



Cloud Software

Get Swarms Limited

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ABOUT US

GetSwarms provides highly regarded software solutions complemented by comprehensive training and consultancy services. Our suite of products is accessible through both Software as a Service (SaaS) and on-premises deployment options, ensuring adaptability to meet diverse client needs. Featuring an intuitive User Interface, our range of products can be tailored for standalone usage or seamlessly integrated to enhance each other's capabilities.

Trusted by prestigious government entities globally and private sector organizations spanning from small businesses to multinational corporations, GetSwarms delivers software systems facilitating various critical functions. These include project management, risk mitigation, regulatory compliance, and cyber vulnerability detection. Our training and consultancy services complement our software offerings, empowering clients to maximize the value of our solutions. Through in-depth training sessions and expert consultancy advice, we guide clients in effectively utilizing our software to achieve their organizational objectives.

In summary, GetSwarms provides innovative software solutions, supported by comprehensive training and consultancy services. With a focus on flexibility, usability, and client satisfaction, we strive to be the trusted partner of choice for organizations seeking to streamline their operations and achieve their business goals.

THE "SWARMS" OF EXPERTS

We have organized our workforce into "Swarms". Each Swarm typically includes our own staff, associates, industry leaders, technology domain experts, SMEs and service providers from multiple locations. This provides us with a rich and diverse pool of experts whose knowledge span across industry, domain, technology and have high degree of experience in implementing typical solutions.

SECURITY

Information Assurance

At GetSwarms, we hold certifications in ISO9001, ISO27001, and Cyber Essentials, demonstrating our commitment to quality and security standards. Our entire staff undergoes thorough checks with the Disclosure and Barring Service, with relevant personnel holding Enhanced clearances. Furthermore, our senior architects maintain SC clearance to ensure the highest level of security expertise within our team.

In addition, our services are supported by a platform designed and built with clear alignment to the 14 CESG Cloud Security Principles that all UK public sector organizations use when assessing cloud-hosted solutions.

Data Backup/Restore

Regular and frequent backups of the system are conducted, and they are retained according to the agreed-upon data retention policy. Daily full backups of data are performed, supplemented by interim backups throughout the day. Additionally, transactions are backed up in real-time as they occur. These backups are stored both with our primary hosting provider and promptly replicated to a secondary public cloud provider. This redundancy ensures that in the event of a catastrophic failure of the primary provider, restoration can be performed from the secondary provider.

Furthermore, our full restore from backup process undergoes testing at least once annually to ensure its effectiveness. Back-ups are regularly tested to ensure that the information and data which has been backed up can be restored in the event of deletion, loss, corruption, damage or made unavailable due to unforeseen circumstances working against our defined backup schedules.

Multi-Layered Security Services

We maintain a multi-layered security for all our hosting services that includes security assessment, remote monitoring and management capabilities, task automation, patch management.

As a component of the implementation risk analysis, GetSwarms will undertake:

- Periodic risk assessments and business impact analyses related to this agreement, conducted at intervals of no less than once every twelve (12) months.
- Provide customer with a written security risk assessment report outlining risks based on their respective ratings. This report will identify any required actions or remedial measures resulting from the assessment.

MONITORING

Comprehensive monitoring and associated alerting have been implemented across all components supporting the delivery of GetSwarms services and solutions.

Network

Both internal and external monitoring is employed within the data center facility to oversee all critical aspects of the network and physical infrastructure. This includes scrutinizing the origin and flow of traffic into our core data center network switching for any irregularities. Additionally, inbound network activity is monitored for potential DDOS attacks against the core switching or BGP issues.

Platform

All crucial elements of the platform and services undergo monitoring, encompassing but not limited to:

- Availability of service domains / URLs

- Infrastructure availability and resource utilization (e.g., disk space, RAM, database queries, connections, queues)
- Supplier platforms
- Trends in live transactional messaging data (e.g., delivery and response success by destination and supplier)
- Service performance metrics (e.g., transit times, throughput, status, and length of message queues)
- Each monitored component is configured to trigger a warning upon breaching pre-defined thresholds, and critical status alerts are promptly issued in case of a failure. These thresholds undergo quarterly reviews to ensure their accuracy, relevance, and reliability.

CORE FEATURES AND FUNCTIONALITY

The service provides a cloud-hosted Software as a Service (SaaS) platform delivering configurable functionality through a secure, browser-based user interface. Core features may include role-based access, workflow automation, reporting and dashboards, data capture and management, audit logging, and integration with third-party systems via standard APIs. Functionality is configurable to support organisational processes without the need for infrastructure management by the buyer.

SERVICE SCOPE AND EXCLUSIONS

The service is provided as a standard SaaS offering. It includes access to the hosted application, standard configuration options, security controls, platform monitoring, and routine maintenance.

The service does not include bespoke software development, custom code changes, extensive data transformation, or business process consultancy unless separately agreed under a Cloud Support (Lot 3) engagement.

SECURITY AND DATA PROTECTION

The service is designed in line with recognised public sector security practices and is supported by GetSwarms' ISO 27001-aligned information security management framework. Logical access controls, encryption in transit and at rest, audit logging, and role-based permissions are implemented to protect buyer data.

Data is processed in accordance with UK GDPR and applicable data protection legislation. Buyers retain ownership of their data at all times.

EXIT, DATA PORTABILITY AND CONTRACT END

At contract end, buyers may request a structured exit. Buyer data can be exported in commonly used formats within an agreed timeframe. Following confirmation of successful data transfer, buyer data is securely deleted in accordance with agreed data retention and disposal policies.

PROCESS METHODOLOGY

Our services aid customers in efficiently and meticulously planning and migrating their systems, applications, and data from existing on-premises environments to the cloud—whether private, public, or hybrid, whether on-premises or hosted.

