evans author of The Contractor's NEC ECC Handbook.

The system has inbuilt forms and workflows compliant with the NEC3/4 suite of contracts, JCT and FIDIC. FastDraft includes approximately 34 prebuilt NEC4 workflows which include: -

- Early warnings
- Instructions
- Proposed Instructions
- Notifications
- Compensation Event Notifications
- Compensation Event Quotes
- Compensation Event Assessments
- Extension to Timetables
- Programme Submissions
- Submissions
- Submission with quotes
- Payment Certificates
- Payment Application
- Test and Inspections
- Defects Notifications
- Instruction to Search
- Delegations and
- Task Orders
- Project Orders
- Asset Registers

These workflows include preconfigured dropdowns and forms aligned to the relevant form of contract within NEC3/4, JCT and FDIC. FastDraft also has prebuilt generic workflows for non-NEC workflows such as:

- RFI/TQ
- Non-conformance
- Site meeting
- Site diary
- Weather records
- Document management

Workflows can also be turned off if not required.

Create Contractor Submission Draft

Please note that any 'Submission' created in this page will be saved in draft mode for further changes, Created 'Submission' will not directly be sent to Project Manager.

Subject:

Submission Type:

Select...

Submission:

15.1 a proposal to add an area to the Working Area

20.4 forecasts of the total Defined Cost for the whole of the works (main Options C, D, E and F)

21.2 particulars of design

23.1 particulars of design for an item of Equipment

24.1 details of a replacement person

26.2 the name of a proposed Subcontractor

26.3 proposed subcontract documents

26.4 proposed contract data for each subcontract (main Options C, D E and F)

44.1 a proposal to accept a Defect

54.2 a revised activity schedule (main Option A and C)

85.1 certificates of insurance

X4.1 a parent company guarantee

X13.1 a performance bond

Each version of our NEC templates undergoes an 800+ point check for compliance. These checks are undertaken by Steven C Evans BSc(Hons) LLB(Hons) FCI Arb FAMINZ(Arb) FFAVE(Master) FRICS FCIInstCES FCI OB PRI (Construction Law Expert, Arbitrator, Adjudicator, Lecture, Author of the NEC handbook) and other members of our advisory panel. Screenshot below shows only a selection of the contract types available.

Contract Number:	001
Contract Name:	Sample Project Natural History Museum
Company:	Built Intelligence
Project:	BI Demo & Training Project
Contract Type:	Select...
Contract Template:	NEC4 ECC Option A
	NEC4 ECC Option B
PO Number:	NEC4 ECC Option C
PO Value:	NEC4 ECC Option D
Areas:	NEC4 ECC Option E
	NEC4 ECC Option F
Hubs:	NEC4 ECS Option A
Lots:	NEC4 ECS Option B
	NEC4 ECS Option C
Frameworks:	NEC4 ECS Option D
Defects Period:	NEC4 ECS Option E
	NEC4 ECS Option F
Employer	NEC4 ECSC
Company:	NEC4 ECSS
User:	NEC4 PSC Option A

Our platform is designed to cater for amended versions of NEC all NEC contracts on the platform are amended with Z clauses.

Creating Notifications

The FastDraft system has preconfigured template forms, workflows and reports that guide users through creating compliant contract communications.

Early Warning Register			
ID	Subject	Notified Date	
PM-Warning-00001	Covid-19	23/01/2021	
CON-Warning-00002	Draft EW	30/03/2021	
PM-Warning-00003	Covid-19	03/02/2021	
PM-Warning-00004	COVID-20	23/02/2021	
PM-Warning-00005	COVID-20	23/02/2021	
Project Manager (Tom Levitt)	Meeting not required	High	Russ
Contractor (Liz Exley)	Meeting not required	Medium	
Project Manager (Tom Levitt)	Meeting not required	Medium	Conti
Project Manager (Chris Corr)	Meeting not required	Low	
Project Manager (Chris Corr)	Meeting not required	Low	Conti
Project Manager (Chris Corr)	Meeting not required	Low	Conti
Project Manager (Chris Corr)	Meeting not required	Low	Conti
Contractor (Chris Corr)	Meeting not required	Low	Conti
Contractor (Chris Corr)	Meeting not required	Low	Conti
Project Manager (Tom Levitt)	Meeting not required	Low	

