G-Cloud 15

Forrit One – next generation enterprise CMS - Infrastructure Software as a Service (iSaaS)
Service Definition Document

Framework Reference No. RM1557.15

The CMS Trusted by Regulated Industries

FORRIT

Version control

Version	Author	Date	Changes
0.1	Leanka Prinsloo	27/11/2025	First Draft
1.0	Doug Cunningham	06/01/2026	FInal

Contents

G-Cloud 15 1

Framework Reference No. RM1557.15 1

Contents 3

Introduction 4

About Forrit 5

Service Name & Type 6

Service Description 6

Service Features and Benefits 8

Scope and Constraints 9

Support 10

Security and Compliance 11

Backup, Recovery, and Resilience 12

Pricing and Trials 13

Introduction

This document forms part of Forrit Technology Limited's formal response to the Crown Commercial Service's Invitation to Tender for G-Cloud 15. It describes the Forrit One service, support model, security, change management, and compliance as required for the G-Cloud Framework

About Forrit

Forrit is a trusted provider of cloud-native, headless Content Management System (CMS) solutions, built on Microsoft Azure to deliver secure, scalable, and accessible digital experiences across multiple channels. Forrit' CMS Platform is purpose-built for complex, high-compliance environments, making it ideal for organisations in regulated sectors such as healthcare where resilience, flexibility, and rapid innovation are critical.

Forrit Founded: 2014
Locations: Edinburgh & London, UK
Accreditations:

- ISO27001
- Cyber Essentials
- MACC Supplier in Azure Marketplace
- Microsoft ISV Parter

Core Clients: 340B Matters, Microsoft, Lloyd's of London, Ark Invest, Tesco Bank, Tesco Insurance, Tesco Travel Money and NHS Scotland

Core Expertise: Secure, composable CMS for regulated environments, multichannel orchestration, and seamless integration with enterprise systems. Forrit have successfully delivered integrated, multichannel solutions for leading brands meeting stringent security and governance requirements while enabling seamless integration with enterprise systems. These projects have included advanced capabilities such as personalisation, multi-site orchestration, and hundreds of integrations with adjacent systems including CRM, analytics, and marketing platforms. The Forrit CMS Platform is future-ready, supporting semantic structuring, schema markup, and accessibility standards that enable discoverability across traditional search engines and AI-powered platforms.

Service Name & Type

Service Name: Forrit One SDH – Next Generation Enterprise CMS
Service Type: Infrastructure Software as a Service (iSaaS)

Service Description

Forrit One is a secure, cloud-native CMS enabling organizations to create, manage, and optimize digital experiences with enterprise-grade scalability, compliance, and security. Built on Microsoft Azure (with support for AWS, GCP, etc.), it offers automated provisioning, Entra ID integration, a consolidated dashboard, hybrid headless CMS, composable APIs, and advanced media management.

Forrit One extends the capability of an cloud subscription, leveraging the full potential of cloud services and tools on a single platform. This simplifies and automates complex configuration processes and enables rapid and secure website creation, versioning and editing using an intuitive interface.

As Forrit One is an cloud solution, it can be deployed on any region and scaled as required. As part of the planning process we will assess customer cloud requirements in terms of location and their existing digital web estate in terms of number of websites, size and types of data, and locales to ensure Forrit One is configured to meet their needs.

Quickly migrate websites to the cloud – Forrit One's rapid cloud environment provisioning coupled with automated migration tools, enables the migration of your web estate into a cloud environment at unprecedented speed and with minimal disruption.

Powerful Platform - The Service Delivery Hub enables scripted configuration of the tools, services and infrastructure required to run your global digital estate, enabling the provision of optimal environments.

Quality assured at the core – Forrit One's auto-configuration tools ensure all web

environments are identical through the Test, Staging and Live runtime environments. Sites move across these stages as live webpages, showing the actual user experience - guaranteeing perfect deployments.

Service Features and Benefits

Features:

- Environment creation and templated deployment
- Automated scaling and resource optimisation
- Automated upgrades and version lifecycle management
- Cost visibility and reporting tools
- Role-based access control and delegated administration
- Security posture alignment with Azure frameworks
- Multi-project support within a single SDH instance
- Support for both PaaS and SaaS deployment models

Benefits:

- Reduced risk via consistent, scripted deployment methods
- Lower operational overhead due to automation of complex cloud tasks
- Security assurance aligned with Azure's enterprise frameworks
- Scalability for large digital estates, multi-region or multi-agency models
- Faster time-to-value for new sites, services, and integrations
- Improved governance and compliance visibility

Scope and Constraints

Deployment Models: Public and Hybrid Cloud
Constraints: Cloud-managed only; buyers should expect a cloud-native architecture with elastic scalability. Identity and access management via Azure Entra ID.

Support

Typically support from Forrit is provided remotely, however for certain support requirements, onsite assistance can be provided. Onsite support will be with the correct level of resources required to resolve the issue. Our support costs are dictated by the hours required and are based upon our standard day rates.

Support Channels: Email, online ticketing (WCAG 2.2 AA), phone (24/7), onsite (extra cost)
Support Hours: Standard (Mon–Fri, 09:00–17:00 UK), extended/24x7 by agreement
Severity Levels:

- Severity 1 – Business Critical: Response within 30 min, restore within 4 hours
- Severity 2 – High Impact: Response within 1 hour, fix within 1 business day
- Severity 3 – Standard: Response within 4 hours, address within 5 business days or next release

Account Management: PM/account manager aligned to all accounts

Additional support is also available via Microsoft - See https://azure.microsoft.com/en-gb/support/plans

Security and Compliance

- TLS 1.2+ for data in transit; encryption of all physical media for data at rest
- Data stored in UK, EEA, and other locations with user control
- Datacentres comply with CSA CCM v4.0, SSAE-18/ISAE 3402, ISO/IEC 27001
- Annual CREST-approved penetration testing
- Governance: Board-level security responsibility; ISO/IEC 27001 certified; formal Information Security Policy aligned with GDPR
- Incident Management: Predefined playbooks, rapid escalation, formal incident reports, root cause analysis
- Vulnerability Management: Automated scans, manual reviews, rapid patching, continuous telemetry, compliance with industry standards

Backup, Recovery, and Resilience

- All services/data/configuration automatically backed up; multiple datacentres with disaster recovery; supplier controls backup schedule
- SLA 99.95%; deployments across at least two physical locations in hot/hot configuration; automatic failover
- Outage reporting via email alerts and account manager communications

Pricing and Trials

No educational discount or free trial available

Forrit Technology Limited

A company registered in England and Wales under company number 06632246, whose registered office is at Connect House, 133-137 Alexandra Road, London, UK, SW19 7JY.

All rights reserved. No part of this document may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior consent of Forrit Technology Limited.

The information contained in this document is confidential and may not be disclosed to third parties without the prior consent of Forrit Technology Limited. In the event that any client of Forrit Technology Limited is mentioned by name in this document, no contact may be made with any such client in relation to Forrit Technology Limited or the proposals contained herein without the prior written consent of Forrit Technology Limited.

Disclosure of this information may constitute an actionable breach of confidence.