

1. Service overview

Engage Process is a cloud-hosted Software as a Service (SaaS) platform that enables organisations to model, document, manage, and improve business processes in a collaborative and controlled way.

The service provides a central, governed repository for processes and related information, supporting process management, operational delivery, transformation, assurance, and continuous improvement across an organisation.

The platform is accessed via a web browser and includes hosting, maintenance, updates, and support as part of the SaaS service.

2. Intended users

Engage Process is designed for organisations that require a structured and sustainable approach to understanding and managing how work is performed.

Typical users include:

- Service owners and Heads of Service
- Transformation and Improvement Teams
- Business Analysts
- Quality, risk, audit, and compliance teams
- Project and programme teams
- Operational staff contributing process knowledge

Access to the platform is restricted to the customer organisation, with limited temporary access for external users supported where required for specific projects.

3. Service functionality

Engage Process provides the following core capabilities:

- Creation, maintenance, and ownership of process maps
- Centralised process library
- Controlled user access
- Collaboration through our Viewer module
- Versioned updates through controlled releases
- Export of process content in BPMN, XPD, Word, Visio, and PDF formats
- Analysis functionality to measure improvements
- Tables functionality to assign applicable data to processes
- Unique icons to make process improvement readable for all
- Automatic swimlane functionality

The underlying software and source code remain the intellectual property of Engage Process.

4. Service delivery model

The service is delivered as a fully managed SaaS offering and includes:

- Hosting of the platform with Microsoft Azure in the Netherlands
- Web-based access to the platform
- Ongoing maintenance and updates
- Technical support and incident management
- Data back-up in Ireland and recovery arrangements

Customers are responsible for managing their users, configuring access permissions, and determining how outputs from the platform are used within their organisation.

5. Availability and service levels

Availability

- The Engage Process platform is available 24 hours a day, 7 days a week
- Engage Process guarantees **99.5% service availability**
- Availability is measured excluding planned and communicated maintenance
- Force majeure events, including power or network outages, are excluded

Interruptions of less than one hour are not recorded as availability interruptions.

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6. Support model

Access to support

- Support is provided via the Engage Process support desk
- Support requests are raised through the customer's designated administrator
- Support is available during office hours: 09:00 to 17:00 on working days

Scope of support

- Unlimited support for platform availability and technical defects
- Up to four hours per year of standard user support per customer
- Where repeated user issues indicate a training requirement, Engage Process may recommend paid training

7. Incident management

Incidents are prioritised and managed based on severity:

- Severity 1 – Platform unavailable
- Severity 2 – Platform accessible but key functionality unavailable
- Severity 3 – Limited impact incidents

Response and resolution targets

- Severity 1: response within 1 working day, resolution target within 2 working days
- Severity 2: response within 1 working day, resolution target within 5 working days
- Severity 3: response within 5 working days

Severity 1 incidents are communicated immediately to affected customers.

8. Maintenance and releases

- Engage Process may introduce new features, updates, or fixes to the platform
- Releases are deployed outside office hours where possible
- Installation of a new release may result in an outage of up to four hours
- Customers are informed in advance where releases are relevant

9. Back-up and recovery

Engage Process maintains:

- A continuous back-up retained for 30 days
- A daily back-up retained for 6 months

These back-ups support recovery in the event of service disruption or data loss.

10. Information security

Engage Process applies security controls appropriate for a cloud SaaS service, including:

- Alignment with ISO 27001 standards
- Annual independent penetration testing by a CHECK-accredited provider
- Timely remediation of any high-risk findings

11. Data protection and GDPR

Engage Process processes personal data in accordance with applicable data protection legislation.

Key principles include:

- Personal data is processed only to deliver and support the service
- Data is processed within the European Economic Area
- Approved sub-processors may be used under appropriate contractual controls
- Customers are supported with data subject rights requests
- Data breaches are notified to customers within 48 hours of discovery

12. Training and consultancy

- Product consulting and training services are available as optional, chargeable services
- These services are not included within standard SaaS support
- Training may be recommended where recurring support queries indicate a skills gap

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13. Onboarding

Standard onboarding includes:

- Provision of initial user access credentials
- Set-up of customer administrators
- Access to documentation and knowledge resources

Additional onboarding or configuration support can be provided as a paid service if required.

14. Offboarding and exit management

At the end of the contract:

- Customers can export their data in BPMN, XPD, Word, Visio, or PDF formats
- Platform access is blocked at contract end
- Data remains in back-ups for up to 6 months
- Customers may request deletion of live data prior to contract end

15. Pricing and ordering

- Pricing is published separately in the G-Cloud Digital Marketplace pricing document
- All prices are exclusive of VAT
- Ordering is via the G-Cloud Digital Marketplace

16. Legal framework

The service is governed by:

- Engage Process Terms and Conditions
- Engage Process Service Level Agreement
- English law, with jurisdiction in London