

Hicomply Service Definition Document for G-Cloud

About Hicomply

Hicomply was founded in January 2020 with a UK office in County Durham. Our aspiration is to help customers protect customer data, grow their business by attracting more enterprise level customers, access government and enterprise tenders, reduce risk of data breaches and for people, and teams, to work better together.

Hicomply is a next generation Regulation Technology (RegTech) B2B SaaS company, offering organisations extensive capabilities in managing their cyber, governance, risk and compliance processes through Hicomply ISMS, a **Software As a Service** platform.

Hicomply enables industries of all sizes to gain actionable insights through its content-rich library of structured controls and risk information, all mapped to relevant regulations, laws and industry standards. The company's technology is powered by industry experts, empowering risk and assurance professionals to easily understand complex data and manage risk and compliance processes effectively.

Hicomply service offerings

Business Information Security Management solution offering:

- Policy Management
- Education and Information Dissemination
- Employee Training and Compliance Management
- Risk Management and Tracking
- Incident Management
- Disaster Recovery Planning and Management
- Audit Readiness Engine
- Team Collaboration with Mobile Employee App
- Executive Compliance Dashboards and Reporting

Pricing

Hicomply ISMS Application Pricing:

For more information please contact Hicomply via email (sales@hicomply.com) for a quote or visit our website: www.hicomply.com

Onboarding

Success & adoption

Our Customer Success Team offer online training to get you up and running with your Hicomply software. We will take you through our ISMS methodology, software setup, administration and how to optimise each area of your workspace to ensure audit readiness.

We will give you confidence, support, and guidance, providing you with a wealth of best-practice knowledge to help you achieve your project objectives..

We can also connect you with any 3rd party support you may need such as industry leading IS consultants and certification bodies.

Seamless implementation

By mapping your teams' internal workflows and processes into Hicomply, managing any technical configurations, we can help to drive a more collaborative culture in your team.

Support

You can find answers to your questions 24/7 in our Customer Knowledge Base, which includes 'how to' articles, video tutorials, explanations, helpful articles, and product release notes.

If you need a human, our Customer Support Team are also available during core hours for workspace user support.

Service levels

Levels of support definitions

● 1st Line Support

1. Customer support on standard workspace features
2. Troubleshooting and diagnosing issues via e-mail and chat
3. Mis-configuration resolution
4. Workaround identification
5. Change request analysis and triage
6. Regular customer resolution updates
7. Knowledge Base creation & maintenance

● 2nd Line Support

1. Software code issues
2. Database issues
3. Change request development and deployment
4. Platform Maintenance / hosting

Priority definitions

- **Priority 1 (Critical)** – Complaints, unplanned outages or serious operational problems attributed to Hicomply system performance causing system errors with no work around for **all users** (Major Incidents).
- **Priority 2 (High)** - Operational problems attributed to Hicomply, causing material degradation of system performance with no work around for **multiple users**.
- **Priority 3 (Medium)** – All major functionality is available in Hicomply, but there are misconfiguration issues. Issues have a work around. Workspace user support
- **Priority 4 (Low)** – Cosmetic or document issues, Product change requests.
- **Response Time** – The time elapsed to contact customer after a service request has been received by support
- **Business Hours** - 09:00 and 17:30 GMT Monday – Friday excluding UK public holidays

All issues will be logged by emailing: support@hicomply.com

Response times

We offer the following guaranteed response times, subject to the Service Level described as follows:

- **Severity level 1 (Critical)** - Response within 1 working hour
- **Severity level 2 (High)** - Response within 4 working hours
- **Severity level 3 (Medium)** – Response within 1 working day.
- **Severity level 4 (Low)** - Response within 2 working days

Customers acknowledge that successful performance of these support services shall require them to cooperate with our support team in good faith and to provide information as may be requested from time to time. Customers agree to provide such good faith cooperation and information.

Service Constraints

Hicomply operates a standard maintenance window of 20:00 to 22:00 on Wednesday evenings and 09:00 to 12:00 on Sunday mornings for work on the infrastructure that supports the application.

Availability

Hicomply is a web-based business application generally available 24x7x365, with expected availability of 99.9% in any one month except for scheduled maintenance (scheduled outside of normal business hours) or for reasons beyond our control.

Order and Invoicing Process

Orders submitted to Hicomply through the G-Cloud Procurement will remain open for acceptance by the Customer for 30 days from the date of submission of the specific contract from Hicomply to the Customer. Acceptance shall be valid only if made in writing signed by or on behalf of the customer. Variation of the terms of a proposal shall be effective only if specified in the written acceptance and countersigned by an authorised representative of Hicomply.

Hicomply will invoice the customer in the amounts and on the basis set out in the proposal with the customer. Where necessary, VAT will be added at the prevailing rate. Payment terms for all fees, expenses and other sums payable to Hicomply by the Customer are 30 days from the date of invoice

Customer responsibilities

The responsibilities of customers are to abide by Hicomply's terms and conditions of use and user registrations and to follow good practice, data protection and privacy.

Contract Termination

Customers can terminate for convenience at any time subject to payment of any outstanding service subscription for the minimum contract term and notice period or if Hicomply is in breach per the standard terms. No refunds are offered for contract termination mid-term.