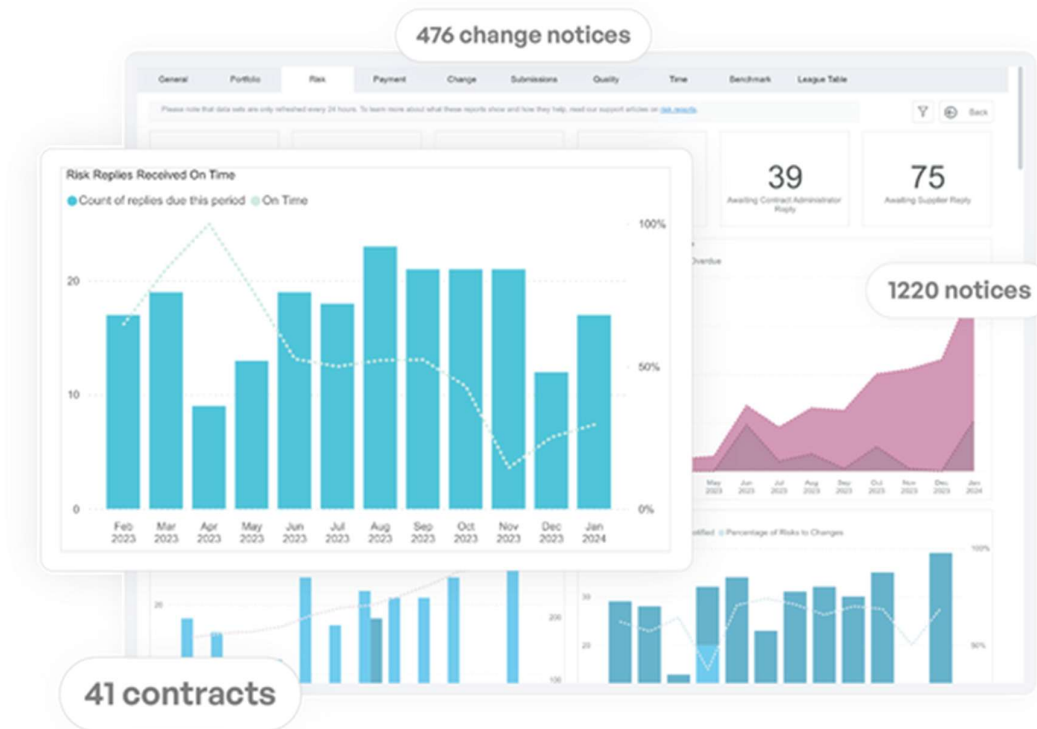
Forms include validation logic to ensure that all relevant fields are filled in before the notice is submitted. Attachments such as PDF, DOCX, DOCX, XLS, JPG etc. can be added to the notification before it is communicated and can later be downloaded by users on the system.



Reporting and Analytics

The reporting suite within FastDraft is broken down into three tiers, for different user needs:-

1. Contract reporting - Contract or project team reporting needs are provided through a series of reports such as the [Contract Health Check Report](#), [Contract Dashboard](#), [Workflow registers](#) and our [RAG notification panel](#). The focus at this level is on tactical project delivery tasks and what needs doing next. These tools are provided out of the box and don't require configuration. Data can be filtered, sorted and analysed in excel through powerful export functions. If this is what you need, see our documentation on using our [Contract Health Check Report](#), [Contract Dashboard](#), [Workflow Registers](#) and our [RAG Notification Panel](#).
2. Programme ([Aggregated reporting](#)) - This reporting engine is designed to provide framework managers, category managers, regional leads and division heads, with a snapshot of datasets across a portfolio or programme of contracts or a large project with multiple contracts. This enables trends to be spotted across a suite of contracts and also allows critical events to be spotted amongst thousands of notices. Again, these reports are provided out of the box through a dedicated aggregated reporting tool. Data can then be filtered, sorted and analysed in excel through this powerful export function. If this is what you need see our documentation on using our [aggregated reporting tools](#).
3. Portfolio reporting - This is typically done through either [third party reporting tools](#) or our Microsoft PowerBI App via our API and allows data to be blended with data from multiple third party sources or from a Common Data Environment. For example Power BI might be used to report on a capital works programme with P6 providing schedule data from its API, FastDraft providing commercial data via its API and SAP providing financial cost data from its API, into a single Common Data Environment or Data Warehouse which is used by Power BI Dashboard and reports. See our documentation on using [third party reporting tools](#).



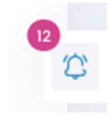
This reporting model was developed by consulting over 200 companies about the challenges they faced with contract management. Get a free copy of the whitepaper here:- [Trends, Challenges and Rewards Contract Management](#).