Throughout the planning phase, GetSwarms leverages our expert in-house Swarms to thoroughly assess, analyze, and document existing environments, offering guidance on elements ready for the cloud and identifying areas requiring attention prior to migration. We collaborate closely with our customers to determine suitable solutions aligned with current organizational objectives, capable of scaling according to needs. A primary objective of this planning process is to minimize the risk of downtime and data loss during future migrations. Following the planning phase, we develop controlled, step-by-step cloud implementation and migration plans, ensuring each phase instils confidence that apps, data, and infrastructure will transition securely and seamlessly.

Continuous Improvement

Recognizing the significance of continuous improvement and innovation, we prioritize enhancing and optimizing delivery and service excellence for our clients over the short, medium, and long term. To ensure the success of our contracts, we understand the importance of integrating lessons learned at each stage of the contract period. GetSwarms acknowledges the necessity of providing clear and documented actions for improvement opportunities identified.

We value both quantitative and qualitative feedback in assessing our performance. Expected performance levels, where measurable key metrics can be recorded, are discussed, and refined post-contract award, and established as Key Performance Indicators (KPIs). These KPIs are incorporated into our jointly agreed Service Level Agreement (SLA), thereby driving expected performance from the outset. Continual measurement of performance against all agreed metrics is conducted, with a detailed

Management Information report formally presented as part of the agenda for formal service reviews and update sessions.

Throughout all our Cloud projects and programs, we collaborate with clients to monitor and measure the quality of our service, adapting our delivery structure as necessary to ensure consistent achievement of continuous improvement.

Disaster Recovery and Business Continuity

GetSwarms maintains a comprehensive Business Continuity Management System (BCMS) encompassing all structures and procedures for responding to crises or incidents and is based on the ISO22301: 2012 framework. Within the BCMS are Business Impact Assessments (BIAs), internal Disaster Recovery Plans (DRPs), and Client Onsite Business Recovery Plans (COBRPs). In collaboration with our clients, we develop and agree upon a Client Onsite Business Recovery Plan (COBRP) that can be promptly activated following a crisis event affecting onsite service provision. The COBRP guarantees that GetSwarms possesses sufficient infrastructure and provisions to respond effectively to a crisis event. It enables us to:

- Ensure the continuity of critical business functions for both our company and clients.
- Identify the essential resources required to sustain critical functions.
- Facilitate a seamless transition from normal to alternative modes of operation.
- Provide full support throughout all phases of business resumption.
- Adhere to the principles outlined in ISO22301.

Recognizing the uniqueness of each contract or account, we collaborate with our clients to establish specific recovery plans as needed. It is integral to our approach to ensure that the COBRP aligns with the client's approach and plans for Business Continuity.

DEPLOYMENT OPTIONS

DEPLOYMENT AND HOSTING MODEL

All GetSwarms services are delivered as **Software as a Service (SaaS)**.

GetSwarms Limited retains full responsibility for **hosting, operating, securing, maintaining, monitoring, and supporting** the service throughout the contract term. Customers are not required to manage infrastructure, apply patches, or perform operational maintenance activities.

DEPLOYMENT OPTIONS

GetSwarms services are designed to support flexible deployment models to meet public sector security, data residency, and operational requirements. The **core service functionality remains the same regardless of deployment model**.

VENDOR-MANAGED PUBLIC CLOUD

Services are hosted and operated by GetSwarms within accredited public cloud environments (such as AWS or Microsoft Azure), providing a secure, scalable, and resilient SaaS delivery model.

VENDOR-MANAGED PRIVATE CLOUD

Where required, services may be deployed within a dedicated or logically isolated private cloud environment that is fully managed and operated by GetSwarms. This option provides enhanced isolation while retaining full SaaS operational responsibility with the supplier.

VENDOR-OPERATED ON-PREMISES DEPLOYMENT

Where organisational, regulatory, or data sovereignty requirements apply, services may be deployed within a buyer's on-premises environment. In such cases, the service remains fully operated, maintained, secured, and supported by GetSwarms as a managed SaaS offering.

PRICING ASSUMPTIONS

Published prices are based on delivery of the service as a **standard vendor-hosted SaaS solution**, operating within a shared or logically segregated environment managed by GetSwarms.

Prices include:

- Service hosting and operation
- Platform maintenance and upgrades
- Security monitoring and patching
- Standard backup and recovery
- Routine support and service management

DEDICATED OR BESPOKE DEPLOYMENT REQUIREMENTS

Where a buyer requires a **dedicated instance, private cloud deployment, or deployment within a buyer-controlled environment**, additional infrastructure, security, or operational costs may apply.

Any such additional costs will:

- Be agreed in advance as part of the call-off contract
- Be clearly documented
- Not affect the published SaaS licence pricing

Buyers are not required to select a dedicated deployment model and may use the standard SaaS deployment option at the published prices.

DATA RESIDENCY AND SECURITY

Services are hosted in **UK or EU data centres**, aligned with public sector data protection, security, and residency requirements. Deployment locations are agreed with the buyer as part of the call-off contract.

USAGE AND FAIR USE

All services include reasonable and proportionate use of data storage, bandwidth, and system resources consistent with normal organisational usage.

Services operate under a **fair use policy** to ensure platform stability and service quality. No automatic overage charges, throttling, or service suspension will be applied. Where usage materially exceeds expected operational patterns, GetSwarms will engage with the buyer to agree appropriate mitigations or commercial adjustments where required.

SERVICE SUPPORT

GetSwarms offers continuous support to our clients for buyer hosting or software, whether developed in-house or provided by a third-party organization. We provide access to 1st- 3rd line support through dedicated service desks, available during standard 09:00-17:30 hours or 24/7 as needed.

Additional email or online ticketing support is available at an extra cost. Response times vary depending on the priority of the ticket, ranging from 1 hour to 24 hours excluding bank holidays, tailored to individual client needs.

