



ARuVR: Enterprise XR Training Platform

Service Definition Document – G-Cloud 15 (RM1557.15)

1. Service Overview

ARuVR is an all-in-one, cloud-based Enterprise Extended Reality (XR) platform that enables government organizations to create, manage, and deliver Virtual Reality (VR) and Augmented Reality (AR) training at scale.

The platform is hardware-agnostic and designed for "Secure by Design" deployment. It focuses on closing the "context gap" in high-consequence training through structured **Operational Training Programs** that deliver measurable behavioral change.

1.1 Key Components

- **Authoring System:** A web-based CMS for creating interactive 360°, VR, and AR content without code.
- **Management Console:** Centralised control for user permissions, headset deployment, and content distribution.
- **Operational Training Programs:** Complete, multi-asset training packages including VR scenarios, manager briefing toolkits, learner handouts, and evaluation frameworks.
- **Analytics Engine:** Real-time data capture of trainee performance, gaze-tracking, and interaction metrics.

2. Service Features and Benefits

2.1 Key Features

- **Hardware Agnostic:** Supports Meta Quest, HTC Vive, Pico, Apple Vision Pro, and mobile devices (iOS/Android).
- **No-Code Authoring:** Drag-and-drop interactive elements including hotspots, quizzes, and branching paths.
- **Live Synchronous Training:** Remote instructor-led sessions where one trainer controls multiple headsets globally.
- **SSO & LMS Integration:** Seamless authentication (SAML/OIDC) and data push via xAPI and SCORM.
- **Global Distribution:** Secure content delivery via AWS CloudFront CDN for low-latency performance.

2.2 Key Benefits

- **High-Consequence Safety:** Simulate hazardous environments in a risk-free setting to improve decision-making under pressure.
- **Improved Retention:** Knowledge retention rates up to 75% higher than traditional classroom methods.

- **Reduced Training Costs:** Eliminate travel and physical resource requirements for complex operational training.
- **Rapid ROI:** Achieve up to 80% reduction in unit training costs at Enterprise scale.

3. Onboarding and Offboarding

3.1 Onboarding & The "Impact Pilot"

ARuVR provides a structured onboarding process ensuring environments are ready within 24 hours of order:

- **Impact Pilot Bundle:** A 3-month accelerated program including a strategic use-case workshop and the delivery of the first **Operational Training Program** to establish the functional model.
- **Success Management:** A dedicated Customer Success Manager (CSM) assists with initial strategy and deployment.
- **Administrator Training:** On-site or remote "Train the Trainer" (TTT) sessions to enable internal self-sufficiency.

3.2 Offboarding & Exit Management

At the end of the contract, ARuVR ensures smooth transition and data sovereignty:

- **Data Extraction:** Buyers can export all training data, user analytics (CSV), and media assets.
- **Secure Deletion:** ARuVR performs a secure wipe of all buyer-specific data in accordance with NCSC standards.
- **Transition Support:** We provide a 30-day "grace period" for data retrieval after service termination.

4. Service Levels and Support

4.1 Availability

- **Uptime SLA:** 99.9% availability (excluding scheduled maintenance).
- **Architecture:** Hosted on AWS London (eu-west-2) using Multi-AZ redundancy for high resilience.

4.2 Support Tiers

Support is included in the subscription fee. Our helpdesk is available Monday to Friday, 09:00 – 17:30 (GMT), with emergency escalation for critical issues:

- **Priority 1 (Critical):** 30-minute response / 4-hour target resolution.
- **Priority 2 (High):** 1-hour response / 8-hour target resolution.
- **Priority 3 (Normal):** 4-hour response / 3-day target resolution.

5. Technical Requirements

- **Web Authoring:** Modern browser (Chrome, Edge, Safari) with high-speed internet.
- **Network:** Minimum 10Mbps per device for 4K streaming; 1Gbps recommended for large-scale simultaneous sessions.
- **Hardware:** Compatible XR hardware. ARuVR provides a **Provisioning & Configuration Service** to ensure headsets are "Enterprise-ready" upon arrival.

6. Security and Governance

- **Data Residency:** All data remains within the UK (AWS London).
- **Encryption:** AES-256 for data at rest; TLS 1.2+ for data in transit.
- **Vetting:** All staff are BPSS cleared; SC-cleared personnel available for sensitive departments.
- **Standards:** Aligned with ISO 27001, Cyber Essentials Plus, and the NCSC 14 Cloud Security Principles.

7. Ordering and Invoicing

- **Ordering:** Via G-Cloud 15 Framework Agreement and Call-Off Contract.
- **Pricing:** Annual subscription tiers (Pro/Enterprise) plus one-off Operational Training Program fees.
- **Invoicing:** Annual in advance; 30-day payment terms.