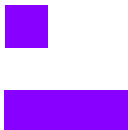




G-Cloud 15
Service Definition

Ardoq - automated, data-driven SaaS for Enterprise Architecture and Digital Transformation

Lot 2b Software as a Service (SaaS)



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1. Introduction

Company Overview

Ardoq is a Norwegian software provider that helps organisations and businesses implement and execute change across their projects, strategies, processes, capabilities, applications and infrastructure.

Ardoq currently has offices in Oslo, London, New York and Copenhagen, supporting blue-chip and government organisations globally with their transformation and architecture programs.

Ardoq was founded in 2013 and currently has around 250 employees across these 4 locations, and services a growing portfolio of over 300 clients across the globe. Key members of the global and local management team include:

- Erik Bakstad - Co-Founder and CEO
- Bard Bognoy - Chief Financial Officer
- Ian Stendera - Chief Product Officer
- Oystein Ellingbo - Chief Technology Officer
- Brian Zeman - Chief Revenue Officer
- Ingrid Naustdal - Chief Operating Officer
- Nick Murison - Chief Information Security Officer
- Angela Sanfilippo - VP of Partners & Alliances
- Fredrika Slikkers - VP of Customer Success
- Stephen Higgins - VP of Professional Services

Value Proposition

The public sector must continuously evolve to deliver the digital services that users require. Ardoq is a dynamic, data-driven tool for Enterprise Architecture and a key tool for your digital transformation journey. Our software helps organisations and businesses plan, execute and predict the impact of change across their people, projects, strategies, processes, applications, infrastructure, and capabilities.



What the Service Provides

Ardoq's cloud-native, data-driven and automated Enterprise Architecture solution offers clients the following features:

1. A true-SaaS, cloud-hosted, modern, flexible Enterprise Architecture tool with quick time-to-value
2. A data-driven, interconnected repository of all aspects of your enterprise architecture.
3. Proven use-case templates following industry best-practices to drive business outcomes
4. Crowd-source data through customisable surveys, automated alerts, and customisable workflows.
5. Business-friendly UI to enable data exploration via dynamic, automated views.
6. Compare and analyse transition and future states for change management
7. Automatic calculation of attributes like risk, cost, and criticality.
8. Automatic visualisations that can be shared as business-friendly, explorable presentations.
9. Out-of-the-box integrations plus open API for creating new connectors
10. AI augmentation. Opt-in functionality: generate/analyse data, and recommend improvements.

In turn, these features provide clients with the following business benefits:

1. Instant access via internet browser, with daily updates and minimal downtime
2. Automate organisational documentation for business transparency and organisational governance
3. Faster change planning, and prioritisation of initiatives underpinning business objectives
4. Optimise application portfolio and reduce operational costs through rationalisation
5. Better quality, faster decision making via management-friendly insights
6. Improve change possibilities and change success by distributing decision-making
7. Improve accessibility of architecture and improve efficiency of data collection
8. Engage users in change initiatives and enable business agility
9. Collect data and update data easily using integrations and crowd-sourcing
10. Improve efficiency by automating regular tasks - always with human approval



Social Value

Ardoq will deliver significant social value throughout the G-Cloud 15 contract. Our performance will be governed by our existing commitments, which are reported in line with the Voluntary Sustainability Reporting Standard for non-listed SMEs (VSME) and validated by our Ecovadis Certification. We will deliver, measure, and report on improvements on the following social value contributions.

Theme: Kick-start Economic Growth

- **Work progression and developing new skills:** Throughout the contract, we will support in-work progression for all our employees. Our Internal Mobility and Promotion Policy will continue to provide a transparent framework for career advancement, and we will support this by providing each employee with a dedicated learning budget and access to comprehensive learning resources. We will continue to track training hours per employee and will report quarterly on the number of internal promotions to ensure we are creating opportunities for staff to move into higher-paid, skilled work.
- **Fair working conditions:** We will foster a fair and supportive workplace for the duration of the contract. We will continue to monitor employee engagement through quarterly surveys and will act on the feedback received through our multiple channels, including a confidential whistleblowing tool. Our Working Environment Committee (WEC) will meet quarterly to review and address any issues, and we will uphold our commitment to a safe workplace by aiming to maintain our record of zero recordable work-related accidents.
- **Fair pay practices:** Ardoq will ensure fair and equitable pay for all employees assigned to this contract. We will continue to pay above the National Minimum and Living Wage. For any employee promoted or changing roles, we will conduct a formal pay review benchmarked against external market data. We will also continue to annually review our gender pay gap and implement actions for improvement. In the UK, our enhanced company sick pay scheme will remain in place, providing financial security that extends to 28 weeks.
- **Modern Slavery:** We will maintain our zero-tolerance approach to modern slavery throughout the contract. Our Supplier Code of Conduct, which prohibits forced labour and human trafficking, will be enforced for all new key suppliers. We will conduct annual compliance reviews of our supply chain and uphold our commitment to maintaining a record of zero confirmed incidents of modern slavery.

Theme: Break down barriers to opportunity

Throughout the contract, we will take active steps to build a diverse and inclusive workforce. Our Code of Conduct will continue to mandate fair and inclusive hiring practices. We will ensure all employees have access to training, including sessions on Diversity, Equity, and Inclusion (DEI), to help eliminate unconscious bias. We will continue to foster an inclusive environment through employee-led initiatives like the Ardoq Women's Alliance and will hold ourselves accountable by monitoring and reporting annually on key diversity metrics, including our female-to-male ratio.

Theme: Make Britain a clean energy superpower

Ardoq will contribute to a clean energy future throughout the contract. We are committed to working towards net zero by 2050. In delivering our services, we will continue to partner with cloud providers like AWS that are committed to using 100% renewable energy. Building on our established use of renewable power (which accounted for 79% of our consumption in 2024), we will annually measure and report on our greenhouse gas emissions (Scope 1 and 2) to demonstrate clear progress towards net zero.

Theme: Build an NHS fit for the future

We will support the health and wellbeing of our workforce, which is essential for a resilient and productive economy. Our policies for flexible working arrangements and remote work will remain available to all employees to help them balance their personal and professional lives. Our formal policies and confidential complaint-handling mechanisms will continue to ensure a safe, respectful, and supportive work environment, enabling our employees to thrive.

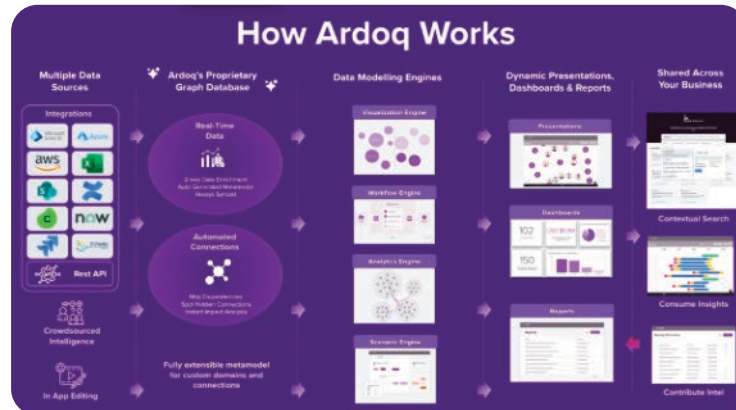
Overview of the G-Cloud Service

Ardoq is like a data modeling GPS for your organisation: mapping IT systems, people, data, and processes, spotting roadblocks early and showing alternate routes with real-time data syncs, helping you choose the right tools for each journey. We help organisations turn static, outdated IT documentation into living IT intelligence that provides real-time, actionable insights. Unlike traditional Enterprise Architecture tools that are rigid and IT-focused, Ardoq empowers teams with tools that drive smarter business decisions and operational agility.

- 1. Agile Enterprise Architecture** - Ardoq strives to bring agility to the world of Enterprise Architecture. "Agile" emphasises speed of insights and adaptability, which are key differentiators for Ardoq.
- 2. Connected Decision-Making** - Ardoq links people, data, and systems, enabling teams to make informed, real-time decisions. "Connected" also refers to Ardoq's strong integration capabilities and cross-functional collaboration automations.
- 3. Change at Scale** - Ardoq helps large organisations act faster to drive innovation across the enterprise. It emphasises that Ardoq isn't just about mapping systems, but enabling strategic growth and transformation.

Ardoq Core Platform

Ardoq is your organisation's Digital Blueprint, established as a dynamic, data-driven Enterprise Architecture (EA) central repository built for Decision Intelligence rather than static documentation.



A diagram that shows the data sources being inputted into the graph database and then that technology allows you to do data modelling and create dynamic presentations, reports and dashboards that can be shared across your business.

1. The Foundation: We start by ingesting data from your core systems (like ServiceNow, Azure, and Jira) as well as manual sources, consolidating this information into a single place. This data is stored in a Graph Database, which excels at mapping and tracking complex, interconnected relationships (far beyond what traditional databases or spreadsheets can handle). This architecture is designed to be perpetually Living, meaning it stays synchronised and immediately reflects the latest changes in your IT landscape.



A visual juxtaposing a static inventory of assets vs. being able to explore your IT landscape with an interactive map

2. The Intelligence: Ardoq replaces the manual work associated with traditional Enterprise Architecture tools (like diagramming and updating static models) using intelligent automations. Our intelligent capabilities automate system connections, dependency mapping, and data collection, eliminating human error and ensuring real-time, trustworthy insights. Instead of just documentation, Ardoq functions as an Architect's Co-Pilot, leveraging a powerful reasoning engine to deeply understand your specific architecture model and instantly uncover patterns or risks you might otherwise miss.



Turn connected data into continuous insight and action. Automatically capture, structure, and enrich information from Excel, Azure, SharePoint, configuration management databases (CMDBs), ServiceNow, and Jira with two-way syncs that trigger workflows on system changes, enable natural-language queries, send real-time impact alerts, and keep your architecture constantly validated, up-to-date, and decision-ready.

3. The Outcome: The result is a platform that empowers your teams to make data-backed, faster decisions based on reality. Ardoq turns complex data into clear, customised visualisations and dashboards, providing Visibility and Control and ensuring every stakeholder (from the CIO to the business leader) can collaborate and understand how strategic initiatives align with business objectives.