Online ticketing support accessibility	WCAG 2.1 AA
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Phone support is available:	24 hours, 7 days a week
Web chat support is available	24 hours, 7 days a week
Web chat support accessibility standard	WCAG 2.1 AA
Web chat accessibility testing	All our software undergoes accessibility testing in accordance with our global equality and diversity standards. This testing encompasses additional features tailored for users with sight or hearing impairments, ensuring inclusivity and usability for all.

Training

Our training programs are tailored to individual needs, typically comprising a mix of in-person sessions and online training, accessible to all users but customized to their specific roles. Our online programs offer a variety of elements such as activities, training resources, webinars, and instructional videos. Detailed documentation is readily accessible online.

Additionally, we can assist client stakeholders in delivering formal training sessions through webinars or coordinated classroom training. If on-the-job and floor walking (user) activity training is necessary, we have the capability and capacity to support this provision.

Documentation

The system is equipped with comprehensive documentation, comprising:

- User manual
- Context-sensitive help
- How-to-guides
- API documentation
- Online video tutorials accessible to the public

Additionally, additional technical guides can be furnished to the customer's IT department as needed. These guides may cover integration or offer more in-depth technical insights.

Ongoing Support

Throughout all our Cloud Services, GetSwarms provides comprehensive end-to-end training covering all aspects of the services we offer, including:

- Buyer hosting or software
- Hosting or software provided by our organization.
- Hosting or software provided by a third-party organization.
- Explanation of how the support service operates.

We employ robust, industry standard ITIL service management across all our engagements, ensuring rigorous maintenance of delivery and engagement quality. Each customer is assigned a dedicated service delivery manager as the primary point of contact in case of any issues. Our in-house expert consultants are also available to address any uncategorized service faults or irregular failures once the environment is live. Prior to the go-live phase, our team is always accessible and actively resolves any faults as they arise.

To complement our service, we offer a dedicated cloud self-service portal that allows you to log and track incidents from any location or device. This portal includes dynamic dashboards and a customer-centric knowledge base, facilitating rapid resolution of common issues. Our support services are flexible and scalable, enabling buyers to adapt quickly to market changes. We provide both standard and customized Service Level Agreements (SLAs), delivering KPI-driven operational reporting through GetSwarms online ITSM portal and interactive service dashboards.

SERVICE LEVELS

SUPPORT, SERVICE LEVELS, AND INCIDENT MANAGEMENT

SUPPORT MODEL OVERVIEW

GetSwarms provides a structured and scalable support model aligned to ITIL best practice and public sector service management expectations. All services are delivered as Software as a Service (SaaS), with GetSwarms retaining responsibility for service operation, monitoring, maintenance, and support.

Service levels are designed using a strategic, metrics-driven approach. Target performance levels and timelines are identified and continuously refined based on measurable service metrics to ensure transparency and consistent service quality throughout the service lifecycle.

Where service performance can be objectively measured, targets are defined as **Key Performance Indicators (KPIs)** and incorporated into the Service Level Agreement (SLA) agreed at call-off.

SUPPORT HOURS AND SERVICE OPTIONS

GetSwarms offers multiple support options to meet varying operational requirements. The applicable support option is agreed as part of the call-off contract.

Standard Support (Included)

- Operating hours: **09:00–17:00, Monday to Friday (UK business days)**

Enhanced Support (Optional)

- Operating hours: **09:00–17:00, 7 days per week**

Premium Support (Optional)

- Operating hours: **24x7, including 'follow-the-sun' coverage**, for services requiring continuous operational support

INCIDENT PRIORITISATION AND RESPONSE TARGETS

GetSwarms operates a prioritised incident management framework. Indicative initial response targets are shown below and may be included within the agreed SLA where applicable.

Priority	Description	Indicative Initial Response Time
P1 – Critical	Service unavailable or severe business impact	15 minutes
P2 – Urgent	Major degradation or significant operational impact	1 hour
P3 – Important	Limited impact with workaround available	3 hours
P4 – Minor / Cosmetic	Minor issue or service request	1 business day

For customers selecting **Premium Support**, the following enhanced response and resolution targets may be agreed:

- **P1:** 15-minute response, 4-hour target resolution
- **P2:** 30-minute response, 8-hour target resolution
- **P3:** 45-minute response, 1 business day target resolution
- **P4:** Service or change requests only, 1-hour response

Final response and resolution targets are confirmed in the SLA agreed at call-off.

SCALABILITY AND SERVICE CONTINUITY

GetSwarms service operations are designed to scale rapidly in line with customer demand. Where required, services can be delivered using a **24x7 operational model** to support mission-critical systems and high-availability environments.

SUPPORT PRICING AND TRANSPARENCY

Standard support is included within the published service price.

Enhanced and Premium support options, including extended hours or 24x7 coverage, are **optional** and are **not included** in the base service price.

Where required, the scope, service levels, and associated costs for Enhanced or Premium support will be:

- Agreed transparently in advance
- Documented within the call-off contract and SLA
- Proportionate to the scale and criticality of the services provided

Buyers will not be charged for optional support services unless explicitly requested and agreed.

DIRECT AWARD PRICING ASSURANCE

For direct award procurements, buyers will not be charged more than the published service prices for standard service delivery.

Any optional services, including Enhanced or Premium support, are provided only where explicitly requested by the buyer and agreed in advance as part of the call-off contract.

TRIAL SERVICES

We extend complimentary trials to all prospective buyers with the following terms:

- 2,000 free credits for a duration of 1 month.

Upon exhaustion of the credits or expiration of the 1-month period, the trial may be extended through mutual agreement between GetSwarms and the buyer.

Trials can be initiated through the following channels:

- Telephone: 0845 226 0125
- Email: hello@GetSwarms.com
- By scheduling through the following link: <https://www.multiswarms.com/>

SERVICE PROVISIONING

Service Constraints

Planned Maintenance

Routine downtime necessary for system maintenance is arranged outside of regular office hours. A maximum one-hour window per month is tentatively designated for system maintenance, if necessary. In months where the maintenance window is utilized, customers are notified at least seven working days in advance.

