

Roadmapping Technology

G-Cloud 15 Framework

Service Definition Document

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**SOFTWARE
CONSULTANCY**



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Enterprise Innovation Management Software for the Nuclear Industry

1. SOLUTION OVERVIEW

1.1 VALUE PROPOSITION

Sopheon's Accolade software manages the entire Innovation process across the Enterprise and ensures that execution is always aligned with strategic goals. The software is used by many Global organisations and Roadmapping Technology is dedicated to implementing it in the Nuclear Industry, backed by over 10 years' experience in this sector.



Portfolios of programmes and projects are continually optimised to create maximum value for the organisation based on available financial and other resources. The result is better informed decision making at the right time, by the right people at the right level.

Our Nuclear industry experienced consultants provide “Best Practice” advice at every stage to ensure a rapid and successful implementation and ongoing support.

Service features

- Manages the Innovation process across the Enterprise
- Enables faster Decision making at all levels
- Ensures continual alignment of Strategy with execution
- Continually optimises Portfolios across the organisation
- Creates up to date dashboards to improve decision integrity
- Manages assurance and governance
- Creates intuitive roadmaps for medium- and long-term planning

Service benefits

- Decisions to promote or kill projects are made more effectively
- Improves efficiency and profitability
- Ensures that activities always support Enterprise objectives
- Creates maximum value within restraints of financial and other resources
- Improves validity of decisions being single source of the truth
- Manages process decisions at every stage to enhance governance
- Continually aligns R&D with development and Strategic Objectives

1.2 OUR SERVICES

The focus of the Accolade Enterprise Software from Sopheon covers the following business areas



- **Strategic Planning and Roadmapping** to ensure execution is aligned with the medium and long term goals
- **Portfolio Management and Optimisation** and scenario planning to ensure the greatest value is achieved within the constraints of Financial, and other available resources
- **Management of Gated processes** to enable on-time delivery of programmes, and projects more efficiently with full auditing at every stage
- **Nuclear Assurance and Governance** to minimise the risks and support the requirements of the Nuclear regulatory bodies
- Additional modules are available including Idea Management, Project Management and an Integration Engine to connect with most modern applications that the client uses.
- All of our services are designed to support customers in the implementation of Sopheon Innovation Management software to improve their decision-making capability whilst delivering programmes/products/services in line with their long-term strategy. This is not an inclusive list but typically includes:
 - Initial investigation of business requirements to identify and prioritise the “use cases” that will bring the most rapid improvements to existing processes
 - Agreeing the specific configuration settings that need to be made to utilise the customer terminology, processes and organisational structure
 - Agreeing the user access security requirements of the customer and configuring these into the system
 - Liaising with existing IT personnel to agree the scope of the implementation and select the appropriate cloud services to support system. (Either with one of our existing partners or an existing alternative supplier if required)
 - Confirming the back up and data recovery procedures that will be required
 - Building the required configuration of the software and any links that are required to existing data sources
 - Installing and testing the software
 - Running on-site and on-line training workshops for users to get rapid adoption
 - Training for customer “super users” to enable them to carry out on-going training for new users
 - Training of administrators to enable them to make configuration changes to meet new requirements and give the customer more control over the system
 - Providing on-going technical and operational support

1.3 CLOUD HOSTING SERVICES

We have a Partnership with Claritas Solutions for the provision of a range of Cloud hosting options and the specific answers in this document relate to these services. We also can provide services from Sopheon and can work with clients to use their existing cloud suppliers if these are compatible (such as Microsoft Azure).



1.4 SERVICE LEVELS FOR APPLICATION AVAILABILITY & SERVICE CREDITS

The standard target for application availability is equal to or better than 99.95% although different Service Level Agreements (SLA) are available. The precise details of any credits that may be made if the service level drops below the agreed level is included with the chosen SLA.

The service level availability is calculated on the basis:

$P = \frac{A - B}{A} \times 100$, where: P= Percentage availability A= Total number of minutes in month B = Total number of whole minutes that service is unavailable

1.5 DATA BACK-UP, SECURITY AND DISASTER RECOVERY

Prior to implementation, we will discuss all of the customer specific requirements for security backup and data recovery to ensure that they are encompassed in the Cloud hosting service. These will be implemented from day one of the implementation.