To better understand your organisation's current data maturity, download our [Contract Management Maturity Model](#) which provides a blueprint for assessing and advancing your organisation's contract management practices.

Notifications, reminders and transparency

Email notifications can be configured on each contract or workflow which notify selected users or parties of when a new communication has been created on the system.

From any page within a contract the user is able to click on the blue notification icon on the right-hand side of the screen which will open up the outstanding action list.



This panel will display all the outstanding actions:-

- for each Party,
- the notice reference number,
- subject line,
- the date the action is due by,
- a hyperlink to the notice for quick access and
- a RAG status (Red, Amber or Green)

All actions due within the next 7 days or overdue will be red, all actions due between 7 to 14 days will be amber and anything due 14 days + will be green. Again this panel is dynamic so only displays roles relevant to the contract type.

The screenshot displays the FastDraft software interface. The top navigation bar includes 'Create New', 'HOME', 'NEC3 ECC All Options By Steven Evans V2 (Do Not Edit)', and 'Dashboard'. The main content area is divided into several sections:

- Project Manager:** Steven Evans (Admin), built intelligence.
- Supervisor:** Steven Evans (Admin), built intelligence.
- Contractor:** Steven Evans (Admin), built intelligence.
- Contract Price:** Initial Price £1,000,000.00, Current Price £1,103,936.00, Price Change +£103,936.00, Change Rate 10%.
- Contract Dates:** 28.08.2020 (Start Date), 28.08.2021 (Original), 23.12.2025 (Current).
- Programme Dates:** 19.10.2020 (Last Programme Accepted).
- Payments:** Contractor Applied.
- Outstanding Actions:** Contractor.

On the right side, there is a panel titled 'Outstanding Actions' with a list of items:

- Contractor Early Warnings awaiting reply
- Compensation Events notified by PM awaiting response to quotes
- Compensation Events notified by PM awaiting PM Assessment
- Proposed changes awaiting response to quotes
- PM-Instruction-00002 2345 (30/08/2020)
- PM-Instruction-00003 test (29/07/2020)
- Proposed changes awaiting PM Assessment
- Compensation Events notified by Contractor awaiting PM response

Any notifications and replies that have been raised in draft only are also shown at the bottom of the list. The content of the notification is only available to view if your party type matches the party type who raised the draft notice or reply:

**8** Notifications in draft**0** Notifications in reply drafts

How to use RAG reporting

The RAG reporting can be used a couple of different ways to help support delivering contracts on time, to budget and to the right quality standards.

Project teams

The most common use of this report is by project teams to keep track of what needs doing today, this week and in the next fortnight. The split view between the Parties also quickly flags if a particular Party to the contract is struggling. Late decision making is the number one cause of project delays and it is common for construction projects to have lots of changes (read new decisions) due to the nature of the industry and inherent unknowns from ground conditions, design interfaces and weather conditions. We suggest that you monitor this closely and escalate issues quickly with the other side at progress meetings when they are AMBER to avoid delays. If you have a significant backlog of actions, you may also wish to escalate it with your line manager after speaking with the individuals concerned. With the average spend rate per week on a project being so high each day an action is overdue will be expensive for the project.

Framework managers and divisional team leads

The RAG reporting can also be a useful way of checking the health of the project at a glance, when managers need to understand the status of a project. The use of the RAG status on actions when combined with our [Aggregated reporting](#), [Health Check Report](#) or [API integration in to third party reporting tools](#), provide managers with the tools they need to spot the project that needs help before it's too late.



Integration

The platform supports several different features to facilitate sharing of data with ERPs, CDEs and eDMS systems. This multi-tiered approach is designed to provide clients with flexibility for how they might require to share documents or data. These options include:-

- Pushing copies of notices into third-party ERP, CDE and eDMS systems via automation tools like Microsoft's Power App, Microsoft's Power Automation platform and Zapier, etc. which can process these documents and notices and then file them automatically into other systems like MS SharePoint, Dropbox, OneDrive, Google docs, etc. This same functionality can be used to push notifications into other products like MS Teams as a team update or trigger SMS texts messages, etc. This feature requires no developer intervention and can be set up in minutes.
- If more granularity and control is required for collecting and retrieving URL links and meta data about documents from other third party CDE and eDMS systems and embedding URL links and associated meta data within contract-notices, then our CDE connectors can be used to provide a seamless user experience and so that users browser, search and link documents from another system into contracts notices, and so avoids creating duplicate documents in different systems (see screenshots below). This feature again requires almost no developer intervention and can be set up in minutes, and
- If even more flexibility is required, our fully documented and open API with dedicated APIs for our document storage module, attachments to documents and CDE systems like Asite or MS SharePoint can be used to provide more flexibility.