Emergency Maintenance

Emergency maintenance is conducted to resolve any issues impacting the availability, provisioning, or performance of the service. While GetSwarms strives to offer as much information as feasible during emergency maintenance, advance notice may not always be feasible due to the urgency and nature of the work being performed.

Technical Requirements

The system we offer operates within a browser environment. Hence, we anticipate that the client's system meets the minimum technical prerequisites to utilize all system functions:

- Suitable PC hardware running Windows 7 or above, Linux, or OS X.
- A compatible web browser, including supported versions of Safari, Chrome, Firefox, Internet Explorer, or Edge (support for other browsers is available upon request; please contact us for full details).
- A secure high-speed internet connection.
- For tablet access, a suitable tablet running Windows, Android, or iOS with a supported web browser and internet connectivity.

ON-BOARDING

Implementation

Assess

Evaluate the intended implementation environment of the service and recommend the most suitable integration method to the buyer. We offer complimentary consultations with potential buyers via email, telephone, live chat, or online meetings.

Furthermore, we provide free demonstrations of the services, allowing buyers to explore the full functionality and benefits without any obligation. These demonstrations typically take place through scheduled online meetings.

All Service Documentation is accessible on our website, enabling buyers to access the necessary documentation for their integration. We offer assistance and guidance on the most appropriate integration method.

Additionally, we present various cost options outlined in our pricing document and advise buyers on the most cost-effective purchasing method during this stage of discussion.

Integrate

The Service is available for integration within a free trial environment. We offer our software at no cost to the buyer, enabling access to the service for a maximum duration of 1 month.

During the trial period, we provide complimentary support via email, telephone, live chat, technical helpdesk, or online meetings.

Confirm

Verify the precise volume and services needed. This information is then outlined in an Order Confirmation form issued by GetSwarms, awaiting approval from the buyer.

Ordering

There are several ways that our buyers can purchase our services as follows:

- **Online Purchase:** Buyers have the option to procure services online through our website. This entails a simple registration process on our site. Upon registration, buyers can easily select the desired services and review their purchase before final confirmation. Once the order is confirmed, the services are promptly activated, and an electronic invoice is issued. Subsequently, the On-Boarding process begins.
- **Order Confirmation Form:** Buyers finalize the specific details for any services purchased, which we document on a dedicated order form sent to the buyer via email. Upon acceptance of the order form, completed electronically, the services are promptly activated, and an electronic invoice is sent.
- **Contract:** A G-Cloud Call off Contract can be agreed, once this has been signed by both parties, the service will immediately be made available to the buyer.

OFF BOARDING

Customers are required to adhere to the agreed minimum contract period, and any requests for service cancellation must be submitted in writing, subject to the agreed cancellation period. The service will remain operational until the agreed cancellation date, after which it will be decommissioned, blocking all subsequent access requests. Although the service account will not be active, it will be retained for a specified period before being permanently deleted from our systems, rendering all account data unrecoverable. During the contract period or notice period, customers may modify or delete any data they have uploaded. Data deletion involves complete hashing over. Early termination of the contract, not resulting from a material breach, will incur termination fees. Where additional services have been purchased that are still within their contract period the terms of those agreements remain in place.

SERVICE MIGRATION

GetSwarms will assist customers in migrating to other suppliers. Prior to termination of the service, data can be exported from the systems, and account access will remain available for certain period.

CONTACT US

If you're interested in discovering how GetSwarms Ltd can assist with your cloud needs, feel free to reach out to us via email at hello@GetSwarms.com. Alternatively, you can contact our operations Director, who will gladly provide guidance on the most suitable solution to fulfil your requirements:

Amit Jain

Director

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SOFTWARE AS A SERVICE (SAAS)

Alert Management Solution

Swarms Alert Management Solution is designed to handle notifications and alarms within an organization. Includes intelligent alert prioritization, automated responses, real-time monitoring, ensuring swift resolution of critical issues. Seamlessly integrating with current systems, it centralizes alert management, reducing downtime, improving response times, and boosting operational efficiency.

BI and Analytics solution

The GetSwarms BI and analytics solution empowers clients to access data assets efficiently, facilitating informed decision-making and driving business value. With a configurable data platform and visualization/dashboarding framework, it embeds data analytics and machine learning technology. Offering augmented intelligence, intuitive no-code interfaces, and robust reporting/alerting capabilities, it enhances data analysis and interrogation.

Particle Drive

Our Particle Drive is a cloud storage solution, that provides secure data storage, seamless synchronization, and scalable options. With advanced encryption and user-friendly interfaces, we ensure data accessibility, security, and collaboration, facilitating streamlined file sharing and enhanced productivity for clients.

GDPR Subject Access Requests (SARs)

Get Swarms' GDPR Subject Access Requests (SARs) software streamlines SAR processes by automating data retrieval, redaction, and response generation. Features include secure user authentication, data encryption, and audit logs for compliance. Customizable templates and workflows ensure efficient SAR processing while maintaining data privacy and security.

GDPR Information Asset Register & ROPA

GetSwarms provides an Information Asset Register (IAR) and Record of Processing Activity (RoPA), empowering organizations to identify personal data flows and maintain accurate records of processing activities to meet UK GDPR requirements. It automatically updates with Data Protection Impact Assessment (DPIA) findings and aligns with ICO templates and best practices, ensuring compliance and reliability.

Backup Management System

Our Service is designed to protect and preserve critical data for businesses through automated backups and robust security measures to ensure an optimal recovery solution with minimal recovery time. we ensure data integrity, minimize downtime, and provide quick recovery in case of data loss due to various factors such as hardware failures, human error, cyberattacks, or natural disasters to ensure uninterrupted operations.