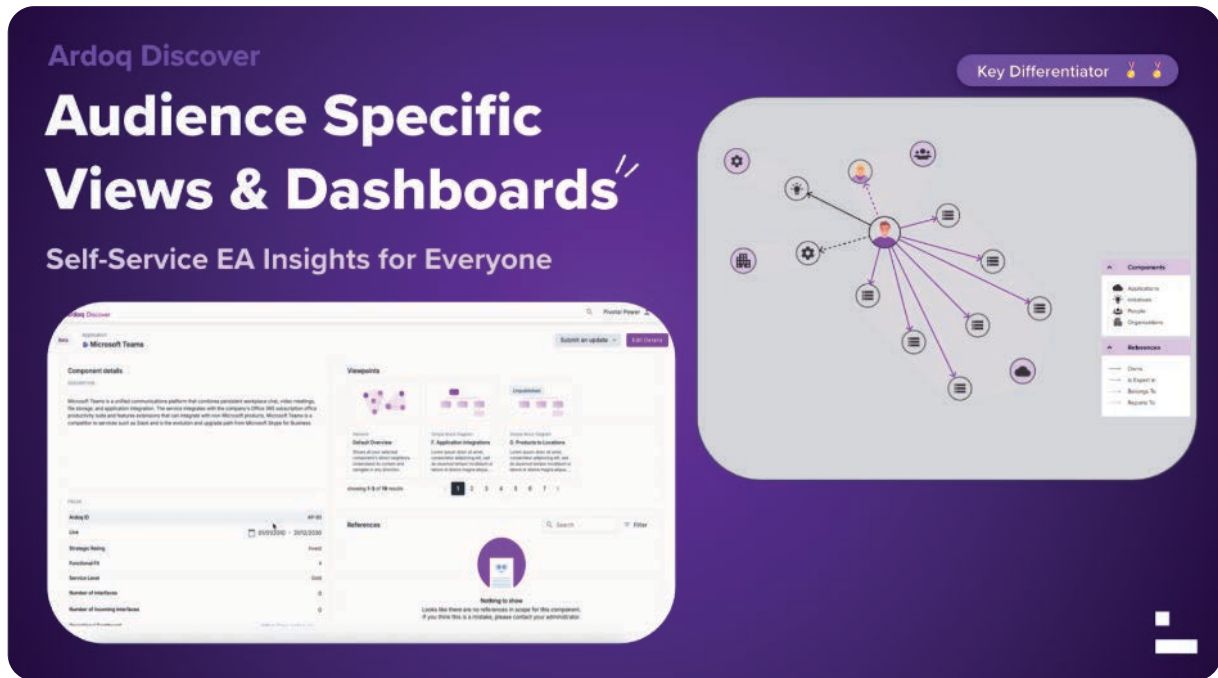


Ardoq connects every part of Enterprise Architecture into one living, intelligent system. It shows how Ardoq unites business and IT through dynamic data, AI automations, scenario modelling, and flexible metamodels—helping organizations align strategy, reduce complexity, manage costs, and drive continuous improvement.

Common First Milestones Achieved With Ardoq:

1. **Gain visibility** into applications, data, and infrastructure.
2. **Automate dependency mapping** to show real-time change impacts.
3. **Identify** rationalisation, **cost control**, and modernisation **opportunities**
4. **Visualise** and communicate desired future states.
5. **Prioritise** and align projects with business strategy.
6. **Track and execute** transformation initiatives confidently.
7. Monitor and **mitigate risks** across the tech portfolio.
8. Demonstrate **audit readiness** and framework alignment.
9. Identify and **reduce technical debt** across systems.

Ardoq Discover (included with Core Platform)



A visual that shows audience specific views and dashboards indicating that you can self-service Enterprise Architecture insights for everyone.

Ardoq Discover is a self-service, business-centric and intuitive portal designed specifically for **non-Enterprise Architecture stakeholders**. tool that transforms Enterprise Architecture data into meaningful, role-specific insights that are accessible to decision-makers regardless of where they sit. It provides an accessible way for anyone in the organisation to engage with and explore Enterprise Architecture (EA) data. With Ardoq Discover, colleagues can self-explore the capabilities of architecture data with one-click navigation and predefined visualisations. Everyone has the ability to run instant impact analysis, identify experts, and explore how they're connected to the wider organisation.

Key functions include:

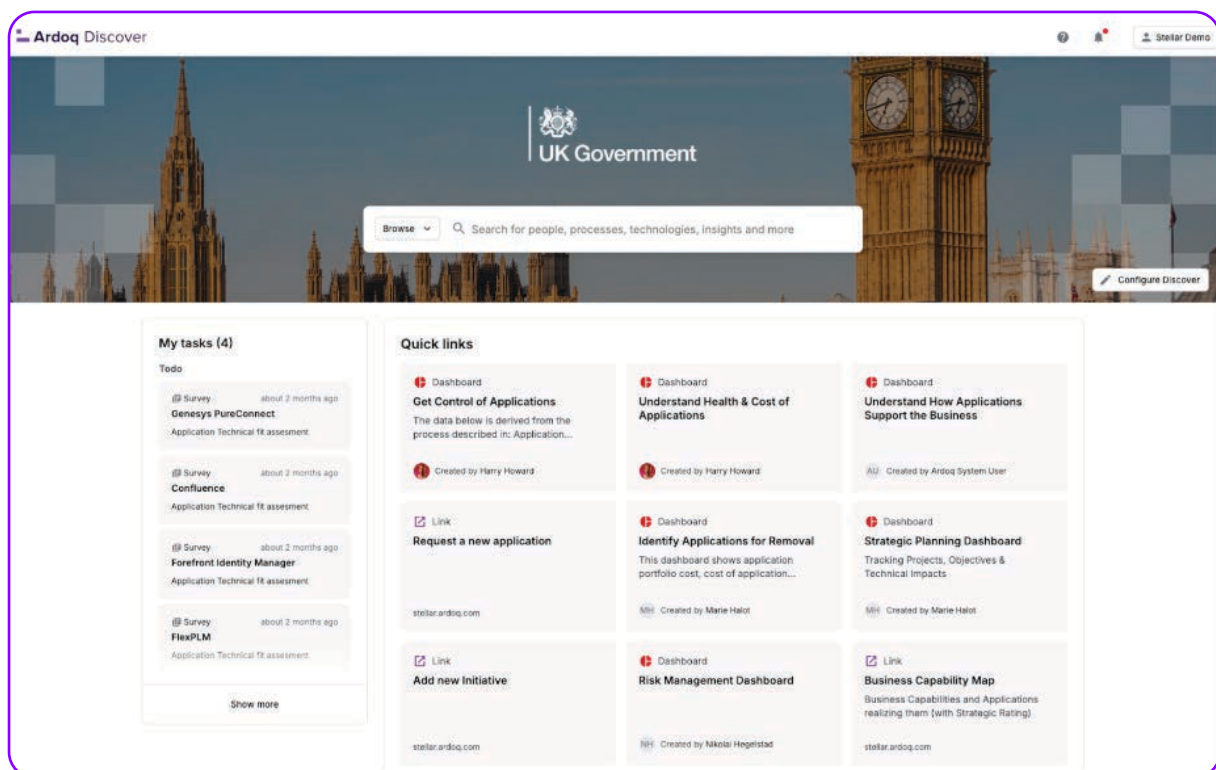
- **Unlimited Users:** Give everyone access to the power of Enterprise Architecture insights
- **Business-Centric UX:** an intuitive portal built for non-Enterprise Architecture stakeholders to access, explore, and interact with Enterprise Architecture insights.
- **Customised Views:** utilises tailored dashboards and interactive viewpoints that simplify complex data, enabling every audience (technical or non-technical) to consume real-time insights.
- **Real-Time Engagement:** Discover supports continuous collaboration by allowing users to share and view insights, helping to bridge the gap between IT teams and business users.

Benefits For Enterprise Architecture teams:

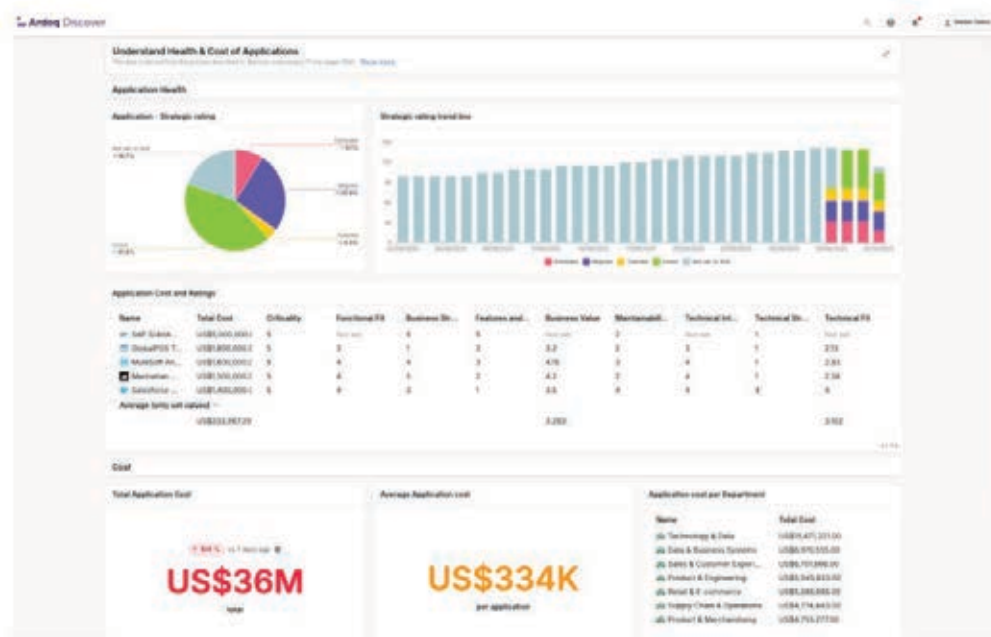
- Drive continuous change in the organisation
- Embed data ownership into the organisation and improve data quality
- Drive engagement around Enterprise Architecture initiatives
- Spend less time on manually creating personalised views for stakeholders

Benefits For stakeholders across the organisation:

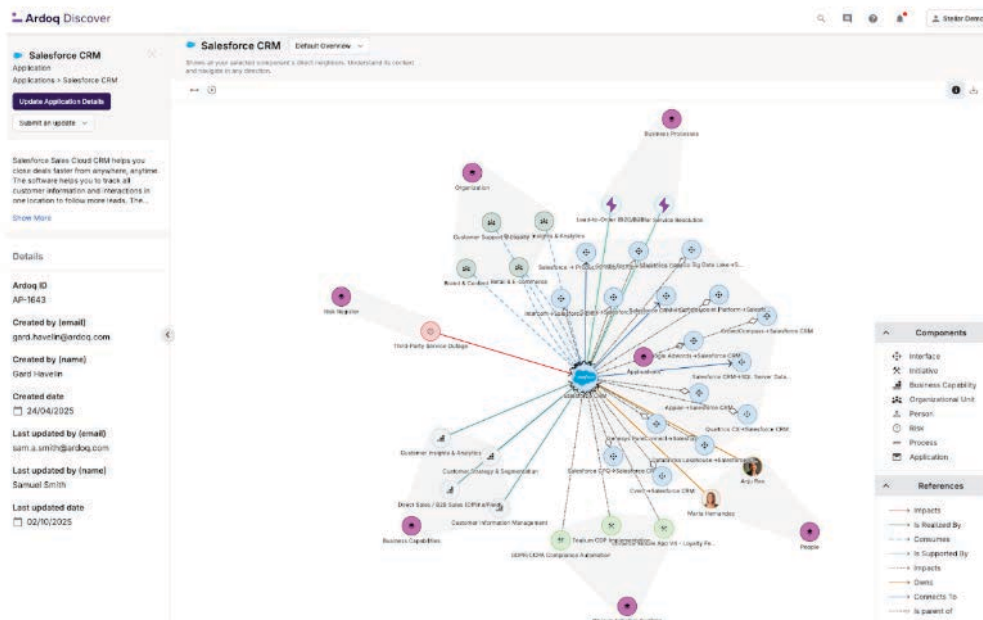
- Gain easy access to critical data with self-explore capabilities, and build operations on top of the existing Enterprise Architecture data
- Save time by not relying on the Enterprise Architecture team to get access to insights
- Quickly identify domain expert networks that enable team collaboration opportunities based on shared objectives, initiatives, or domain knowledge