In addition to the integrated solutions above, our system also allows users to export data from all of the contract registers into CSV format with key meta data associated with each workflow. This can be done in bulk or per contract, copies of PDFs of all notices can also be provided either in bulk or exported individually by the project teams.

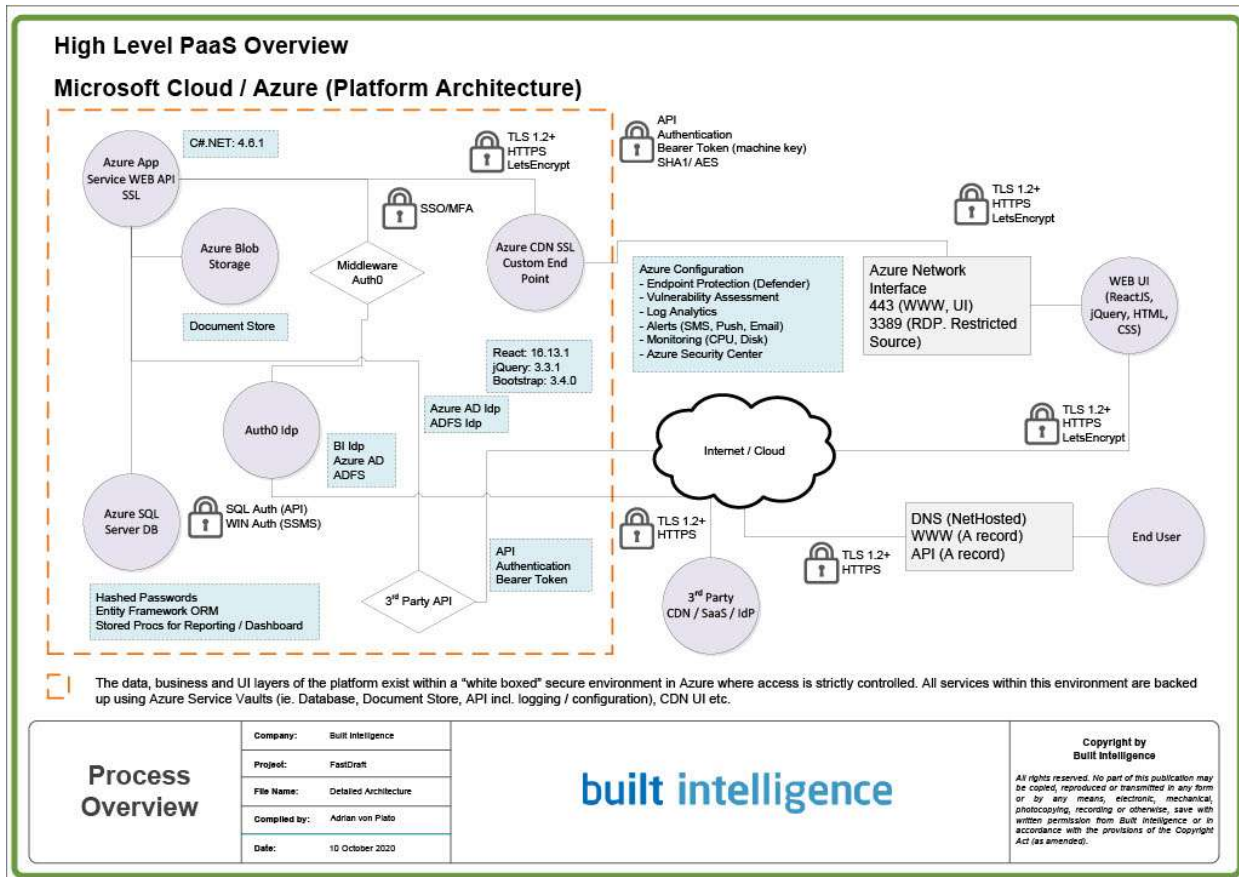
Attached Documents:

[Attach Documents](#)



Docref	Name	Revision	Version	Status	Date Modified	
No Attachment						

System Architecture



FastDraft is as a multi-tier platform comprised of:

Application Layer

- All communication with the platform takes place via secure API end-points allowing controlled access from any client supporting HTTP Request technology.

Caching / Web Server Layer

- FastDraft uses web cache (or HTTP cache) technology for the temporary storage (caching) of web documents, such as HTML pages and images, to reduce bandwidth usage, server load, and perceived lag. This system stores copies of documents passing through it; subsequent requests may be satisfied from the cache if certain conditions are met.