- Daily backup and a Disaster recovery capability are included in the basic service
- Additional services are available at additional cost
- In the event of implementing a disaster recovery process then additional charges may be made dependent on the requirements for business continuity or geographical relocation

1.6 INTERFACING WITH CLOUD AND MOBILE TECHNOLOGIES

- SmartDocuments for Google G-Suite
- SmartDocuments for Microsoft Office
- Connect for Microsoft 365 including Teams integration
- The software interface is designed to be user-friendly for mobile users if security permits their use.

1.7 PREVIOUS EXPERIENCE

Provider of implementation services and software solutions to a wide variety of industries since 2003, including Aerospace & Defence, Nuclear, Heavy Manufacturing, Automotive, High-Tech and Consumer Goods. Work for publicly funded bodies includes Sellafield Ltd, Knowledge Transfer Network (KTN), Aerospace Technology Institute (ATI), Defence Solution Centre (DSC) and Ministry of Defence (MoD). Now dedicated to the Nuclear Industry with 10 years of experience in this sector

2. ONBOARDING & OFFBOARDING

2.1 ONBOARDING

A specific onboarding process will be agreed with one of our Senior consultants to accurately match the specific customer requirements.

One of our senior training consultants runs on-site training workshops for classes of up to 12 attendees. Typically, one-day train-the-trainer sessions are encouraged so that new users can receive ongoing training in-house. Online training is also available and may be more suitable if attendees are geographically dispersed.

Sophisticated and context sensitive help is accessible from within the Accolade system to simplify the learning process.

2.2 OFFBOARDING

Should the customer decide to leave us, they will need to give the appropriate 90-day notice period prior to the end of the initial term as defined in the contract. Roadmapping Technology can provide data extracts in a variety of formats, from an entire backup of the SQL database to an export format to be agreed upon with the customer, including, but not limited to, XML, CSV, and ODF formats. This will be carried out free of charge

If the customer wishes we can also provide additional help and guidance to assist in moving this data to a new environment. This will be charged on our normal time and materials basis. Data can also be archived for a further period after cessation of the contract by arrangement.

3. IMPLEMENTATION PROCESS TO ACHIEVE RAPID SUCCESS

Roadmapping Technology follows the methodology developed by the Software developer Sopheon. This is a joint project between us and the customer, and by following these proven steps the benefits in value to the client will be achieved both rapidly and with the appropriate governance. Full details of this process are presented and explained in detail before the implementation. This ensures stakeholder buy-in to the implementation plan. It also ensures that senior management allocates the team adequate time to meet the agreed timetable.

Following an initial investigation stage a detailed Statement of Work (SOW) will be created as the basis for the implementation, which will include a timescale and list the team members and responsibilities.

Our implementors will ensure that each team member, including customer personnel and our own consultants, has a full understanding of the stakeholder objectives to maintain a common perspective.

Best practices developed from hundreds of Enterprise implementations are available at all stages to save time and ensure that experience gained from other customers can be fully utilised. Existing Nuclear related templates and process models can be used either “as is” or as the basis for further refinement to align with customer needs.

The implementation in the cloud and configuration work will be carried out during this period with the customer being able to see the capabilities live at each stage. Any links to other data sources will be configured and tested prior to live running.

The training services are described in the On-Boarding section above. Roadmapping Technology will, wherever possible give the administrators direct control over the configuration settings so that they can take control of the system without requiring constant support. This is a strong competitive advantage that Accolade offers.

Customers are also encouraged to join the Annual Sopheon user group meetings to share experiences with other customers and learn from other implementations. Regular user webinars are run to discuss particular use cases of interest and to educate users in the new features available in the regular software updates

4. ALTERNATIVE TO TRIAL SERVICES

We do not offer any trial services, but we do work with each potential customer to understand their use cases in depth and give live demonstrations to show how we are able to meet their business requirements. Interfacing with data from around the organisation can often be the key to a successful implementation – we take great care to understand the customer’s data model. If appropriate we can agree a chargeable Proof of Concept to be conducted over a short period.

5. PRICING FOR LICENSES AND IMPLEMENTATION

Accolade is designed as an Enterprise-wide application to improve the integrity and speed of decision making across the whole organisation. It can improve efficiency and governance significantly and needs careful planning and support from top level executive.