An example landing page for Ardoq Discover showing the search bar



A sample Ardoq dashboard showing some example insights



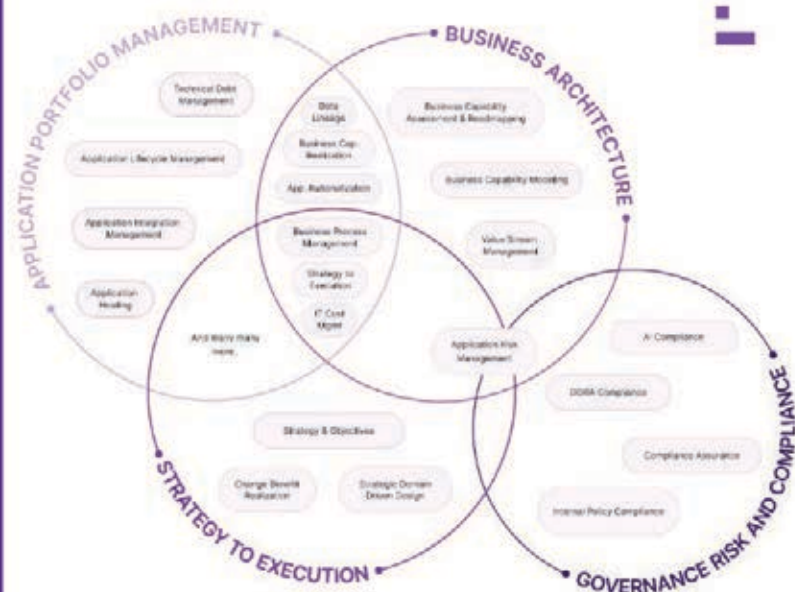
A screenshot from Ardoq Discover showing one application's dependencies to other parts of the architecture

Fast ROI with Pre-built, Out-of-the-Box Solutions (included with Core Platform)

Solutions Provide Fast Time To Outcome

Use Case Solutions are Ardoq's configurable approach to achieve business outcomes.

They combine Enterprise Architecture best practices, prebuilt assets, and innovative technology to **quickly reach objectives and deliver tangible value**



Ardoq Solutions combine best practices, prebuilt assets, and automation to accelerate business outcomes.

The visual shows three interconnected domains—Application Portfolio Management, Business Architecture, and Governance, Risk & Compliance—linked by Strategy to Execution. Each overlaps through shared use cases like Business Process Management, Application Rationalization, and IT Cost Management, illustrating how Ardoq delivers fast, tangible value across the enterprise.

Ardoq offers the industry's largest library of pre-built, out-of-the-box Solutions, developed by our in-house Enterprise Architecture experts. These are more than just templates; they are fully configured packages including metamodels, surveys, dashboards, reports, presentations, and prescriptive guides. They accelerate time-to-value in diverse areas from Application Portfolio Management and Technical Debt to GRC (Governance, Risk & Compliance) and Strategy-to-Execution.

Why Ardoq Solutions Are Different

01

Built by EA Experts

- Grounded in real-world EA expertise & experience
- Solve for real EA challenges

02

Preconfigured

- Metamodels, dashboards, living presentations and reports out of the box

03

Composable

- Tailor Solution frameworks to your organization's goals
- Mix and match or follow our prescriptive path

04

Business-Driven

- Focused on real outcomes like reducing risk, managing cost, enabling change

Choose your own
adventure — no
rigid journey

Start with what
matters most to
you

Ardoq Solutions stand out for their flexibility, expertise, and real business focus.
They're built by Enterprise Architecture experts, come preconfigured with ready-to-use dashboards and reports, and are fully composable to fit each organization's goals. We encourage customers to start where it matters most, and deliver measurable outcomes without having to follow a rigid journey.

Reports & data visualisations everyone can understand (included with Core Platform)

Ardoq's visualisations are auto-generated directly from live repository data, eliminating manual diagramming. This ensures views are consistently up-to-date and reflect the single source of truth. While other tools offer diagramming or basic visualisation, Ardoq provides a vast library of dynamic, interactive views configurable without coding, including heat maps, swimlanes, timelines, and graph-based explorers. Our Viewpoint Builder further simplifies creating stakeholder-specific visuals.

Ardoq Viewpoints

Dynamic Views, Real-Time Clarity

Build your views from live data —not static diagrams.

- Views auto-generated in real time from your live architecture data
- You choose the context, components, and visualization type — Ardoq builds it for you
- Reuse the same dynamic view across portfolio by changing focus
- Apply grouping, filtering, and heatmaps to highlight what matters
- Rearrange diagrams on the fly — no redrawing needed

What you see is always up to date, always relevant, and always yours to control.



Ardoq Viewpoints turns static diagrams into live, data-driven views of your architecture. The visual shows colorful, real-time visualizations that update automatically from connected data sources. Users can group, filter, and rearrange components instantly, seeing context, ownership, and impact without manual redrawing, making every view always current and relevant.

Utilise 20+ out of the box visualisations that can be shared as dynamic, explorable presentations internally and externally.

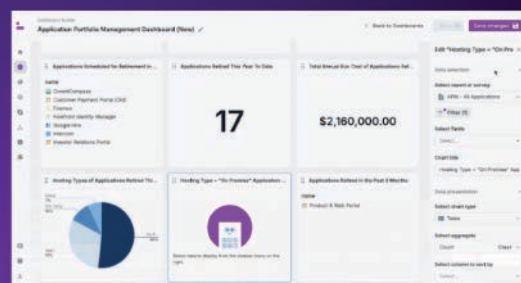
Ardoq Dashboards & Reports

Say Hello To Live Dashboards & Reports

Turn architecture data into powerful, stakeholder-ready views.

- Tailor insights to execs, teams, and individuals
- Share interactive, context-rich dashboards at every level
- Drill down into live, trusted data—no exports, no lag
- Use proven templates to get value faster

From big-picture portfolio health to granular initiative detail—see what matters, now.



Ardoq Dashboards & Reports turn live architecture data into interactive, stakeholder-ready insights.

The visual shows dynamic dashboards with real-time charts, savings projections, and application metrics. It highlights how users can tailor views for executives or teams, drill into trusted data without exports, and use templates to quickly see portfolio health and initiative impact—all updated instantly as data changes.

Ardoq Living Presentations and Surveys (included with Core Platform)

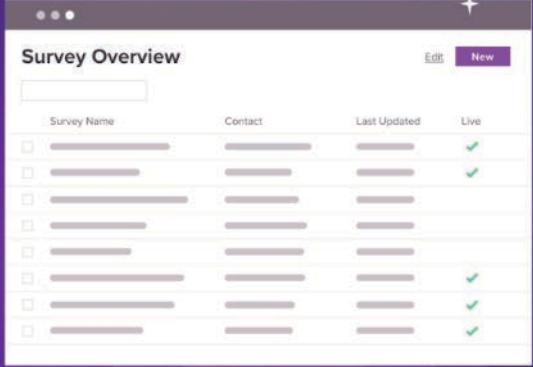
Crowdsourcing of data via [Surveys](#) and targeted distribution of Ardoq assets with [Broadcasts](#) allow you to build a dynamic and trusted picture of where your business is currently, so you can see how to reach your objectives.

Ardoq Surveys

Crowdsourced Intelligence

Turn stakeholder input into structured, usable insight — without training anyone on Ardoq.

- Engage any department to contribute data via simple, no-login-needed forms
- **Dynamic & smart** – Use conditional logic and multi-step workflows based on user input
- Collect app details, lifecycle info, ownership, usage & more
- **Always in sync** – Survey data is validated and instantly written to your live architecture models
- Optional approvals add governance before updates go live



Surveys turn stakeholder input into structured, reliable data without Ardoq training.

The visual shows a clean survey dashboard where any department can update application or process details through simple, no-login forms. Data is dynamically validated, synced in real time with live architecture models, and governed by optional approvals, transforming crowdsourced input into trustworthy, always-current insight.

Ardoq also delivers [Living Presentations](#): dynamic artifacts (reports, dashboards, or actual presentation slides) that **automatically update** in real-time as your architectural data changes. This functionality replaces the time-consuming manual effort traditionally required to refresh diagrams or rebuild reports. By eliminating manual work, Ardoq ensures the insights shared with executives and business leaders are continuously relevant and reliable. You can effortlessly distribute clear, customised views across the organisation, ensuring everyone is aligned and making data-driven decisions **based on the latest information** available within your system.

Ardoq Presentations

Living Presentations, Always Up to Date

Ditch static slides — share insights that evolve in real time.

- Ardoq Presentations let you turn any visualization into a live, shareable slide—embedded anywhere.
- Link or embed live views in Confluence, SharePoint, Teams, or web pages
- Slides auto-refresh as your data changes—no manual updates needed
- Control access with permissions for sharing
- Easy to use, always current, & accessible to all stakeholders



Ardoq Presentations transform static slides into live, always up-to-date insights. The visual shows interactive, data-driven presentations that update automatically as architecture data changes. Users can embed live views into tools like Confluence, SharePoint, or Teams, control access with permissions, and share continuously refreshed visuals, making every slide current, accurate, and easy to understand.

The most Open & Adaptable Enterprise Architecture Platform on the Market (included with Core Platform)

Automate your data collection and enrich your architecture by connecting Ardoq's out-of-the-box integrations to your existing applications. This allows you to speed up data modelling, painlessly maintain an up-to-date architecture landscape painlessly, and create a single source of truth to aid decision-making.



Ardoq is platform-agnostic, integrating seamlessly with the tools enterprises already use. The image displays logos from systems like Jira, SAP, AWS, Excel, Azure, Celonis, ServiceNow, SharePoint, and Confluence—showing Ardoq's open, connected ecosystem. It highlights strong APIs, automated data collection, error detection for missing information, and minimal manual updates.

Ardoq is designed as an open, ecosystem-neutral platform. Beyond an extensive library of out-of-the-box integrations, our robust, well-documented REST APIs and webhook capabilities allow deep custom connections to any tool in customers' ecosystems. You can use the REST-API to integrate with Ardoq in order to, for example, automate documentation and imports into Ardoq from other structured data sources, or to create custom tools that make use of data from Ardoq.