**Communication Layer**

- Communication with the backend is only possible through API end points (web services). All web services are secured through the use of access tokens which are decrypted server-side to ensure authentication is valid and access to data strictly controlled.
- Our communication layer runs as a service on the webserver with CORS support enabled to allow access from other system through strictly controlled access policies.

Business Layer

- The business layer contains all business logic (conditional statements etc.) and controls what data is made available to each communication request.
- Here we define business rules that determine how data can be created, displayed, stored, and changed.

Data Layer / Data Access Layer

- Contains the data context / model for each data entity (table). All data requests are made via Stored Procedures and access to the data layer is strictly through the business layer.
- The relational database (Serverless SQL Servers hosted in Azure) contains the required indexes etc. to optimise performance but each data entity is designed as a separate object to maximise the opportunity for scalability.

Communication / Messaging

- FastDraft utilises the Mailgun bulk mailing service to send and track email delivery.
- Mailgun offers In-depth tracking and allows us to measure key metrics such as opens, and clicks to always know how our transactional emails are performing. This tracking information is included in FastDraft allowing user to monitor their deliverability of their communications to all contract parties.
- Mailgun data is hosted on highly secured servers within the EU. Data is backed up daily and written to multiple disks instantly. Mailgun can perform a full backup recovery in case of unforeseen events and system-wide emergencies.
- Mailgun supports custom domain email addresses that are linked to the FastDraft website. This has allowed us to setup DKIM & SPF, which will allow for email authentication by the recipient servers.

We provide WEBAPI 2.0 RESTful web services authenticated using OWIN Auth 2.0 authentication via secure HTTPS protocols hosted on the Microsoft Azure global cloud infrastructure. The API services allows any authenticated, internet enabled device (mobile, web, desktop etc.) to securely connect to the platform and interact with the platforms feature sets. The platform provides responses through JSON text ensuring minimal bandwidth usage, clear readability of the data transferred and greater support for connecting clients.

The platform utilises the Microsoft Azure infrastructure to ensure security of the platform along with load balancing, autoscaling, backups, disaster recovery and automated management to provide a reliable, stable, scalable and high performing application

By utilising the rich feature sets of the cloud infrastructure we are able to gain detailed insight into the performance of the platform and ensure access to the application and its services continue uninterrupted.

Information Security

Application Security

Built Intelligence is committed to protecting the security of our customer business information in the face of incidents and unwanted events so implemented an Information Security Management System (ISMS) that is compliant with ISO/IEC 27001:2022, the international standard for information security. We can provide copies of key components: -

- Information Security Management System Manual
- Information Security Roles Responsibilities and Authorities
- Executive Support Letter
- Information Security Policy

The following supporting documents which are also relevant to our information security policy and provide additional information about how it is applied are available on request: -

- Risk Assessment and Treatment Process
- Statement of Applicability
- Supplier Information Security Evaluation Process
- Internet Acceptable Use Policy
- Cloud Computing Policy
- Mobile Device Policy
- Teleworking Policy
- Access Control Policy
- User Access Management Process
- Cryptographic Policy
- Physical Security Policy



- Anti-Malware Policy
- Backup Policy
- Logging and Monitoring Policy
- Software Policy
- Technical Vulnerability Management Policy
- Network Security Policy
- Electronic Messaging Policy
- Secure Development Policy
- Information Security Policy for Supplier Relationships
- Availability Management Policy
- IP and Copyright Compliance Policy
- Records Retention and Protection Policy
- Privacy and Personal Data Protection Policy
- Clear Desk and Clear Screen Policy
- Social Media Policy
- AI / Generative AI Policy

We use the Microsoft Cloud (Azure) platform, which provides a dedicated virtual server infrastructure. As part of this service, in addition to having best in class software and hardware firewalls, the platform also provides threat management services which include monitoring and reporting of outside attacks (i.e. DDOS, port scanning etc.)