Implementation costs

Although the application is standard, each implementation is configured specifically to match the requirements and structure of the customer. A specific implementation programme will be discussed and agreed together with pricing before the customer commits to the investment. All quotations are based on our standard consulting rates which are described in the separate pricing document and range from £1400 to £1650 per day.

Licensing and hosting costs

There are also two different types of user, based on their role within the organisation and what functions they can perform within the system. These will also be agreed with the customer together with the specific cloud hosting services they require with any special capabilities dependent on the security level of the data. All licensing and hosting services will be agreed in advance with the customer and vary according to volumes and duration of the contract. There is a minimum number of 40 full licenses for each Accolade instance.

More detail is provided in the separate pricing document.

6. SERVICE CONSTRAINTS

Accolade has used an Agile development process for the last seven years which means that new releases are available typically every few months. One upgrade per year is included in the cost of the license fees. Updates are usually carried out at weekends or out of hours with no disruption to the user. Adequate notice of any maintenance impact on availability will be given well in advance.

Where the customer wishes to take advantage of new functionality in a new version there may be some re-configuration work and testing to be done, which will be chargeable at standard daily rates. For this reason, a test environment should always be maintained, so that there is minimal downtime when switching to the production system once testing work has been completed.

Accolade has a configuration layer which is accessible to both Roadmapping Technology consultants and trained customer administrators. This enables a large amount of “customisation” to be carried out without any bespoke changes to the Accolade code. Upgrades to new versions can be carried out in most cases without any changes whatsoever to the existing system. From time to time the client may need to upgrade browsers or OS releases to the latest levels for reasons of ongoing support and security. This will be advised well in advance.

7. CUSTOMER TECHNICAL SUPPORT

Customer Technical support is available from 9.00 am to 5.00 pm Monday to Friday, excluding public holidays and is managed by email and telephone during these hours. A designated customer single point of contact will report any technical issues with a corresponding level of urgency. Target response times are from 2 to 24 hours dependent on the criticality of the issue.

The cost for this service is included in the license fees of the software and is subject to the terms of the license agreement. Additional charges may be levied in the event that the issue was caused by the customer.

8. POST IMPLEMENTATION CONSULTING & ADVISORY SERVICES

Additional advice is available where required by the customer for operational reasons or where the customer wishes to introduce new capabilities or processes and is looking for expert guidance. This is available on a time and materials basis using our experienced support consultants.

Most users choose to commit to a specific number of days per year to simplify and speed up the administration process. This time can be used for any purpose, such as training, configuration assistance, or other guidance to get the most out of the system. Only time spent will be charged, and any time left over at the end of the year can be rolled over to the following year.

Major projects can be quoted separately either on a fixed or time and materials basis as agreed with the client.

9. ORDERING AND INVOICE PROCESS

Roadmapping Technology accepts payment by BACS. Invoices are raised and due for payment 30 days net. Invoices for License and hosting fees are payable annually in advance. Other services are either changeable monthly or, for large implementation projects, may be payable in agreed stages.

10. TECHNICAL REQUIREMENTS

All that is required is a modern networked device / PC with the appropriate secure network connection, user credentials and sufficient network bandwidth to access the services.

10.1 BROWSERS SUPPORTED (VERSIONS AS OF MAY 2024)

- Microsoft Chromium Edge 84.0 and higher
- Google Chrome 84.0 and higher
- Mozilla Firefox 80.0 and higher
- Apple Safari for OS 12 and higher or MacOS v10.13 and higher

11. ENVIRONMENTAL STATEMENT

Roadmapping Technology is committed to minimising the impact of its activities on the environment. As a reseller of application software supported by our consultancy and implementation team, we do not have a large impact on the environment but have always sought to minimise this through training and the support of our staff.

- Minimise waste by evaluating operations and ensuring they are as efficient as possible.
- Actively promote recycling both internally and amongst our customers and suppliers.
- We have always and will continue to utilise on-line meeting and demonstration software to
- minimise travel to customer sites
- Home working is encouraged to maximise efficiency, minimise travel and reduce our office requirements.
- The Company has a staff training programme to raise awareness of environmental issues.
- and enlist their support in improving the Company's performance
- Meet or exceed all the environmental legislation that relates to the Company.
- Continually examine new ways to minimise our impact on the environment.