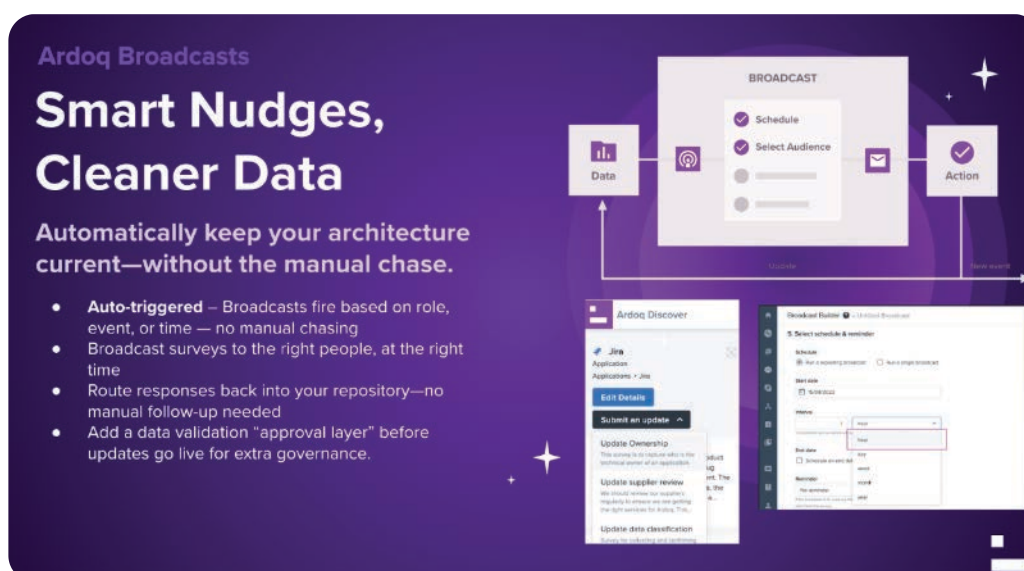
Ardoq ensures no ecosystem lock-in or conflict of interest, offering true future-proofing and adaptability to customers' specific enterprise landscape.



Ardoq integrates natively with the Microsoft ecosystem—no extra setup required. The visual shows how Ardoq connects seamlessly with Excel, SharePoint, Azure, Power BI, and Entra ID. Data flows automatically between tools: Excel imports new records weekly, SharePoint adds documentation, Azure syncs infrastructure details, Power BI enables live bidirectional reporting, and Entra ID provides single sign-on—making architecture insights always current within a Microsoft-first stack.

Broadcasts (included with Core Platform)

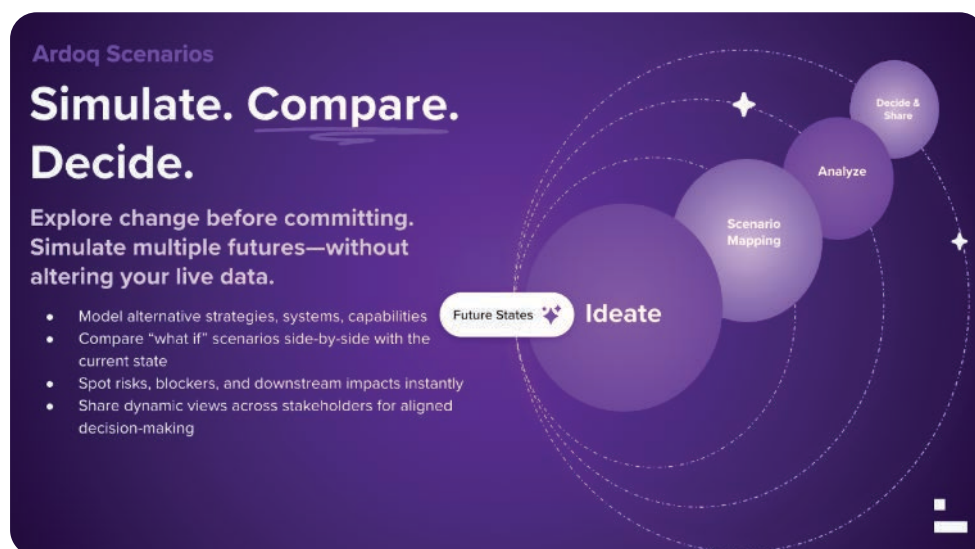
Ardoq **Broadcasts** automates data-driven workflows and stakeholder engagement using graph intelligence. It triggers actions (e.g., surveys, notifications, alerts) based on real-time data changes, dependencies, or graph-defined conditions (e.g., an application owner changing). Unlike simple notifications, Broadcasts orchestrates complex, personalised communication and data gathering across the organisation, ensuring architecture data stays current and relevant stakeholders are engaged proactively.



Ardoq Broadcasts automate data upkeep with smart, role-based reminders. The visual shows how broadcasts are auto-triggered by events, roles, or schedules to nudge the right people for updates. Responses flow directly back into the live architecture repository—no manual chasing or follow-up needed. Optional approval layers add governance before updates go live, keeping architecture data clean, current, and compliant.

- **Survey Broadcasts:** Surveys are a great way to capture data, but it's Broadcasts that help you ensure data is complete and up-to-date. Tailor surveys to select audiences based on a person's role or responsibility; use auto-reminders and task lists to improve response rates; schedule send-outs and track responses.
- **Message Broadcasts:** Message Broadcasts send out messages or alerts, and drive targeted action. You specify which components to include in your broadcast and under what conditions your broadcast will be sent. Send alerts to increase awareness of key dates, events or milestones; Use advanced audience-targeting functionality; Include Ardoq assets, such as Ardoq Discover viewpoints, dashboards or presentations.
- **Report Alert Broadcasts:** Report Alert Broadcasts keep audiences informed of changes in report fields and key metrics. For example, if your costs exceed a certain value or the risk score crosses a threshold, you can notify stakeholders when any field they are interested in changes; Eliminate manually checking for updates in your architecture; Avoid missing out or failing to react to new information.

Scenarios and Future States (included with Core Platform)



Ardoq Scenarios lets teams explore change safely by simulating multiple futures before committing.
 The visual shows a sequence of stages—Ideate, Scenario Mapping, Analyze, and Decide & Share. Illustrating how users can model "what-if" strategies, compare options side by side, identify risks or downstream impacts, and share dynamic insights across stakeholders.

A unique feature for Ardoq Scenarios is the ability to enable true "code-style" branching of the architecture repository, allowing users to model multiple, distinct future-state scenarios in isolation without replicating the entire dataset. Users can then dynamically compare these scenarios against the current state or each other, visualising differences and analysing the impact of changes. This goes beyond simple versioning or full model duplication, offering a more agile, efficient, and scalable way to explore and decide on complex transformation initiatives.

Build trust and buy-in with connected data and stakeholder-specific presentations that communicate different scenarios and their impact.

Ardoq Roadmaps (included with Core Platform)

Roadmaps ensure architectural decisions align directly with business outcomes and strategic goals by linking to ROI and key initiatives. Roadmaps track progress in real time (automatically updating with data from systems like Jira) and use visualisations, timelines, and heatmaps to clarify dependencies, resources, and bottlenecks.

Ardoq Roadmaps

Turn Data into Dynamic Roadmaps

Milestones, timelines, and dependencies—auto-generated from your architecture.

- Ardoq turns real-time data into living roadmaps that evolve as your organization does.
- See initiatives, systems, & capabilities on one timeline
- Auto-generate from existing architecture data—no rework required
- Identify blockers, overlaps, and dependency risks early
- Pull updates from integrated systems or crowdsource from SME



The visual shows colorful, dynamic roadmaps where initiatives, systems, and capabilities align on one interactive timeline. Updates flow automatically from architecture data and integrated systems, revealing blockers, overlaps, and dependencies early—so plans stay accurate, current, and effortlessly maintained.

Ardoq Roles & Permissions (included with Core Platform)

Ardoq's Multi-Layered Roles and Permissions establish Trust Built In, offering the deepest granularity of access control across your architecture, encompassing roles, privileges, and asset-level permissions. This core governance ensures that every stakeholder, from the CIO to a general business user, accesses data securely and privately. Ardoq is built to be permission-aware, meaning every architectural insight generated by our AI is governed by your existing workspace permissions, ensuring the information is always traceable, explainable, and fully auditable.

Ardoq Roles & Permissions

Control Who Sees What And What They Can Do.

Granular access. Total visibility control.

- Ardoq gives you flexible roles and fine-grained permissions—so users only see and do what they should.
- Assign roles: Admin, Writer, Contributor, Reader
- Customize access by role *and* asset
- Lock down sensitive data while enabling collaboration
- SSO-ready with Azure AD, Entra ID, Okta, GitHub, Ping, and more

Built for secure, scalable collaboration across your entire org.



Ardoq Roles & Permissions give organizations fine-grained control over who can see and do what. The visual shows a network of people connected by dotted lines, symbolizing collaboration with secure, role-based access. Ardoq allows flexible permissions for Admins, Writers, Contributors, and Readers, enabling teams to customize visibility by role and asset. With SSO integrations like Azure AD, Entra ID, Okta, and GitHub, it ensures scalable, secure collaboration across the organization.

Sandbox (Optional Add-on)

An Ardoq Sandbox is a separate environment where you can experiment and test Ardoq capabilities without the risk of unwanted changes in your live production environment. Such a ‘playground’ environment comes in handy when you want to onboard and train new users, build or improve metamodels, try new use-cases, configure Ardoq Discover, test functionality or test integrations. In short, a safe, secure and separate environment for developing, testing and validating ideas.

Security

Ardoq Sandbox *Game Changers*

EA Playground
Safely test new metamodels, workflows, and integrations without breaking production.

Onboard Without Risk
Give new architects & business users a hands-on learning space before they work with live data.

