

Hawkrose

Portfolio Commercial Analysis Tool (PCAT)

Service Definition





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1 Portfolio Commercial Analysis Tool

1.1 Service Description

The Portfolio Commercial Analysis Tool (PCAT) is a decision support software tool which highlights contractual and financial consequences of decisions to invest in, delete, delay, or re-scope capability investment plans of large investment portfolios.



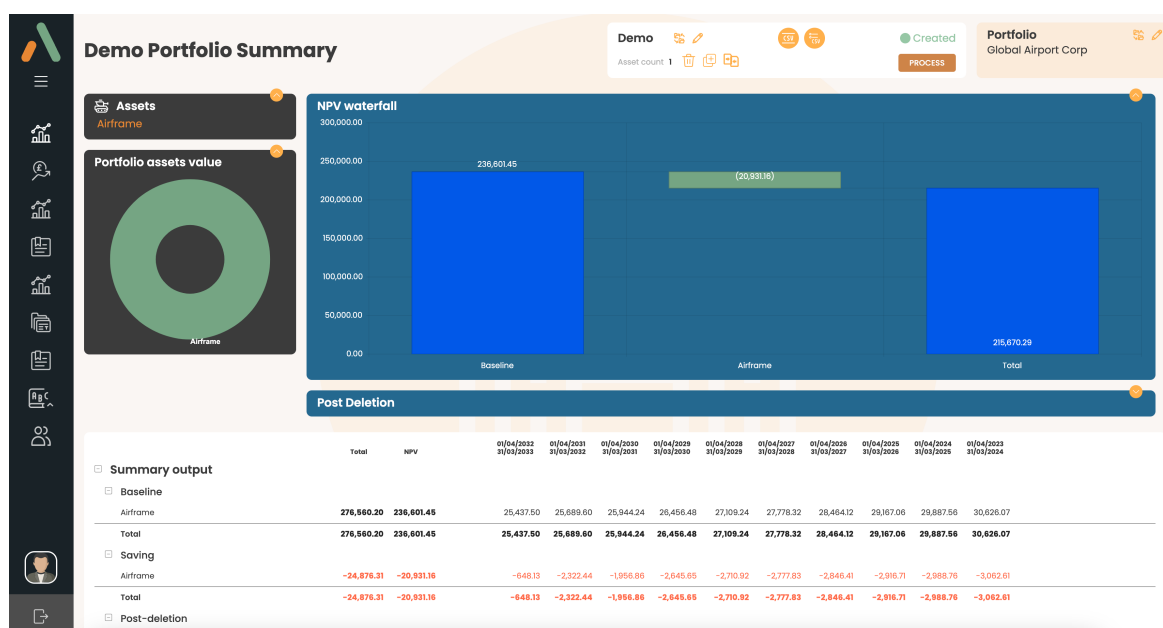
It is an interactive, user-friendly application that allows users to run 1000s of investment and disinvestment scenarios in minutes to ensure the correct strategic decisions are made prior to any significant investment.

To date the tool has been used to:

1. Assess the most appropriate time – from a contractual and financial perspective - to retire certain maritime assets and replace them with new capabilities. For both the UK Government and an international Commercial Maritime provider who own over 100 ships.
2. Determine the most appropriate time to re-scope the number, and type of different vehicles, in a large military portfolio over a 20-year time horizon.

1.1.1 Portfolio Analysis

Portfolios and projects can be compared against each other to allow users to understand the financial and contractual differences between different strategic decisions.



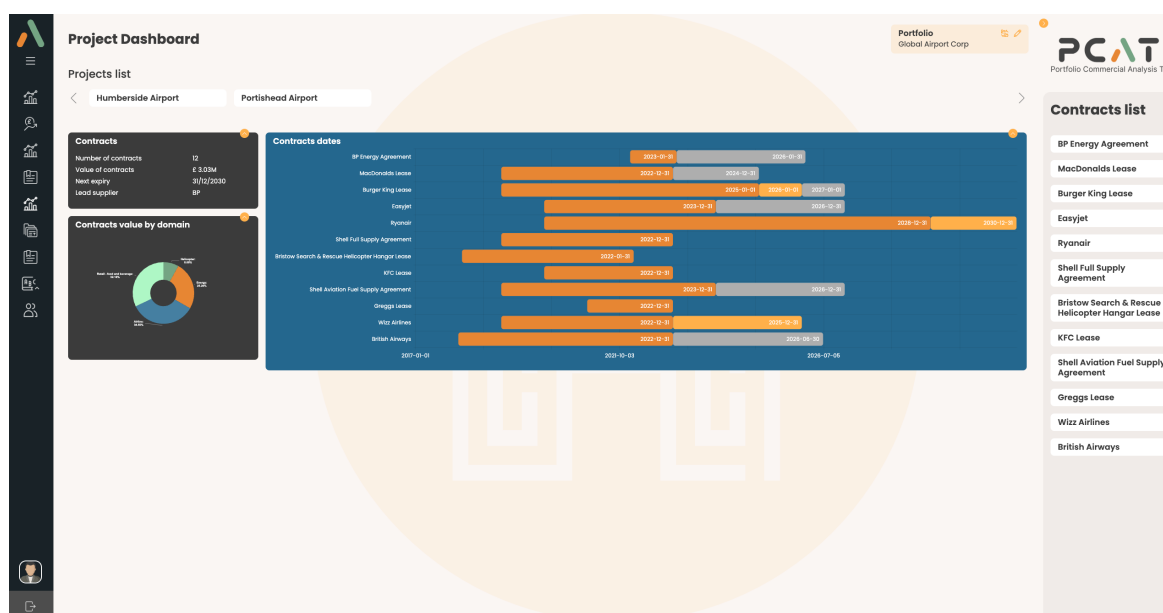
1.1.2 Contract Analysis

The PCAT captures details of each of the contracts related to assets in the portfolio to provide a clear view of the value, length and status of the contracts.



1.1.3 Project Analysis

Contracts for a particular project in the portfolio can be viewed together to easily see the details of the contracts that make up that project.



1.1.4 Customisation

The PCAT is designed to be highly customisable and configurable. Customisable elements include:

- Assets
- Disposal proceeds
- Personnel costs
- Operational support costs
- Maintenance costs

The platform is designed to be reconfigured and customised for each decision, transformation programme analysis or investment evaluation.

New data can be configured through the UI or uploaded via CSV.

1.1.5 Onboarding

The Portfolio Commercial Analysis Tool can be delivered as a hosted managed service or deployed into a customers' hosting environment. If deployed into a customer hosted environment a deployment guide is provided and training given to support system upgrades.

User guides are provided as standard, and training can be purchased as an additional service. This can be online or onsite, depending on customer requirements. Hawkrose also offer continuous user support packages where Hawkrose consultants can act as expert users.

1.2 Service Support

1.2.1 Support Levels

Support models are tailored to customers' requirements and based on agreed SLA's. Response times and support coverage is agreed and documented in a managed service agreement and tailored to the requirements of each customer and system deployment.

The Hawkrose standard approach is to offer three levels of support:



- **Bronze** – UK Office hours support with email-based fault notification
- **Silver** – Extended hours (7:00 – 22:00) 7 days per week with email-based fault notification and trouble ticketing system
- **Gold** – 24/7 support 7 days per week with email and phone-based fault notification and trouble ticketing system

Bespoke support packages can be agreed based on a Service Level Agreement with time to respond targets if required.

All customers are allocated a technical account manager to act as a point of escalation if required.