Below is a list of included services offered by the Microsoft Cloud / Azure and FastDraft infrastructure: -

- Anti-Virus & Spyware Protection
- Host Ping & TCP Service Monitoring
- Intrusion Detection & Protection
- DDos Protection
- Hardware & Software Firewalls
- Vulnerability Assessments & Management of SSL 256 bit encryption.
- The SQL server is locked down and not accessible via the outside world. All accounts installed on the server have complicated / complex passwords.
- Data and Service segregation through VNETs allowing us to separate client FastDraft instance resources

We have a number of processes in place to secure the data within the system in addition to the above:

- Hashed passwords in the DB (these passwords cannot be decrypted, not even by FastDraft and any forgotten password MUST be reset by the user through the system)
- Use of Stored Procedures and no “dynamic” SQL statements are created to help prevent SQL injection attacks
- Authorisation tokens (encrypted through the frameworks MachineKey API) on all web services to ensure;
 - The person requesting the API end-point is authorised and allowed
 - The person requesting data via an endpoint can only access the data specific to their account
- Data sanitisation to ensure all data sent to the server is sanitised (ie. Un-supported characters are removed such as <script> etc.). This encoded data is decoded server side and re-sanitised before inserting into the DB.
- The use of GUID’s as opposed to numeric ID’s for users, accounts, contracts etc. This makes it very difficult for anyone to try and guess an identifier of another system resource.

Data Storage

In the Microsoft Cloud / Azure platform the compute infrastructure is separated from the storage platform. The CDN / storage platform is built on a highly scalable, high performance distributed software defined storage platform. It delivers block and object storage in a single unified architecture. The current system provides great performance for a number of mixed workloads. The storage platform comprises a combination of solid state and spinning disks, delivering a combination of low cost and high performance. In our storage system we maintain state across three copies of customer data. This means that as you use storage and add volumes to servers or file objects, we keep three copies of your data. We do this by first of all breaking the data apart in our storage control plane, creating an additional two copies of the data using a copy-on-write technology and then finally place the data blocks algorithmically as far away from each other as possible. In the end this ensures that even if we have network failure, disk failure, controller failure or node failure, there will always be a copy of your data available and online. The same platform creates and stores snapshots of volumes, and also provides our image storage services.

All data is stored in relational Serverless Microsoft SQL servers managed through server pools for optimum performance and scalability database on the secure Microsoft / Azure platform. Software patches and service packs are automatically applied and fully managed by Microsoft in-line with recommended processes.

FastDraft utilises both Serverless SQL Server Databases and secure physical file storage to store project related content in the Cloud. All information is stored (encrypted SHA 256) and communicated securely (HTTPS, SFTP etc.) on reliable, secure and fast infrastructure.

These are flexible configurations, and each server instance is set to auto allocate additional resource (storage, memory etc.) when the system requires it (fully scalable platform based on defined resource utilization metrics).

Customer Success

Built Intelligence's customer success team will be on hand to help with each step of the implementation, each of the team members bring with them an extensive experience in customer support, training and software implementation management, which means we are well placed to support you with everything from a single contract or multi-billion pound programme.

The Built Intelligence team will be led by our Operations Director Tom Levitt with support from our Chief Operating Officer Chris Peters and Technical Director Adrian Von Plato. Our proposed project team is then split by disciplines which align to work streams for the implementation plan.

- Customer success will be led by Tom Levitt with support from Liz Exley and Lily Page.
- Customer Implementation will be led by Amelia Parsons
- System integration, information security, platform development and systems SLAs will be led by Adrian Von Plato with support from Mike Ward, Batu Balaban and Steve Webley
- Training Delivery will be led by Carolyn Robins with NEC technical support and advice led by Barry Trebes and William Brown.



Key responsibilities of our Customer Success/Operation Team:

- Resolve technical and support enquiries with speed and precision
- Attending customer on site visits to perform technical support tasks (including training/implementation,) for our software and training solutions
- Ensure all customer projects are running as smoothly as possible.
- Nurture clients; understanding their business and relating how we support their corporate and individual needs in their learning and development.
- Continuously learning on our products / applications / value proposition / differentiation to enhance conversations with customers.
- Customer reporting to the client and for our team internally, on our customer and product performance and the results; using our CRM, Helpdesk support and product systems.
- Financial management; including Forecasts, Invoicing and Billings.
- Celebrating our success by organising client case studies / content marketing assets
- Achieve operational and CSAT targets by successfully managing delivery tasks

Key responsibilities of Technical Team:

- Presenting reports on a company's technological status, goals and progress
- Identifying technologies that can be used to improve a company's products and services
- Developing and overseeing high-level KPIs for the IT department
- Assisting in the recruitment, onboarding and training of IT managers
- Maintaining current knowledge of technological developments
- Tracking, analysing and monitoring technology performance metrics
- Conducting reviews of IT products or systems to evaluate their potential value for an organisation
- Ensuring that technological processes are in line with relevant laws and regulations
- Manage and mentor the development team to ensure best practices are followed
- Regular code reviews to ensure quality is maintained
- Ensuring all technology practices adhere to regulatory and company standards, notably in respect of business continuity, data protection and GDPR regulations

Individual contracts can be set up in a matter of hours, but we provide a dedicated project plan for each enterprise deployment which outlines the steps we take to make sure you are fully onboarded and your team are self-sufficient. A key component of the project plan is product training workshops.