Project and Portfolio Management System

Our PPM Software enhances project, program, and portfolio management efficiency. It fosters stakeholder communication across all levels, enabling resource allocation, project tracking, and timely delivery. Featuring intuitive interfaces and customizable options, it streamlines workflows, boosts efficiency, and ensures project success. Highly flexible, it supports various methodologies and tailored customer processes like PMBoK, APM, and PRINCE2.

Leave Management System

Our Service facilitates the automation of leave requests, approvals, and tracking, reducing administrative workload and ensuring compliance with company policies and regulations. With user-friendly interfaces and customizable features, Swarms enables organisations to efficiently manage employee absences, maintain accurate records, and optimize workforce productivity.

Appointment bookings System

Swarms assist governments in efficiently managing appointments by providing the convenience of online scheduling and self-service booking. With calendar integration, automated reminders to prevent no-shows, and customizable options, we streamline booking processes, reducing manual coordination to enhance efficiency and improve customer satisfaction.

Workplace management system

Our Workplace Management System facilitates seamless reservation of rooms and hot desks. The suite allows booking through web, mobile, signage, kiosk devices, and directly from O365 and G-suite applications. Scalable, flexible, and hardware-independent, the browser-based solution is user-friendly, supports internal and external users, and offers comprehensive reporting for enhanced workspace management.

Case Management System

GetSwarms Case Management solution is crafted for handling diverse cases and reporting needs. Whether it's incidents, complaints, or information requests, our system ensures efficient tracking, documentation, and resolution from initiation to closure. Centralizing case data, automating workflows, and fostering collaboration enhances overall customer satisfaction and operational efficiency.

Contract Management System

GetSwarms Contract Management platform streamlines supplier contract maintenance and oversight, seamlessly integrating with current procurement systems. Covering the contract lifecycle from creation to monitoring, it includes features like document storage, e-signature integration, and deadline reminders. Centralizing data, automating workflows, and fostering compliance and collaboration ensure efficient contract management.

Property Management Solution

Streamlined web-based asset and property management platform for recording core property data, including deeds and leases. Tracks vacant properties, rent reviews, break clauses, step rents, and debtors. Generates tenant invoices and integrates with external systems, minimizing lease liability risks across your estate

Electronic billing portal (Billing, Invoicing and Statements)

GetSwarms E-billing portal offers a central hub where invoices can be generated, payments processed, and statements distributed electronically. With our secure platform, users gain access to customizable invoicing templates, automated statement generation, and real-time updates, ensuring smooth financial operations. This results in increased efficiency, minimized errors and enhanced customer satisfaction.

Accounting software

Our accounting software offers a flexible, scalable, cloud-based solution tailored to the public sector's needs. Automates tasks like invoicing, bookkeeping, payroll, and reporting, ensuring compliance with tax regulations. Streamlines financial operations, enhances accuracy, and provides centralized data for real-time insights, empowering informed financial decisions.

Recruitment management system

GetSwarms recruitment management system has been designed to meet the recruitment needs of public sector organisations. It manages the entire recruitment lifecycle, applicant tracking, resume parsing, job posting, candidate screening, interview scheduling, and onboarding support. RMS helps government find and onboard the best-suited candidates for their job roles.

Vendor management system

Our service facilitates the management of external suppliers, contractors, and service providers by an organization. With a centralized system overseeing the vendor lifecycle, from vendor selection, and onboarding to performance monitoring, contract management, and payment processing, it will Enhance collaboration, mitigate risks, and optimize efficiency.

Resource Management system

Our Resource Management system features automation capabilities that enable the creation and management of a variety of resources, from staff and their skill sets to spaces equipped with necessary facilities. It allows for the seamless importation and scheduling of projects or activities with automatic allocation. Simply import your project plan, and our system will automatically assign staff based on their skills and availability.

E-Sign system

E-Sign enables secure approval, automation, and e-signing of documents and forms using digital signatures compliant with Trust Services and Electronic Identification (eIDAS) regulations. Available as both an 'out-of-the-box' application and a developer tool, it facilitates rapid integration of e-signature functionality into existing systems.

Particle Desk Service desk solution

Our customer support solution particle desk provides comprehensive tools for managing customer inquiries, complaints, and feedback. It includes features such as ticketing, live chat, knowledge base, and analytics. With multi-channel support and automation

capabilities, it enhances response times, improves customer satisfaction, and fosters long-term relationships with clients.

Particle Customer Relation Management solution

Our CRM solution empowers businesses to manage customer relationships effectively. It offers comprehensive features for contact management, sales automation, marketing automation, customer service, and analytics. With intuitive interfaces and customisable workflows, businesses can streamline processes, improve customer engagement, and drive growth by leveraging valuable insights from customer data.

Learning Management System

Our platform empowers organizations to centralize the management of their training and educational content, facilitating convenient access, distribution, and monitoring of learning activities. Through our service, organisations can create, manage, and deliver online courses, assessments, and educational resources, while monitoring learner progress and performance effectively.

Interactive Website solution

Utilizing advanced web technologies and UX/UI design, Swarms elevates static web pages into dynamic platforms, engaging visitors with interactive features such as live chat, personalized content, and quizzes. By encouraging user interaction and exploration, we enhance user experience, boost retention, and fuel growth through meaningful engagement on the website.

Digital Form generation system

Our Digital Form Generation System, simplifying data collection and processing for organization. Our intuitive platform empowers businesses to create, distribute, collect, and manage forms electronically. With customizable templates and secure data handling, organisations can optimize operations and make informed decisions seamlessly. Customers may optionally order add-on services including the design and implementation of online forms.

Penetration Testing Solution

The Penetration Testing Solution offered by Get Swarms provides comprehensive assessments to bolster organisation security. By simulating real-world cyber-attacks, we uncover vulnerabilities in networks and applications, enabling proactive defence measures. Detailed reports are produced together with proposed remediations to support ongoing cyber defence strategy.

