

**Vatix:**

# **G-Cloud 15 EHSQ Platform Service Definition**

# Overview of EHSQ Platform

Welcome to the comprehensive service overview of Vatrix's Environment, Health, Safety, and Quality (EHSQ) Platform. This platform is engineered to support organisations in effectively managing the crucial aspects of EHSQ through a highly modular approach. Our solution is designed to provide flexibility, allowing customers to select and integrate only the modules that align with their specific operational needs.

Our platform comprises a diverse range of modules, each designed to stand alone while seamlessly integrating with others for a holistic management solution. These include Risk Assessment & Management, Audits & Inspections, Event Reporting, Permit to Work / Contractor Management, COSHH Risk Assessments, Document Control, ESG Management, Management of Change and Training Management. This modularity ensures that organisations can tailor the platform to their unique requirements, enhancing their ability to manage compliance and improve safety outcomes effectively.

## Onboarding

At Vatrix, we recognise that the true value of purchasing software lies in its successful adoption within your organisation. Our onboarding process is meticulously designed to ensure that the EHSQ Platform is not only effectively deployed but also tailored to integrate seamlessly with your technical specifications, processes, and information requirements.

The journey begins with a detailed kick-off meeting, where we establish the project's scope and objectives and confirm the key stakeholders involved. This meeting helps set a mutual understanding of the goals and timelines of the implementation.

Following the initial setup, we conduct a series of detailed orientation and configuration workshops. These sessions are crucial for customising the EHSQ Platform to suit your specific needs. During these workshops, we collaboratively explore your requirements, configure the necessary modules, and provide hands-on training on the configuration tools. This iterative process allows us to continually refine the platform until it perfectly aligns with your operational needs.

The configuration phase culminates with a system approval by your team, followed by the official rollout. Once the platform is live, we proceed to the final stage of onboarding, which involves comprehensive training for end users and administrators. This ensures everyone is confident and competent in using the platform. Adjustments and refinements are made as needed based on feedback and real-world use.

Typically, the duration of the onboarding process can vary depending on the complexity of your requirements and the pace at which your organisation can adopt new software. We strive to make this transition as smooth and swift as possible.

Please note that the pricing for onboarding and implementation services is based on the SFIA rate card. This ensures transparency and allows for planning based on detailed cost structures.

Throughout the onboarding process, a dedicated Vatrix Project Manager will work closely with your team, supported by technical experts, to ensure a successful implementation and foster a robust post-implementation environment.

## Security Measures

Vatrix is committed to providing the highest levels of security, availability, responsive support, and scalability, consistent with the NCSC cloud security principles. We take security threats extremely seriously and continuously assess risks and implement appropriate controls to safeguard all data managed within our EHSQ Platform.

The cornerstone of our security strategy involves the use of Amazon Web Services (AWS), where cloud security is a top priority. By utilising AWS, we adhere to best practices in the design, development, and deployment of our software solutions, ensuring robust protection and a secure product environment.

AWS infrastructure provides stringent safeguards to protect customer privacy and data. All data is securely stored in AWS data centres that comply with ISO 27001 standards, among other global security certifications. Additionally, Vatrix is certified to ISO 27001, reinforcing our commitment to maintaining the highest security standards across all aspects of our operations. This comprehensive approach ensures that sensitive company data is centrally secured and managed within our EHSQ platform, providing our customers with peace of mind and reliability in their data handling and management practices.

## Service Levels

At Vatrix, we are dedicated to providing reliable and continuous service following the successful implementation and configuration of our EHSQ Platform. We strive to maintain an average availability of at least 99.9% over any 30-day period. It is important to note that this figure excludes periods of planned maintenance, which are scheduled outside of standard operating hours to minimise disruption.

Additionally, the reported availability does not cover outages caused by customer actions, third-party interventions, or disruptions that are attributable, either wholly or in part, to force majeure events as defined in our Terms and Conditions. For full details regarding service constraints and the specifics of what is covered, please refer to the included Terms and Conditions.

## Service Levels and Customer Support

Our customers value our expertise and the friendly support provided both during the initial implementation phase and throughout the ongoing use of our platform. With a customer renewal rate of >95% annually, our support and service quality are proven. Our implementation approach is designed to ensure that our solutions effectively support your processes, and our team operates with a commitment to honesty and straightforward communication.

We guarantee a service level agreement (SLA) of 99.9% uptime, demonstrating our commitment to high performance and continuous service availability. This SLA underscores our dedication to maintaining operational excellence and providing superior customer support, ensuring that our EHSQ Platform reliably meets the needs of our clients.