These are outlined below. Our product documentation “FastDraft Handbook” is also very comprehensive with over 100 pages of detailed guidance for both end users and Super Users which also includes bite sized videos. In-App notifications are used to guide new and existing users on how to use the system which links to documentation and product videos.

Our project implementation plan on more complex deployments might be broken down into the following sub-phases:-

1. Configuration and set-up
2. Feature requests and agreed improvements
3. Training
4. Loading projects
5. Data migration projects
6. Integration projects

Built Intelligence has allowed for use of our preferred project management tool:- <https://monday.com/>
Your full team will be given access to the project board to contribute and add new tasks and update progress of tasks owned by the client. Our project management tools provide the team with a clear view of all projects and tasks with a single glance. We can see your progress and what steps need to be taken to keep moving forward. This is a great way to get a clear overview of all our projects and have the entire team aware of what’s ahead. We typically work directly with our client at a kick off meeting to tailor our implementation process/methodology to your working practices. In the absence of this, our preferred methodology is a hybrid project management methodology of agile and waterfall.

We break down our training sessions, video tutorials and support documents by user type and therefore distinguish between Super Users and general users.

For general project teams users, typically our training sessions are designed to be delivered to the consultants, suppliers and if relevant supervisors whole team operating the contract so that each party role experiences each workflow from each side in as close a real-world simulation as possible. We can deliver this as a short or long version workshop.

The training sessions will be tailored to reflect the customers platform configuration and adjusting the language used depending on the contract framework. Training sessions could be delivered separately for consultants or suppliers if required.



System Administrators will be trained as per the general user to ensure the user knows how to use the platform. In addition the System Administrators will be provided with a bespoke training session to learn how to administer the platform:

- How to setup companies and users, projects, contracts.
- How to manage users and configure contract users.
- How to manage master contract templates and configure each contract configuration to ensure aligns with the NEC contract.

We provide a training pack for each delegate which includes the FastDraft handbook. A 100-page user guide and also a set of course notes. Details can be [found here](#).

The FastDraft handbook is reviewed on a fortnightly basis at the end of each sprint release to see what changes are required and is regularly maintained and updated to ensure the product documentation reflects the current product functionality and the regularly introduced new features which are deployed to the platform. New features and functionality are also highlighted within the application, links are also provided to the full fortnightly product release notes.

A 1 hour training webinar is available for on demand viewing via [our website](#). With significant changes or new features, the training webinar will be updated. The product and customer success team host quarterly product webinars, looking back on the last quarters highlights and what's planned for the next quarters roadmap of new features and products.

Off-boarding

All individual reports and registers can be downloaded by users in Excel, CSV and PDF format at any point. Upon request a full download of all communications can be sent to any Super User.

Service management

Microsoft's Azure datacentres availability was engineered to meet the highest common denominator – mission critical support for intranet, extranet, and online services. Typical of the state of- the-art facility designs at the time, these facilities were fault tolerant, concurrently maintainable and populated with scale-up servers housing redundant power supplies and myriad hot-swappable components. All data is co-located across centres throughout EEA.