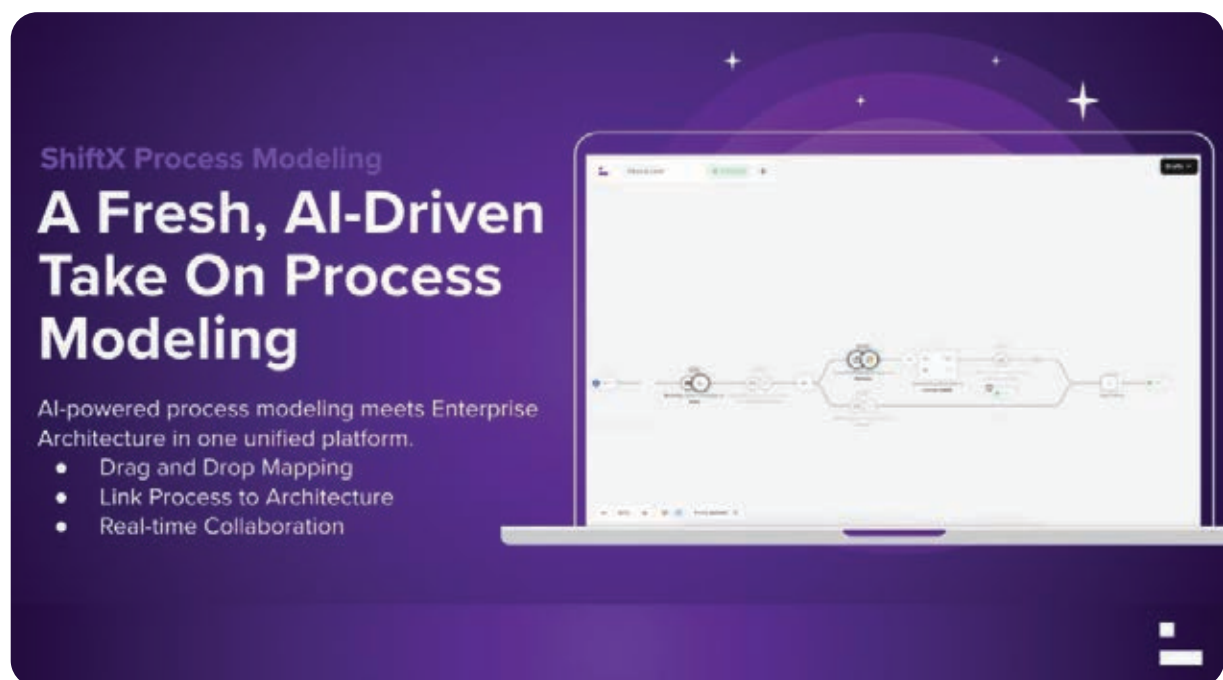
Clone & Experiment
Start with cloned production data to test real-world scenarios, but without any risk to your live system.

Ardoq Sandbox is a secure testing and learning environment that empowers safe innovation. The visual shows three panels: Enterprise Architecture Playground for testing new models and integrations safely, Onboard Without Risk for training new users on simulated data, and Clone & Experiment for experimenting with cloned production data. Sandbox lets teams explore, learn, and test without impacting live systems.

Priority Customer Support (Optional Add-on)

This entails all the benefits of the regular support, but with priority support response time, option to request video/phone call, and support hours covering two time zones. Customers also benefit from support from our expert consultants with up to 10 Gremlin query requests a month, and a dedicated Customer Success Manager providing monthly check-ins and quarterly executive business reviews.

ShiftX: AI-powered Process Modeling Suite (Optional Add-on)



The visual shows a clean process flow displayed on a laptop screen, representing drag-and-drop process mapping seamlessly linked to enterprise architecture. It highlights real-time collaboration, smart automation, and the unification of process design and architectural context within one platform.

Shiftx is our AI-powered Process Modeling suite that is natively integrated into the Enterprise Architecture platform. It allows you to:

- **Accelerate Modeling:** The AI engine instantly transforms unstructured inputs, such as text or screenshots of old workflows (like Visio diagrams or powerpoint slides), into structured, living process models directly within Ardoq. This removes the manual effort and bottlenecks associated with traditional diagramming.
- **Drive Optimisation:** By combining process mapping with Enterprise Architecture (EA), ShiftX allows for a holistic approach to gain greater transparency and accelerate decision-making.
- **Enable AI-Driven Insights:** For experienced Enterprise Architecture teams, this feature supports sophisticated AI-driven process optimisation and analysis, allowing for strategic orchestration and smarter transformation.



Priority Customer Support (Optional Add-on)

Ardoq's pricing model is designed to be simple, transparent and predictable for buyers and their respective procurement teams.

Fundamentally the SaaS subscription cost is dictated by three simple variables:

- 1. Outcomes/Modules** - the outcomes and therefore the use-cases you wish to drive from the solution, which, in turn, dictates whether you purchase the entire platform encompassing all modules or simply one module to maximize value.
- 2. Add-Ons** - do you need the functionality provided by 2 optional add-ons to the core offering?
- 3. Applications** - the number of applications you want to model in your estate

Underpinning the software commercial model is a number of key principles:

- 1. You pay for what you manage**, not a bloated license you may never fully use - Some vendors offer unlimited apps but that usually means you're subsidizing other customers. Ardoq's model is built to reflect your real usage and deliver outcomes from day one.
- 2. Aligned to your footprint** - pricing scales with your actual IT complexity; the number of apps you're managing, not arbitrary tiers or users.
- 3. Predictable & Scalable** - Clearly defined tiers ensure cost predictability. More apps mean a lower per-app cost, rewarding your growth, rather than penalizing it. We make it easy for procurement to budget and forecast without surprises or mid-year renegotiations.
- 4. Unlimited users = limitless collaboration** - Unlimited users means every stakeholder (from business to IT) can contribute to living architecture. We don't just enable collaboration, we enable customers to drive outcomes from it.
- 5. Faster ROI** - No complex a la carte structures. See initial value within 30 days without overcommitting upfront.
- 6. You stay in control** - If you grow, you know what it'll cost. If your app footprint shrinks, your pricing reflects that too. Easily plan growth or right-size your architecture based on actual needs. Cost Predictability: App tiers are clearly defined, so you know exactly when you'll scale up and what it will cost.

How does app-based pricing work?

The more apps you manage with Ardoq, the lower your price per app.

- Tiers: 50 / 100 / 150 / 200 etc. apps
- Unlimited users.
- Lower price per app as you scale
- Only 2 functionality add-ons priced separately - (1) Additional Sandbox (2) AI-powered process modelling via Ardoq ShiftX
- Start small, prove the value, and effortlessly scale as you grow!
- In year 1, we allow customers a certain amount of 'overage' or 'bursting' - this is leeway on your app tier in the event you breach your anticipated tier.

The pricing model is described in more detail in the separate 'Pricing Document'.

Associated Services

Our Objectives in the Ardoq's Professional Services Team

Ardoq's Professional Services Group (PSG) has a focused mission to dedicate our enterprise architecture, business process and technology innovation best-practices, industry expertise and global resources to working together with our clients and partners to deliver rapid value around the Ardoq solution. We work with our clients to build the lasting capabilities that enable organisations to achieve sustainable digital transformation.

- Ensure a successful implementation and adoption of the Ardoq platform
- Help the customer overcome blockers connected to competency or capacity gaps
- Shorten the time to value for the customer and help maintain momentum over time
- Act as a trusted advisor in all matters related to Enterprise Architecture and Digital Transformation

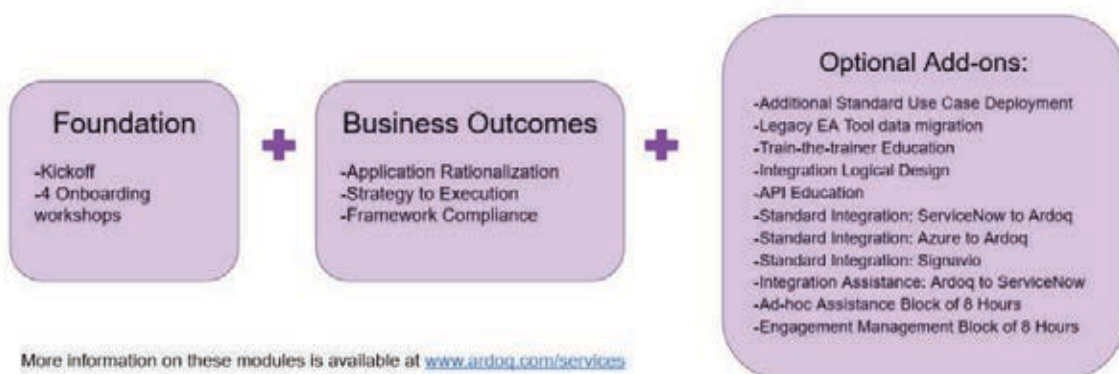
Onboarding:

Upon contract finalisation a new client is assigned 2 distinct resources at Ardoq as part of their subscription:

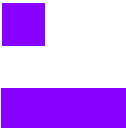
- **A Customer Success Manager** - responsible for the ongoing relationship with the client and its day-to-day management
- **An Enterprise Architecture consultant** - responsible for services delivery

Additional resources (e.g. Senior Advisors, Integration Specialists, Engagement Managers, etc.) may be assigned, as needed.

As part of the subscription to its SaaS platform, new clients automatically receive Ardoq 'Foundations' as part of their package. They must however purchase at least one Business Outcomes module as a minimum to help them get started on their journey. Other optional modules can be bolted on to this if required (details on the contents and costs of all professional services can be found in the separate 'Pricing Document').



An overview of Ardoq's approach to Professional Services via pre-packaged modules.



Ardoq Foundations and Business Outcome

By leveraging our time-tested Activation methodology your teams will be quickly and expertly guided through each of the product areas developing a foundational understanding of the solution. Our Ardoq Professional Services Group will assess your objectives and requirements, make implementation recommendations, and ensure all the core features and functions of your Ardoq implementation are properly reviewed and demonstrated to your end user base.

What you'll accomplish:

- Define your goals and objects with the Ardoq Platform
- Four Educational workshops on how to use the Ardoq Platform to capture your Applications, People, Organization and Capabilities
- Workshops on how to apply a repeatable process to reach a repeatable Business Outcome (e.g. Application Rationalization)

What you'll get:

- Alignment and assessment of your goals and objectives
- Scoped Ardoq implementation roadmap and meta-model design
- Configured Ardoq environment using an initial data set for the first step along your roadmap
- Session Recordings for extended learning
- E-Learning Access
- Optional, add-on modules to tailor the Ardoq Professional Services support to meet your specific needs

How we do it:

Ardoq Professional Services Group will work with the necessary customer stakeholders and subject matter experts to execute Activation workshops for your organisation. The activities performed may vary based on the purchased Ardoq modules.

The Basic Activation Bundle is scoped to 6 days / 48 Hours of Ardoq Professional Services support and consists of the following modules:

- Project Kick-off and Initiation;
- Business Outcomes alignment and roadmap workshops;
- Consultant-led training workshops;
- Guided configuration of the first “use case” or step in the agreed roadmap.

In addition to the mandatory, basic bundle above, optional modules are available to increase the level of Ardoq Professional Services support in specific areas, i.e.

- Further education workshops that support a “Train-the-trainer” approach
- Ardoq API specific training
- Support for the deployment of additional standard Ardoq Use Cases
- Assistance in creating custom Use Cases
- Assistance in designing and implementing integration to third party applications
- Engagement management
- Additional “ad-hoc” assistance time blocks

More:

- All services are delivered remotely unless otherwise communicated and scheduled.

Note that services can be delivered onsite at an extra cost which is covered in the Separate Pricing Document.