Tagging solution

Our Tagging solution empowers organizations to efficiently categorize, organize, and manage digital content. It facilitates adding descriptive tags to files, documents, or images, simplifying search and retrieval. Intuitive interfaces and customizable tagging systems streamline workflows, enhancing data accessibility and organization. Leveraging

metadata and taxonomy methodologies improves productivity and efficiency by enhancing searchability and accessibility of digital assets.

Release Management software

Swarms Release Management software streamlines software deployment from development to production. It simplifies processes with version control, automated testing, and deployment scheduling for smooth releases. Continuous Integration/Continuous Deployment (CI/CD) methodologies, ensure efficient and error-free releases, enabling organizations to deliver software updates quickly and reliably.

Resource Performance Management solutions

Swarms Performance Management solutions optimize individual, team, and organizational performance. We set clear goals, provide feedback, evaluate performance, and adjust strategies to align with objectives. Our services include performance appraisals, feedback mechanisms, training programs, and analytics tools, fostering a motivated workforce and driving business success.

Software Development Lifecycle Software from Design to LIVE

Our SDLC (Software Development Life Cycle) software, facilitating end-to-end management of software development processes. It includes feature creating project planning, version control, and automated testing, our solution enhances efficiency and collaboration. Swarms SDLC software helps teams efficiently develop, deliver, and maintain high-quality software products.

Risk and Compliance Solution

Our Service is designed to safeguard organisations against risks and ensure adherence to regulatory standards including ISO 9001, ISO 27001 PCI DSS and GDPR. With advanced analytics, automated monitoring, and customizable frameworks, our solution identifies and addresses potential threats efficiently. Swarms offer proactive risk management and compliance support, fostering trust, integrity, and resilience in business operations.

Survey Management Solution

Survey Management Solution is a cloud-based survey platform accessible via web browsers. It facilitates the creation and administration of surveys, questionnaires, forms, and polls for research, feedback, and assessments. It measures engagement and satisfaction, gathers staff and customer requirements, and provides real-time insights and analytics for data analysis.

Swarms Inventory Control & Logistics Tracker

Specialized logistics platform that optimizes inventory control by tracking stock levels and monitoring movements in real-time. The solution automates replenishment processes to minimize stock-outs and reduce excess inventory, ensuring public sector operations remain efficient and cost-effective, empowering organizations to meet fluctuating demands while maintaining a competitive edge in service delivery.

Privacy Management platform

Our Privacy Management Platform centralizes organizational privacy office operations. Whether on cloud or on premises, this tool aids GDPR compliance, managing tasks like data inventory, privacy impact assessments, breach notifications, subject access requests, and compliant workflows seamlessly.

Fraud Case Management solution

GetSwarms Fraud Case Management Solution (FCM) orchestrates enterprise-level investigations, be it criminal, scientific, workplace, or cyber-related. It ensures a deterministic progression from instigation and initial triage to closure and post-case review. Custom business rules can check a wide variety of potential fraud indicators and workflow cases accordingly.

Swarms Digital Knowledge Wiki & Documentation Hub

A robust, wiki-style collaboration platform designed to centralize help guides and technical documentation. Built on a secure Node.js architecture, the system supports version control and real-time editing to ensure institutional knowledge is accurately preserved and easily accessible across the organization, featuring search functionality and seamless integration with other systems.

Swarms Time & Attendance Tracking System

A comprehensive workforce management solution for tracking time spent on tasks and projects. The platform features biometric authentication security and automated data analysis, integrating directly with project management software to ensure accurate reporting and payroll alignment, incorporating automatic time tracking to minimize manual errors and provide granular insights into workforce productivity.

Swarms Privacy Manager & RoPA (GDPR Compliance)

A comprehensive governance tool designed to help Data Protection Officers maintain a rigorous Record of Processing Activities in compliance with UK GDPR Article 30. The solution integrates data mapping with risk assessment to ensure full accountability and transparency, aligning with ICO templates to streamline reporting and simplify data protection compliance.

Swarms Corporate Communications & News Platform

A scalable Content Management System (CMS) designed for internal communications, news dissemination, and article publishing. Built on a secure PHP/MySQL framework, it includes SEO optimization tools and analytics dashboards to monitor engagement with departmental announcements, featuring customizable templates and secure user authentication to facilitate seamless deployment and streamline content management processes, and analytics dashboard. Built with PHP, MySQL, and HTML, it ensures seamless deployment and scalability.

Swarms Appointment & Scheduling System

Booking engine designed to streamline appointment management for public services. The system features real-time calendar synchronization and automated SMS/email reminders to reduce "no-shows" and improve citizen access to services, incorporating customizable booking forms to capture essential requirements, delivering a seamless client interface that enhances the overall customer experience and efficiency.

Swarms Robotic Process Automation (RPA) Suite

A cutting-edge automation service utilizing AI-driven software robots to handle repetitive high-volume tasks. The suite includes intelligent document processing capabilities and secure integration tools to modernize legacy workflows without extensive infrastructure changes, featuring intuitive process design tools to achieve seamless automation of business processes, thereby enhancing productivity and efficiency.

Swarms DPIA & Privacy Impact Assessment Tool

A specialized compliance tool designed to automate Data Protection Impact Assessments in line with GDPR requirements. The software provides risk analysis frameworks and customizable templates to ensure privacy risks are identified and mitigated during project planning, offering secure data storage and seamless integrations to provide real-time monitoring and reporting capabilities.

Swarms Event Management & Registration System

A robust cloud-based platform for the end-to-end management of public sector events and conferences. Features include secure ticketing, attendee registration, and seamless CRM integration to track delegate engagement and feedback, utilizing customizable reports and advanced analytics to provide valuable insights for event optimization and ensure data-driven decision-making for future planning.