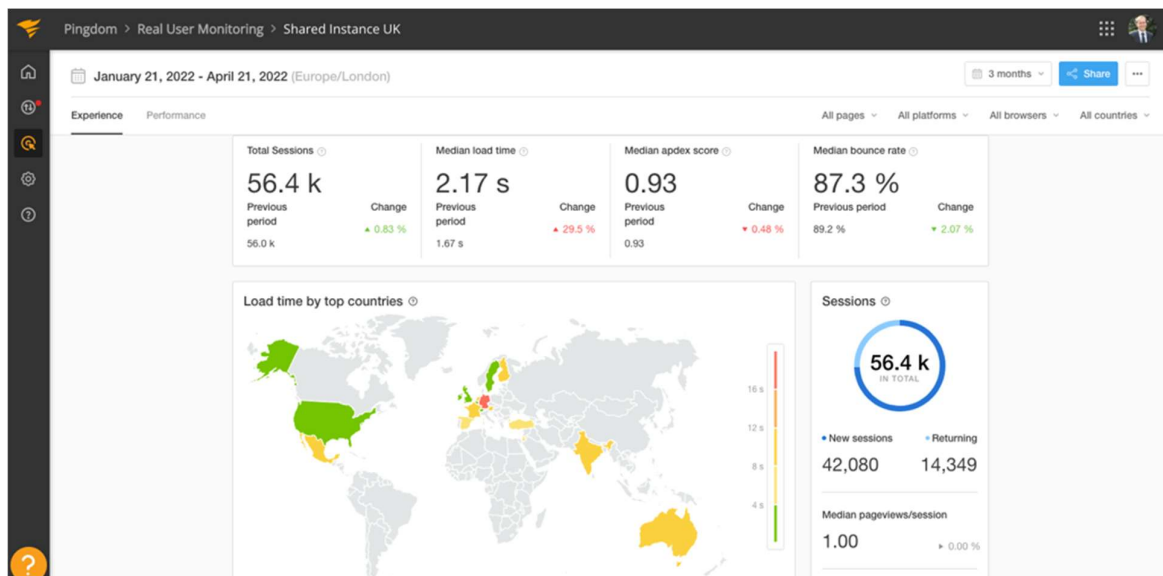
We also use Solarwinds Pingdom Real User Monitoring (RUM) toolset. It's feature sets for cloud infrastructure give us detailed insights on platform performance based on typical broadband connections, real user scenarios and helps ensure we deliver best practice in user experience.

RUM is a passive monitoring technology which records and reports user interaction statistics. This is included within our licence fee and client progress reporting.

We analyse RUM reports as part of our management reporting to spot any problems with our web applications and to improve reliability and performance. Our RUM tests include synthetic monitoring - monitoring a web application with data as if a real user were performing step-by-step actions, such as going to an early warning register, raising an early warning and exporting the risk register. This uses complex scripts to closely mimic user behaviour. Failed checks automatically generate alerts for our operations teams.

Our tests and reporting include detailed data such as:

- Critical page availability
- Page load time
- Geolocation of website visitors
- Browsers and devices used
- Number of return visitors
- Number of page visits by users
- Number of requests per page



FastDraft operates effectively with a standard broadband connection, (8MB down, 2MB up), and only requires a modern browser and entry level specification, on a laptop, desktop computer and mobile devices and a standard internet connection. There is no need for software/code/ActiveX controls to be downloaded to a user or supplier computer.

**Service constraints**

Any planned maintenance will be alerted to users via their dashboard no later than 24 hours before the scheduled start.

Service levels

We contractually guarantee 99.5% availability apart from for scheduled maintenance downtime which are carried out outside normal working hours. Any failures to meet this level of availability will result in service credits awarded to the customer.

Service credits

Any failures to meet this level of availability will result in service credits awarded to the customer.

Data restoration and service migration

Our Operations Security (ISMS-C-DOC-12) documents our process for system backup and recovery. FastDraft is backed up 3 times a day, backups are retained for 12 years.

Data is frozen and backed up prior to the implementation of any updates, improvements or changes. The data recovery ISMS-C-DOC-17/a details our plan to fully restore a service in the event of a total loss of an Azure data centre.

Azure Storage replicates the data to protect it from planned and unplanned events ranging from transient hardware failures, network or power outages, massive natural disasters etc. Azure provides the option to choose where to replicate the data.

Our standard configuration provides an RTO of 8 hours and RPO of 8 hours.

As part of the implementation, we will review the back-up strategy, RTO/RPO targets and data retention policies with you, configuring these to your needs.

We offer an enhanced data recovery service with improved RTO/RPO with Microsoft's Business Critical databases or pools if required.



Technical requirements

FastDraft requires a modern browser and entry level specification, on a laptop, desktop computers and mobile devices and an internet connection. Recommended system requirements for laptops and desktop computers: -

- 2.0 GHz processor (recommended)
- 2 GB of memory (recommended)
- 1 GB of available disk space (recommended)
- 1,280 x 800 screen resolution (recommended)

These browsers are supported for FastDraft on laptop, desktop computers and mobile devices.

Windows

- Google Chrome (latest version)
- Microsoft Edge (latest version)
- Firefox (latest version)

Mac

- Google Chrome (latest version)
- Safari (latest version)
- Firefox (latest version)

Mobile

- Safari in Apple iOS 10 or later
- Google Chrome in Apple iOS 10 or later
- Google Chrome in Android OS 4.4 or later

Required Browser Settings

- JavaScript must be enabled for FastDraft to work.
- Font downloads must be enabled to see the correct fonts and characters (if required).