- Clients should ensure relevant business and technical resources are identified and available to participate in defined phases, answer questions, and complete workshop activities as scheduled or needed.
- Additional, optional modules are available to expand the scope of the project as required. These are described below and outlined in detail in the "Pricing Document."

Below you will find a full overview of Ardoq Foundations, our Business Outcomes as well as the optional modules customers can elect to buy if they need more guidance in specific areas.

Ardoq Foundations - Constituent Modules: pre-defined fixed deliverable modules to get new clients started.

Included activities and deliverables:

A total of five workshops including a Project kick-off meeting and four workshops to learn the basics of Ardoq. In these workshops, you will learn how to use Ardoq, you will build an Application portfolio, assign ownership of applications, review Capabilities and connect them to your Applications

Business Outcomes - Constituent Modules: pre-defined fixed deliverable modules to get new clients started.

Application Rationalisation

Included activities and deliverables:

Building on the work done in **Ardoq Foundations**, our Ardoq consultant will guide you through rationalizing your Application Portfolio using the following Ardoq Solutions:

- **Application Integrations** - understand impact and complexity of removing an application
- **IT Cost Management** - understand cost savings for rationalization candidates
- **Application Rationalization** - Conduct analysis to categorise your application portfolio

This implementation leverages existing data from Foundations and is structured around eight workshops. In these workshops, we will learn to:

- **Identify** missing data for applications, such as ratings or alignment to capabilities
- **Track** cost savings potential of redundant or underperforming applications over time.
- **Find** the average number of applications per capability to reveal functional overlap
- **Analyze** the Application Portfolio using Gartner's TIME model
- **Determine** each Applications Structural Complexity to identify associated cost and effort

We will discuss the approach to customizing the standard solutions (although no customization is made as part of this package) and address any general questions you have.

The deployment concludes with a review workshop to validate the accomplishments and define next steps for your team to continue iterating on the deployed solutions. This Business Outcome consists of 8 workshops and includes project management time, preparation and follow-up time for the consultant and 8h of ad-hoc consulting for any additional question.

Strategy to Execution

Included activities and deliverables:

Building on the work done in Ardoq Foundations, our Ardoq consultant will guide you through six workshops to implement a Strategy to Execution process.

This solution covers capturing your strategic objectives and the initiatives that deliver them, then using the included artifacts to achieve the following:

- **Identify** Business and IT objectives that trigger the need for change.
- **Understand** impacted Applications, Business and Technical Capabilities
- **Prioritize** initiatives based on their business case, ensuring clear ownership.
- **Monitor** initiatives delivering on objectives.
- **Track** realization of benefits against objectives.

We will discuss the approach to customizing the standard solution (although no customization is made as part of this package) and address any general questions you have.

The deployment concludes with a review workshop to validate the accomplishments and define next steps for your team to continue iterating on the deployed solutions. This Business Outcome consists of 6 workshops and includes project management time, preparation and follow-up time for the consultant and 8h of ad-hoc consulting for any additional question.

Application Risk

Included activities and deliverables:

Building on the work done in Ardoq Foundations, our Ardoq consultant will guide you through implementing **Application Risks** using a series of six focused workshops.

This implementation leverages existing data from Foundations and is structured around the following hands-on workshops:

- Establish a Risk Registry
- Document your controls of Controls
- Model Frameworks and Policies
- Receive an introduction to Compliance Insurance

We will discuss the approach to customizing the standard solutions (although no customization is made as part of this package) and address any general questions you have.

The deployment concludes with a review workshop to validate the accomplishments and define next steps for your team to continue iterating on the deployed solutions. This Business Outcome consists of 6 workshops and includes project management time, preparation and follow-up time for the consultant and 8h of ad-hoc consulting for any additional question.

Ardoq Optional Modules: pre-defined fixed deliverables to add further Ardoq Professional support to meet specific needs.

Additional Standard Use Case Deployment (can be ordered in multiples)

Included activities and deliverables:

An Ardoq Professional Services consultant will explain the selected, standard use case and discuss its metamodel with you to ensure you understand the data that needs to be sourced.

Once an initial data set is available, the consultant will demonstrate how to load it into the Ardoq platform using the Excel Importer and then walk you through the prebuilt artifacts that are included in the use case and give you immediate,

value-adding insights into your data. We will also discuss the approach to customizing the standard use case (although no customizations are actually made as part of this package) and answer any general questions you have.

The use case deployment is completed with a review workshop to validate what has been accomplished and discuss any next steps for you to continue to iterate on what has been deployed.

Legacy Enterprise Architecture Tool data migration

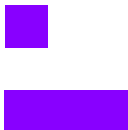
Included activities and deliverables:

Customers who have been using another Enterprise Architecture tool for several years prior to moving to Ardoq need a proven and efficient process to ensure that their data is migrated as smoothly as possible. Often, data migration must be completed in a time-limited window to avoid costly renewal fees in the legacy tool.

This flexible and effective service package guides you through a series of steps to ensure the right data is migrated at the right time, according to your needs. Legacy Enterprise Architecture tool data migration can be achieved with one of the following approaches:

- Export all legacy Enterprise Architecture tool data into a “golden copy” spreadsheet file for later Ardoq import
- Migrate all legacy Enterprise Architecture tool data into Ardoq in a single “big bang” event
- Migrate legacy Enterprise Architecture tool data into Ardoq in phases, aligned to your Ardoq roadmap

The pros and cons of the above options will be considered in terms of your migration timeframe, confidence in data quality and the relevance of the legacy data to your future needs. This service includes 5 workshops of 2h to 6h each.



Education - Train-the-Trainer

Included activities and deliverables:

Five consultant-led workshops of two hours covering how to train others on key Ardoq features and the deployment of use cases.

Integration Logical Design

Included activities and deliverables:

Four workshops to facilitate Integrations with Ardoq. A Professional Services consultant will work with your technical Subject Matter Experts (SMEs) to establish a logical integration design that maps Ardoq Components and References to another third-party application for the purposes of data exchange (in either direction).

Education - Ardoq API

Included activities and deliverables:

Two consultant-led workshops covering the theory and practical exercises of using the Ardoq API.

Standard Integration: ServiceNow to Ardoq

Included activities and deliverables:

Four consultant-led workshops to configure Ardoq's out-of-the-box ServiceNow Importer, plus offline preparation time, totalling sixteen hours, covering installation and connectivity, data analysis, data loading and scheduling, best-practices, deletion and ad-hoc Q&A.

Standard Integration: Azure to Ardoq

Included activities and deliverables:

Four consultant-led workshops to configure Ardoq's out-of-the-box Azure Importer, plus offline preparation time, totalling sixteen hours, covering installation and connectivity, data analysis, data loading and scheduling, best-practices, deletion and ad-hoc Q&A.

Standard Integration: Signavio

Included activities and deliverables:

Five consultant-led workshops to configure Ardoq's out-of-the-box Signavio Importer / Exporter, plus offline preparation time, totalling sixteen hours, covering installation and connectivity, data analysis, data loading and scheduling, best-practices, deletion and ad-hoc Q&A.

Integration Assistance: Ardoq to ServiceNow

Included activities and deliverables:

Three consultant-led workshops to configure ServiceNow to ingest Ardoq data, plus offline preparation time, totalling sixteen hours, covering installation and connectivity, data analysis, data loading and scheduling, best-practices, deletion and ad-hoc Q&A.

Ad-hoc Assistance Block of 8 Hours (can be ordered in multiples)

Included activities and deliverables:

Ad-hoc consultant assistance totalling eight hours, to be used as directed by the client.

Engagement Management Block of 8 Hours (can be ordered in multiples)

Included activities and deliverables:

Weekly project status meetings, liaison with client project governance function, tracking and facilitation of actions, queries, issues and Ardoq resources. Guideline: order a minimum of one block for each month of estimated elapsed project duration.

Health check - High-level

Included activities and deliverables:

Aimed at existing clients or those with some data and artefacts already in the Ardoq platform. A series of consultant-led workshops and offline documentation, totalling ten hours, to review folder/ workspace structure and metamodel in Ardoq and produce a report of recommended next actions and best-practices.

Health check - Deep-dive

Included activities and deliverables:

Aimed at existing clients or those with significant data and artefacts already in the Ardoq platform. A series of consultant-led workshops and offline documentation, totalling forty hours, to review folders/ workspaces, components, references, fields, permissions and artefacts in Ardoq and produce a report of recommended next actions and best-practices.



1. Data Protection

Information Assurance

Ardoq has the following accreditations and has the required policies and processes in place to warrant these accreditations:

1. ISO 27001 - first awarded on 8th March 2022 and re-issued on 1st March 2025 (certificate available on request)
2. SOC2 Type 2 - annual audit with last published audit covering period Sep 2024 - Feb 2025 (report available under NDA)
3. Cloud Security Alliance STAR Level 1 - listed since 28th June 2021.

Data Back-Up and Restoration

Ardoq has a backup policy defining our requirements for the backup of information, software, and systems. This policy includes the scope of data backup, frequency, extent, and how and where the backup information will be stored. Operational procedures have also been established to monitor backups' execution and address any failures of scheduled backups.

Ardoq captures daily backups of its databases, which are retained for 14 days. Weekly backups are retained for four weeks, monthly backups for six months, and yearly backups for three years.

Data for expired trials are kept for three months before being deleted.

Backups are tested regularly during quarterly Disaster Recovery tests.

The Ardoq Cloud Platform is hosted across several cloud infrastructure availability zones. All customer data is backed up and stored in encrypted form at a separate cloud infrastructure provider. Production environments are instrumented using Infrastructure-as-Code technologies such as Terraform and Ansible, allowing for rapid redeployment.

Each customer's database is backed up separately as part of primary backups.

Business continuity statement/plan

Ardoq has a Business Continuity Plan that ensures that the organisation can quickly recover from natural and man-made disasters while continuing to support customers and other stakeholders. Business Continuity (BC), Incident Response (IR) and Disaster Recovery (DR) exercises are conducted regularly (either bi-annually or quarterly) and lessons learned are used to continually improve the program. BC is owned by the Chief Operating Officer. Ardoq has documented DR plans as part of its business continuity management. DR exercises are conducted twice annually to ensure the production environment can be restored quickly. A more detailed plan can be provided to the buyer on request.

Privacy by Design

Ardoq complies with GDPR requirements. Ardoq's privacy policy is publicly available and can be accessed via its website.



3. Using the service

Ordering and Invoicing

As Ardoq is enterprise SaaS software, the order process begins with discussing requirements during collaborative demonstrations and scoping meetings. An initial meeting can be requested online or by emailing sales.uk@ardoq.com in order to begin the process.

Once requirements have been discussed and relevant business problems/objectives identified, Ardoq advises on the most appropriate subscription plan and services bundle to meet those needs. Once the correct solution is defined, a call-off order can be placed via G-Cloud.

Any signed agreements and corresponding PO numbers should be sent to sales.uk@ardoq.com and billing@ardoq.com. Any subscriptions are typically invoiced on an upfront, annual basis.