Swarms Expense Management Solution

A secure, cloud-based platform for end-to-end management of employee expenses and claims. Designed to ensure financial probity, the system automates the submission, approval, and reimbursement process while enforcing organizational spending policies, facilitating accurate real-time reporting and seamless integration with existing payroll systems to reduce administrative overhead and improve data accuracy.

Swarms Lead Generation & CRM Solution

A comprehensive lead management system designed to track, manage, and nurture potential engagement opportunities efficiently. Built on modern web technologies and secure cloud infrastructure, the platform uses lead scoring and analytics to prioritize outreach and improve conversion rates, featuring integrated email campaigns to automate follow-ups and drive consistent engagement.

Swarms Grant & Funding Management Platform

A comprehensive solution connecting projects with funding opportunities through advanced matching algorithms. The platform ensures financial probity with secure payment processing, real-time analytics, and intelligent fund allocation tools tailored for grant-giving bodies, incorporating customizable dashboards and machine learning capabilities to provide deep insights and refine investment strategies for maximum impact.

Swarms Enterprise Knowledge Base & Collaboration Hubs

A robust knowledge management system designed to help organizations store, access, and collaborate on critical information assets effectively. This centralized repository ensures that institutional knowledge is preserved and easily retrievable, reducing information silos and improving team productivity by enabling seamless real-time updates and ensuring rapid retrieval of essential data.

Swarms Inquiries & Correspondence Management Solution

A centralized system for tracking and resolving public inquiries and Freedom of Information requests. It features automated workflow routing, email notifications, and detailed performance analytics to ensure statutory response times are met, utilizing custom forms for precise data collection and customer satisfaction tracking to streamline communication and enhance service delivery.

Swarms AI Virtual Agent & Live Chat

A cutting-edge digital assistant powered by Artificial Intelligence, designed to provide 24/7 real-time support for citizen and staff inquiries. By utilizing Natural Language Processing (NLP) and machine learning, the system automates responses to routine queries, significantly reducing the burden on human service desks to streamline operations and enhance user experience.

Swarms Enterprise Order Management System (OMS)

A scalable, cloud-based OMS designed to streamline the entire order lifecycle from procurement to fulfilment. The system offers real-time visibility into inventory and logistics, ensuring accurate tracking and automated notifications for internal and external stakeholders, while delivering customizable reporting and seamless integration to optimize supply chain efficiency.

Swarms Partner Relationship Management (PRM)

A secure, cloud-based platform designed to streamline the lifecycle of external partnerships and supplier collaborations. The system centralizes partner onboarding, performance tracking, and incentive management into a single dashboard, facilitating better communication and operational transparency across complex supply chains, providing real-time analytics and customizable reporting to optimize collaborative decision-making.

Swarms Project Management Office (PMO) Suite

An enterprise-grade project management tool featuring interactive Gantt charts for complex programme planning. Built on a secure Java architecture, it supports resource allocation, milestone tracking, and task dependency management for large-scale public sector projects, facilitating secure multi-agency collaboration through cloud-based storage and real-time updates to ensure seamless program delivery.

Swarms FAQ & Information Knowledge Base solution

A dynamic FAQ management system designed to deflect routine queries by providing accurate, searchable answers. Utilizing advanced search algorithms and customizable templates, it enhances the self-service experience for citizens and staff alike, leveraging scalable storage to handle high volumes of data, ensuring rapid retrieval and consistent access to critical information.

Swarms RFP & Quotation Management Platform

A secure platform for managing Requests for Proposals and supplier quotations. It streamlines procurement workflows with automated deadlines, customizable templates, and secure cloud storage for sensitive commercial documentation, featuring advanced search capabilities for rapid retrieval of historical quotes, ensuring full auditability while significantly enhancing operational efficiency for busy procurement teams.

Swarms Meeting Management & Scheduling Solution

An AI-enhanced scheduling platform that optimizes meeting coordination across different departments. It features cross-platform compatibility and uses AI algorithms to identify optimal meeting times, reducing administrative friction by integrating with calendar systems and offering centralized cloud management for room bookings, ensuring a seamless and efficient scheduling experience for all users.

Swarms Advanced Reporting & Analytics Engine

A comprehensive data visualization platform for generating custom reports and insights. It employs advanced processing algorithms and secure user authentication to allow teams to collaborate on complex data sets and track performance metrics, utilizing rich graphical interfaces to simplify complex data presentation, empowering stakeholders to make informed, strategic decisions rapidly.

Swarms Data Retention & Information Lifecycle Solution

A governance solution for managing data classification and retention policies across multiple platforms. Using machine learning, it automatically scans and tags data based on sensitivity, ensuring compliance with GDPR and deletion schedules, utilizing metadata tagging to enhance searchability, while enforcing custom retention rules to automate archival processes and ensure auditability.

Swarms RFI & Procurement Intelligence Solution

A specialized platform for managing Requests for Information processes. Powered by AI, it integrates with project management systems to track supplier responses, analyse market

data, and support collaborative evaluation workflows, leveraging machine learning to streamline data analysis while providing real-time dashboards to monitor engagement quality and accelerate the procurement cycle.

Swarms Enterprise Risk Management (ERM) Solution

A comprehensive risk register platform that automates the identification, assessment, and management of organizational risks in real-time. Built on a scalable cloud architecture, this solution utilizes AI to visualize potential threats, enabling proactive governance and compliance management, ensuring seamless integration with existing systems while providing custom reporting and collaboration tools

Swarms Risk Treatment & Mitigation Planner Solution

A dedicated module for creating and monitoring risk treatment plans. It integrates with existing risk registers to assign action items, set automated reminders, and track the progress of mitigation strategies in real-time, facilitating seamless collaboration across teams while generating comprehensive status reports to ensure effective risk reduction and robust governance.

Swarms E-Commerce & Merchandising Platform

A secure platform enabling public sector bodies to manage online transactions and merchandise. It includes customizable catalogs, secure payment processing, and inventory management tools, built on a standard MySQL database structure, providing flexible interfaces for diverse product displays and real-time tracking of stock levels to prevent overselling and streamline fulfilment.

