



Cloud Software (iSaaS)

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

Priority	Description	Indicative Initial Response Time
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
GetSwarms Limited,

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Email: amit.jain@getswarms.com
Ph: 07545641528

SOFTWARE AS A SERVICE (SAAS)

Infrastructure Alerting & Monitoring Correlation Platform

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.

Application & Service Performance Monitoring Platform (IT Ops)

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.

Secure File Storage & Data Lifecycle Management Platform (IT Ops)

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.

Data Subject Request Automation & Data Retrieval Tool (IT Ops)

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.

Infrastructure Data Asset Discovery & Classification Tool (CMDB)

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.

Infrastructure Backup Orchestration & Recovery Management Tool

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.

Operational Case Workflow Automation Platform (IT Ops & Service Processes)

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.

Billing Integration & Financial Data Processing Platform (IT Ops)

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.

Vendor & Supplier Integration, Risk Monitoring and Control Automation Platform (IT Ops)

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.

Infrastructure & Capacity Resource Management Platform

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.

Particle IT Service Desk Platform (Incident & Change Operations)

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.

IT Incident & Service Continuity Management Platform

Our Incident Management Solution is a systematic approach to identifying, responding to, and resolving unexpected events or disruptions within an organization. It involves processes and tools for promptly addressing incidents, minimizing their impact on operations, and restoring normalcy. Swarms goal is to ensure business continuity, minimize downtime, and mitigate risks effectively.

Customer Interaction Data Integration & Workflow Automation Tool

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.

Infrastructure Data Asset Discovery & Classification Tool (CMDB)

Our Service involves the systematic management of software updates and tracking of digital assets within an organization's IT infrastructure. It encompasses processes such as automated patch deployment, asset inventory management, compliance monitoring, and system optimization. Our goal is to ensure the security, reliability, and regulatory compliance of IT systems while maximizing operational efficiency.

Automated Security Testing & Vulnerability Assessment Platform

GetSwarms offers a user-friendly Vulnerability Management system, which is cloud-based and simple to set up. It scans your network, assets, the deep web, and ensures compliance.

Cloud Environment Configuration & Lifecycle Management Tool

GetSwarms environment management solution offers comprehensive control and optimisation of digital infrastructures. It facilitates efficient provisioning, configuration, and monitoring of development, testing, and production environments. With automated workflows and real-time insights, organizations can ensure reliability, scalability, and compliance across their IT ecosystems, driving agility and cost-effectiveness.

Release Automation & Deployment Governance Platform

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.

IT operations Issue Tracker & Engineering Governance Platform

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.

Inventory & Asset Tracking Automation Platform (Operational Systems)

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.

Swarms Privacy Controls & Data Classification Platform (Infrastructure Governance)

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.

Cryptographic Key & Secrets Management Platform (IT Ops)

Safeguard Your Data with Get Swarms' Key Management Solution, designed to safeguard sensitive data and streamline access control. Our service ensures the secure storage, encryption, and centralized management of cryptographic keys. Able to manage individual and group key sessions with policy enforcement. Supports existing encryption algorithms to layer into existing network.

Privacy Controls Enforcement & Data Protection Automation Tool

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 Privacy Risk Automation & Control Assessment Tool (IT Ops)

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 ITSM Platform for Incident, Change & Configuration Management

An enterprise-grade ITSM solution designed to align with ITIL standards for Incident, Problem, and Change Management. This cloud-based platform enables public sector IT teams to automate workflows, track SLAs in real-time, and resolve issues efficiently, while minimizing operational downtime and mitigating risks through robust business continuity and comprehensive reporting tools

Swarms Data Retention Policy Enforcement & Lifecycle Automation Tool

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 Operational Risk Monitoring & Control Framework (IT Ops)

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 Operational Risk Remediation & Control Tracking Tool

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 IT Operations Runbook Automation & Orchestration Tool

A cloud-based tool for creating and managing standard operating procedures (runbooks). It leverages API integrations to automate routine IT tasks and provides real-time insights into workflow execution, ensuring consistent service delivery, connecting diverse third-party tools to trigger automated processes, significantly reducing manual intervention and standardizing responses to critical technical incidents.

Customer Interaction Data Integration & Workflow Automation Tool

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.

IT operations Issue Tracker & Engineering Governance Platform

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 Infrastructure Chaos Test Automation & Quality Engineering Platform

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 Infrastructure Carbon Monitoring & Optimisation Tool

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 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.