

ZedX Apps Service Definition

Supplier: Swiftpro Corporation UK Ltd

1. Service overview

ZedX Apps is a modular software platform supporting project delivery, agile working, governance, audit, risk, and operational management. The service is designed for public sector and regulated organisations and is deployed within the buyer's own cloud environment.

2. Service scope

ZedX Apps consists of multiple integrated applications, including Project Portfolios, Agile Sprints, Group WorkStreams, Risk Registers, Audit Actions, Management Controls, Governance Statements, and Knowledge Hub. The service enables configuration of workflows, dashboards, reporting, and access controls without custom development.

3. Deployment model

The service is deployed into the buyer's cloud subscription or resource group (for example Azure). Application data is stored in a SQL Server database within the buyer's environment and remains under buyer control at all times.

4. Security and data handling

Access to the service is via a secure, browser-based interface using encrypted connections. Data at rest is protected using cloud-native encryption. Role-based access controls restrict user access according to permissions defined by the buyer. Infrastructure security and network controls are governed by the buyer's cloud policies.

5. Support and onboarding

Standard support is included during the contract term. Documentation and remote onboarding support are provided. Optional consultancy, training, or specialist support can be supplied by Swiftpro Corporation UK Ltd at agreed daily rates.

6. Availability and resilience

Availability and resilience are primarily determined by the buyer's chosen cloud platform and configuration. Swiftpro makes reasonable efforts to support reliable operation of the service but does not provide formal availability service credits.

7. Exit and data ownership

The buyer retains full ownership and control of all data. At contract end, the buyer can retain, export, or delete data using their own cloud and database tools. Swiftpro Corporation UK Ltd does not retain customer data after service access ends.