Swarms Statement of Work (SoW) Governance

A management platform designed to streamline the creation, approval, and tracking of Statements of Work. It ensures compliance and transparency through rigorous audit trails, customizable templates, and integration with project management tools, utilizing advanced analytics to monitor contractor performance and spend, thereby ensuring consistent quality and value across all procurement activities.

Swarms Enterprise Task & Workflow Management Solution

A hierarchical task management system that uses dynamic prioritization algorithms to sort workloads based on urgency and importance. It supports sub-task creation, deadline tracking, and data synchronization across teams, incorporating real-time alerts for upcoming deadlines to prevent slippage, enabling teams to focus on high-value activities through the automated ranking.

Swarms IT Troubleshooting & Guide Creator Solution

A platform for authoring interactive troubleshooting guides. It utilizes AI-driven recommendations and content tagging to help IT teams create dynamic support content,

featuring version control and multiple export formats for broad distribution, leveraging intelligent suggestions to optimize content structure, ensuring guides are organized logically to enhance end-user navigation and resolution.

Swarms Digital Media & Tutorial Creation Suite

A Comprehensive content creation platform empowering teams to produce, edit, and distribute professional videos, tutorials, and "how-to" guides. Powered by advanced algorithms, the suite simplifies the production of training materials and communications assets through an intuitive user interface, incorporating screen recording capabilities and seamless customization features to ensure professional-quality output.

Swarms AI Digital Experience Platform (DXP) & CMS

An AI-driven Content Management System that accelerates the deployment of data-centric websites. The platform utilizes advanced algorithms to generate responsive, mobile-first designs that drive user engagement and service accessibility, featuring built-in data visualization tools and seamless integration with existing systems to ensure rapid delivery of compliant, secure digital services.

Swarms AI-Powered QA & Test Management Solution

An advanced quality assurance platform for managing test cases and runs using Artificial Intelligence. The system utilizes machine learning to automate test execution, analyze results, and optimize the testing lifecycle for software projects, detecting defects through intelligent analysis of pass/fail rates to streamline QA workflows and support faster release cycles.

Swarms Campus Operations & Student Information System

An advanced educational management suite designed to streamline operations across single or multiple campuses. The solution manages critical academic processes, including student enrollment, course scheduling, and faculty coordination, supported by real-time analytics for institutional decision-making, integrating secure database management and cloud storage to ensure seamless operations and reliable data accessibility.

Swarms Course Management & eLearning Admin Solution

A comprehensive administration tool for managing educational courses and training programs. Built with modern technologies like ReactJS and Node.js, it offers intuitive scheduling tools, learner progress tracking, and collaboration features, leveraging a high-performance architecture to ensure responsive user experiences while enabling detailed monitoring of completion rates and performance metrics.

Swarms Student Engagement & Wellbeing Platform

A comprehensive academic management solution designed to enhance student retention and success. This platform allows students to balance academic scheduling with extracurricular engagement through interactive dashboards and task management tools, incorporating automated reminders and real-time progress tracking to empower

institutions with data-driven insights that actively support student wellbeing and achievement.

Swarms Commercial Pipeline & Revenue Intelligence Solution

A powerful commercial management tool designed to track leads, manage sales cycles, and optimize pipeline performance for public sector revenue streams. The platform utilizes lead scoring and predictive analytics to identify high-value opportunities, featuring seamless CRM integration to provide a comprehensive solution for maximizing revenue generation.

Swarms Sustainability & Carbon Management Solution

A specialized environmental management platform for tracking carbon, energy, and sustainability data. It includes carbon footprint calculators and energy usage analysis tools to help public organizations meet Net Zero targets and reporting obligations, monitoring usage patterns to identify efficiency savings while generating detailed reports to ensure compliance with environmental regulations.

Swarms Enterprise Resource Planning (ERP) Allocator Solution

A robust resource planning engine that integrates with multiple existing ERP systems to streamline workforce and asset management. Leveraging cutting-edge AI and machine learning, the solution optimizes resource allocation, scheduling, and forecasting to improve operational efficiency and productivity across the organization.

Swarms Digital Campaign Manager Solution

A robust email marketing and communications platform designed to manage multiple large-scale campaigns simultaneously. The solution features drag-and-drop builders and advanced tracking analytics, allowing communication teams to create professional templates and monitor engagement metrics effectively, ensuring seamless integration with popular CRM systems to enhance data consistency and streamline end-to-end campaign management.

Swarms Secure Video Collaboration Platform

A Secure, cutting-edge video conferencing solution designed to facilitate seamless communication for remote and hybrid teams. Built on advanced communication protocols, the platform supports high-definition video, screen sharing, and secure file transfer, ensuring reliable collaboration for public sector organizations, featuring integrated chat tools to foster dynamic interaction and enhance team productivity.

Swarms Human Capital Management (HCM) Solution

Cloud-based HR solution designed to streamline the entire employee lifecycle, from recruitment and onboarding to performance management. The platform integrates seamlessly with payroll and CRM systems to reduce administrative overhead and improve

workforce engagement, featuring a user-friendly interface and robust reporting tools to significantly increase operational efficiency and productivity.

Swarms Stakeholder & Citizen Relationship Manager (CRM) Solution

A comprehensive CRM solution designed to effectively manage complex customer and citizen relations. It integrates essential tools for contact management, lead tracking, and communication history into a single view. The platform includes automation features, customizable dashboards, and robust reporting capabilities to enhance engagement and retention by leveraging valuable data insights.

Swarms AI-Enhanced Digital Content Management Platform

A cutting-edge content management platform that integrates advanced AI to streamline digital communication. The solution allows users to create, manage, and publish content efficiently while leveraging AI-driven chat capabilities to enhance user engagement. It is built on a foundation of natural language processing and secure cloud storage.