Being a cloud-hosted, SaaS offering, a new client's instance of Ardoq can be created immediately, with onboarding taking place at a mutually agreeable time in the days/weeks thereafter.

Please see the section above on the "Pricing Model" and the separate 'Pricing' Document for more information on the commercial structure.

Availability of Trial Service

As part of a pre-sales process, Ardoq typically offers a complimentary 'Proof of Value' service (run in partnership with an Ardoq Solution Specialist) that provides potential customers unrestricted access to the platform for two weeks.

The 'Proof of Value' typically involves various workshops over the 2-week period beginning with a lightweight scoping exercise to determine some key, achievable business questions that the client wishes to answer using Ardoq. Clients can use their own data or Ardoq dummy data as the basis for the trial.

Key outputs from the Proof of Value include visuals and dashboards with pertinent insights relevant to the business questions being answered, and a business case document created collaboratively between the client and the Ardoq Solution Specialist.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

Ardoq's onboarding methodology and available services are described in detail above in the section titled 'Associated Services'.

When a customer cancels their subscription, they will have access to their data until the subscription end date. The account will be deleted 90 days after the subscription ends. All backups will be deleted 90 days thereafter (in short, all data will be permanently deleted within 180 days after the subscription ends).

Data is easy to export from the platform by the customer themselves, but if a customer requires support, their Customer Success Manager will set up a plan with them to assist with the offboarding so no data or assets are lost. This does not involve an extra cost.

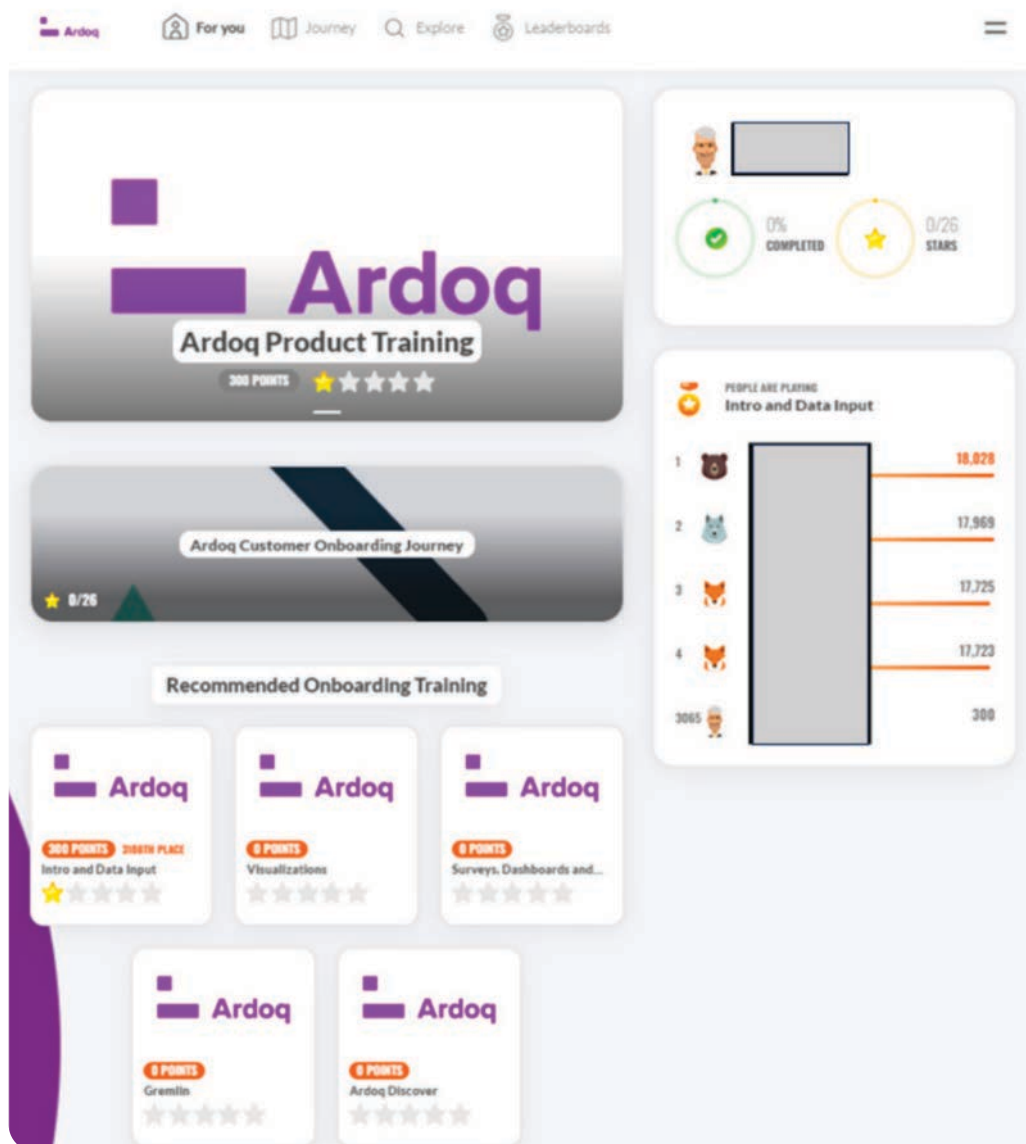
Data can easily be downloaded in bulk with no vendor lock-in. There are different ways to export your data. You can export:

1. Your entire workspace to excel (.XLS)
2. The visualisations/graphs from your views to .PNG and .SVG or PDF
3. Custom Export via Reporting
4. via Ardoq's API.

Training

Ardoq offers a comprehensive unrestricted Knowledge Base of documentation to help users which is regularly updated by Ardoq experts.

Ardoq also provides access to a specialised, gamified eLearning platform. Below is a screenshot of the homepage for the gamified training platform showing the workshop/modular based approach to guided platform training.



A screenshot of Ardoq's gamified training platform

All these resources are included as standard as part of the subscription to the Ardoq SaaS Platform.

Thorough training on Ardoq is provided as part of the Foundations service package which is covered in detail above, in the section 'Associated Services' and below under the section 'Implementation Plan'. (Foundations and one Business Outcome service is a mandatory purchase in conjunction with the subscription to the Ardoq SaaS platform and is detailed in the separate 'Pricing Document')



Implementation Plan

The Ardoq Professional Services team has a proven methodology for successfully implementing customers. But we recognize that every customer has unique attributes when it comes to implementing a new SaaS solution, therefore we will work with the customer to build a detailed implementation plan, designed specifically for them. A “sample” plan can be provided on request.

Service Constraints and Service Management

The Ardoq application can be accessed 24-7-365. Support via your dedicated Customer Success Manager is available between Monday and Friday 9am-5pm GMT time (not including public holidays).

For the in-app chat, support is available from 8am to 5pm Monday to Friday (not including public holidays). We usually respond within 2 hours of receipt of request between Monday and Friday. Requests received during weekends are answered on Monday. Currently (October 2025), customers receive a response from a human technical consultant within 15 minutes via the chat.

Downtime may be necessary to perform updates or maintenance to hardware or software from time to time (“planned downtime”). Ardoq may have Planned Downtime up to 4 times each calendar year. Ardoq will, if possible, notify Customer at least 5 business days in advance of Planned Downtime occurring outside of normal business hours (Monday to Friday 0900-1700 GMT for the EU Data Center and Monday to Friday 0900 – 1700 US Eastern Time for the US Data Center). For planned downtime (which may last for up to 24 hours) during normal business hours, notification shall be given at least ten (10) business days in advance if possible. Planned Downtime according to this clause is not considered as unavailability.

Ardoq follows agile practices and employs a Continuous Delivery model, often deploying platform changes multiple times daily, where all code changes are developed and tested on separate branches. Our Software Development Lifecycle requires rigorous processes, including mandatory peer review of all Pull Requests for quality and security, explicitly checking for vulnerabilities such as those listed in the OWASP Top Ten. This comprehensive change management process, which also involves weekly automated DAST security testing and third-party component vulnerability review, is externally audited annually as part of our SOC 2 and ISO 27001 compliance.

Service Levels

Ardoq uses a standard Service Level Agreement across all its clients. This can be viewed below as well as an appendix to Ardoq’s terms and conditions.

SERVICE LEVEL AND TECHNICAL SUPPORT AGREEMENT

1. Service availability (Uptime)

Ardoq will, during the subscription term, provide the Services with an availability target of 99.5% measured per calendar month, excluding Planned Downtime as defined below (the "Availability Target").

If Ardoq does not meet its Availability Target, the Customer is entitled to a period of free extension of the Service as specified in the table below.

Customer must notify Ardoq of the failure to meet the Availability Target within 10 days after the end of the applicable calendar month, and must at the latest claim such free extensions within 30 days after the notification was sent to Ardoq.

Availability per calendar month	Service credit
99.5 % - 99.0 %	2 days extension of the Service
98.9 % - 96.0 %	4 days extension of the Service
<96.0 %	8 days extension of the Service

If the Service has not met the Availability Target for 3 consecutive months, Customer may terminate the Service upon 30 days' notice to Ardoq, and will receive a pro rata refund of any prepaid fees for the unused period of Service. The foregoing are Customer's sole remedies for any failure of the Service to meet the Availability Target. Ardoq's monitoring and logging infrastructure will be the source of truth for determining availability.

Free, proof-of-concept, beta, trial Services or similar ("Trial Services") are provided "as-is" without any guarantees, service level commitments or liability. The Customer uses the Trial Services at its own risk. Ardoq shall not be liable for any loss or damage arising from the use of or inability to use the Trial Services. Ardoq reserves the right to decommission any Trial Services at any time without prior notice. Ardoq may impose fees on the Trial Services at any time. In such event, the Trial Services will remain available to Customer only if Customer accepts the fees in writing. Should

Customer not accept the fees, Ardoq will remove access to the relevant Trial Services as soon as the fees come into effect.

2. Planned downtime

Downtime may be necessary to perform updates or maintenance to hardware or software from time to time ("**Planned Downtime**"). Ardoq may have Planned Downtime up to 4 times each calendar year. Ardoq will, if possible, notify Customer at least 5 business days in advance of Planned Downtime occurring outside of normal business hours (Monday to Friday 0900-1700 CET for the EU datacenter and Monday to Friday 0900 – 1700 US Eastern Time for the US Data Center). For planned downtime (which may last for up to 24 hours) during normal business hours, notification shall be given at least ten (10) business days in advance if possible. Planned Downtime according to this clause is not considered as unavailability.

3. Customer Support – Technical Support

Customer will have 24/7 access to the Ardoq online Knowledge Base. Customer support is offered through the in-app chat or by sending an email to support@ardoq.com. Support is provided to the extent included in the customer's subscription plan.

Ardoq's customer support processes all incoming support requests from the Customer. In cases where escalation is necessary, the Customer can reach out to its Customer Success Manager. For support purposes, Ardoq has internal administrators who can access Customer's data. Logs are kept of any access by Ardoq administrators.

Ardoq customer support is offered in English and Norwegian.

4. Functionality, modifications and improvements

The Service is provided "as is" as a standardized service; the right to use the Service is not conditional or tied to a specific version or functionality at a certain time. Ardoq reserves the right to make improvements, to add, modify or remove functionality, and to correct any errors or defects in the Service at its sole discretion, without any obligation or liability. Ardoq will, however, not remove functionality which, in Ardoq's reasonable opinion, is considered core functionality for a service such as the Service. The Service will not always be completely free of errors and the improvement of the Service is a continuous process.

5. System requirements

Ardoq's Service is a software as a service solution. To be able to run the Ardoq Service, the user needs a computer with a web browser. The Ardoq Service is available on the following browsers:

- Microsoft Edge: Latest stable version supported
- Mozilla Firefox: Latest stable version supported
- Google Chrome: Latest stable version supported
- Safari: Latest stable version supported

The following system requirements are recommended for best performance:

- Minimum of 8 GB ram and 2,4Ghz of CPU.

Successful use of the Service is dependent on certain equipment and factors (such as sufficient internet connection) that are the Customer's responsibility. Ardoq is not liable for the discontinuance, disruption or instability of the operation of the Service caused by the Internet or any third party service the Customer needs in order to access the Service, including, without limitation, operating systems and necessary application software.

6. Disclaimers related to AI-based functionalities

The Ardoq Services may, depending on the Customer's subscription plan, utilize AI or similar technology. If such functionalities generate content and/or output based on Customer Data, the Customer accepts that such generated content and output:

1. are generated through machine learning and are not reviewed, verified or curated by Ardoq;
2. may not be complete, accurate or correct and require Customer's independent verification before their use;
3. may be generic, similar or identical to content/output produced for other Ardoq customers



4. Provision of the service

Customer Responsibilities

Ardoq recommends appointing a core team of 2-5 champions or project managers to manage implementation, use-cases, data governance, and integrations. The core team will be supported by an Ardoq Customer Success Manager throughout the duration of the contract.

Technical Requirements and Client-Side Requirements

As a SaaS delivered over the internet, Ardoq requires a live internet connection and is available on the following browsers:

- Latest stable releases of Google Chrome, Mozilla Firefox, Microsoft Edge, Safari browsers.

And clients should have the following system requirements for best performance:

- Minimum of 8 GB ram and 2,4Ghz of CPU.

Outcomes/Deliverables

Please refer to the sections “What the Service Provides” and “Overview of the G-Cloud Service” for example results and outputs for different stakeholders.

Development life cycle of the solution

Ardoq follows agile practices and employs a Continuous Delivery model, often deploying platform changes multiple times daily, where all code changes are developed and tested on separate branches. Our Software Development Lifecycle requires rigorous processes, including mandatory peer review of all Pull Requests for quality and security, explicitly checking for vulnerabilities such as those listed in the OWASP Top Ten. This comprehensive change management process, which also involves weekly automated DAST security testing and third-party component vulnerability review, is externally audited annually as part of our SOC 2 and ISO 27001 compliance.

After-sales Account Management

Every customer is assigned a Customer Success Manager (CSM) who is dedicated to overseeing the customer’s overall success with Ardoq. The CSM will conduct regular check-in meetings where they will advise on product best practices, align product usage to the strategic outcomes the customer set out to achieve, and connect the customer with Ardoq subject-matter-experts around the business.

Termination Process

Plans should be in place 8 months before a contract ends regarding renewal or cancellation of a contract. We ask customers to provide a written cancellation at least 30 days prior to the renewal date in order to cancel their subscription.

5. Our experience

Ardoq has a global roster of clients across numerous geographies and industries.



A montage of Ardoq customers ranging across central government, non-departmental public bodies, public health and higher education.

Case Studies

Please click on the following sections of our website to view our publicly available case studies and customer stories:

<https://www.ardoq.com/blog/tag/customer-stories>

<https://www.ardoq.com/real-customer-stories>

<https://www.ardoq.com/blog/public-sector-technology>

Public Sector Transformation With HMCTS and PA Consulting

HMCTS in a Nutshell:

His Majesty's Courts and Tribunals Services (HMCTS) is a large government agency in the UK, administering 4.5m legal cases annually across England and Wales with a workforce of over 17,000. It is now undergoing a £1.3 billion transformation program to modernise the justice system to work even better for everyone.

Jay Bangle (CTO at HMCTS) and his team oversee the organisation's technical strategy, architecture, and innovation. They work to improve access to justice through new digital services to their users, increase efficiency through the elimination of paper files, lower costs through centralised services, and the automation of processes.

"We're a large organisation, one steeped in history, and one that is undergoing the largest transformation of its kind anywhere in the world. With the level of change and activity going on, we needed a new way [to navigate change]. Spreadsheets, PowerPoint, and tools that didn't talk to each other weren't really cutting it." - Jay Bangle, CTO at HMCTS

Challenges and Opportunities in Public Sector Transformation:

Jay very succinctly summarised their entire goal and vision with Ardoq...

"Bring all of that disconnected and single use data together to create a single source of truth, maintained by experts across domains and accessible to the entire organisation, supporting better decision making through data." – Jay Bangle

With this overarching mission in mind, here are just a few of the challenges they've managed to tackle in the last year with the help of our data-driven Enterprise Architecture tool:

1. Overcoming Disconnected Data and Data Capture

Previously, like most organisations, HMCTS was struggling with many time-consuming data entry processes, spread over lots of single-use documents. This presented a heavy risk because when people left the organisation, there was no clear handover or centralised point for this data to be preserved.

HMCTS has transformed how it captures data across the organisation using Ardoq Surveys, which are simple, intuitive web forms, with questions tailored to different audiences across multiple domains of the organisation, enabling consistent and simple data capture.



To visualise this data, they use Ardoq Presentations. Designed to answer a question or a set of questions about the organisation, from organisation charts, business capabilities, application portfolio, reference architecture, business services, and value stream mapping to strategic planning, workforce management, risks, and more. The whole organisation can consume the information they need at the click of a button, with the confidence they're looking at the most up to-date picture driven through Ardoq Survey engagement, the heartbeat of their digital twin.

Jay's vision of a digital twin of HMCTS is becoming more of a reality every day, and all of this is managed by just one administrator covering over:

- 1000 contributors, maintaining data through Surveys and visualising data through Presentations
- 150 core users
- 116 Presentations
- 89 Surveys

2. Innovative Solutions in Unlikely Departments

Before Ardoq, the recruitment process in the Digital & Technology Services (DTS) team was done with Microsoft Forms and spreadsheets. This process was not scalable, lacked insight into people, and did not capture valuable data from conversations or individuals involved in the hiring process. They lacked a modern HR tool but are intuitively filling the gap with Ardoq.

With a very creative use of Broadcasts and Surveys, they were able to speed up, streamline, and align all the individuals involved in the recruitment process. Broadcasts empowered them to automatically direct tasks to the right people at the right time. They could compile critical data so that decision-makers along the way had just one place where they could find all the information they needed safely stored in Ardoq. Drilling up, they can also get insights into how the organisation is pacing compared to the headcount and roles needed for their target operating model, allowing recruitment efforts to be focused on the vacancies that matter most.

3. Improved Strategic Planning

Ardoq helps HMCTS see the big picture that none of their existing tooling could do. The broader perspective allows better leveraging of the expertise within the organisation, helping to identify opportunities for better deployment of resources or risk management. Now HMCTS can see their strategy in context, with dependencies and impacts, from their vision down to strategic objectives and initiatives. They can begin to answer questions such as: what projects are delivering their initiatives, what the product roadmap looks like, what the strategic risks are, who the owners are, and how they are being mitigated. They also have the equally important ability to question existing projects that don't deliver toward strategy.

Ardoq makes it much easier for them to prepare for planning cycles within the organisation and in upward reporting, enabling the organisation to make better decisions.



3 Top Tips From Their Transformation Journey:

In their year with Ardoq, Jay and his team have many valuable universal learnings that can be applied in other organisations looking to begin or improve their transformation initiatives.

1) Start Small

Don't be overly ambitious. Start small, showing value, and build incrementally to expand the picture you have of the organisation in Ardoq. Each domain in your organisation may have a specific end goal they'd like to reach, whether that's better management of people, or a view of strategy and how it's impacted by applications, systems, and projects.

2) Take Energy and Refocus It

People may be doing tasks today in spreadsheets, PowerPoints, wiki pages, or other tools. HMCTS made it the absolute rule that Ardoq wouldn't add more to people's jobs but replace something they should already be doing.

Don't make Ardoq a repeat or duplication of your processes. Instead, take what your people are doing today, ensure a consistent approach, and show them the benefits of Ardoq. Show them how sharing that data across the organisation can greatly value their role and the other teams.

3) Put in Only What You Need for a Purpose

For now, HMCTS has avoided going deeper into technical business architecture and modelling processes. They focus on capturing a strong foundation for their business architecture before they delve deeper. Their stance is only to model something if it can be maintained and brings a clear benefit, like helping to drive specific decision-making. Ensure that anything you document and model checks these two critical boxes. Otherwise, it's wasted effort on something unsustainable that will likely age out quickly.



Q&A for HMCTS

Q: How did you democratise the process and bring people with you on this journey?

It's been helped greatly by our absolute rule of not adding to anyone's job but replacing something they're already doing or should be doing. This is where the process generally fails in other organisations.

We also make sure that the right person is responsible for the things we're asking for. The product manager or application owner's job is to maintain the information about the product, understand what the product is doing, what the roadmap is, and the business need of it. So, all we're doing is saying can you please maintain that information here and we'll work with you to improve it.

We're also very open to feedback, we get feedback all the time and quickly take it on to make things run smoother for everyone. We're just shifting existing processes into Ardoq and making it very clear that this is part of everyone's job responsibilities, not an additional ask.

Q: How much are you mastering with Ardoq, how much are you taking from elsewhere?

All of it's mastered in Ardoq. We don't have a spreadsheet we import and re-export. If we do something, Ardoq is the master. The rule we have is only to take data that's valuable, that we can use, and that we're going to keep alive. At the moment we've been very much focused on mastering data from humans via Surveys, moving away from what's in people's heads and what's in spreadsheets because to me that's the biggest risk. The next step is to start bringing in programmatic integration in for proper digital twin thinking.

Q: Is there something substantially different about the digital twin and EA for you?

There's a huge difference in that we're trying to understand the entire organisation. EA has business elements, but ultimately, it's very tech-focused. I am the CTO, it's kind of my job to be tech-focused but ultimately, I'm seeing this challenge, and I'm seeing all of this wasted energy and time, and a tool like Ardoq enables us to fix that. So we do try to avoid the term Enterprise Architecture, especially Enterprise Architecture tooling because of the perception it has across the rest of the organisation, of being very tech-focused tooling that is disconnected from business objectives.



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