

Sona G-Cloud 15 - Service Definition

What the service is

Sona provides subscription-based access to its proprietary frontline workforce technology platform delivered via web and mobile applications. The service comprises configurable and largely optional software modules including HR, Scheduling and Time & Attendance, Time to Gross Pay Engine, Payroll Software, Communications & Engagement, Labour Planning & Forecasting, and Agentic AI capability.

The wider services offered also include Implementation Services and ongoing Support Services.

Data backup and restore, and disaster recovery

Sona maintains defined, ISO27001 compliant Disaster Recovery Plans (DRPs) for its data centres and we conduct routine "Disaster days" to test and evaluate plan effectiveness.

Data architecture for resilience:

- Services operate primarily in stateless mode, allowing new services to be provisioned while data remains available from the database
- Database operates with multi-availability zones—primary database synchronously replicates to a standby instances in different availability zones providing seamless automatic failover
- All availability zones are restricted to the same jurisdiction as the data centre used by Sona

Backup approach:

- Automated backups every six hours in primary data centre and offsite
- Encryption at rest is implemented for all backup systems

Onboarding and offboarding support

Onboarding

Onboarding is delivered through Implementation Services and will include discovery workshops, account setup and configuration, assistance with user acceptance testing, training, and a hyper care period following go live. At the end of the hyper care period, customers are allocated a customer success manager to facilitate a successful rollout and beyond.

Offboarding

At contract termination, in accordance with UK GDPR data processor obligations, we provide you with complete data return in readily accessible formats. We can provide technical support during the data extraction process to ensure smooth transition planning. All data exports maintain full referential integrity, ensuring your team or new vendor can utilise the information without loss of functionality or historical context. We can also offer more involved offboarding services.

Service constraints

Maintenance is carried out during a defined maintenance window. As a software as a service provide, Sona does not offer bespoke software, but part of what distinguishes Sona is the configurability already built into its platform. Sona is also incredibly customer-driven.

Service levels

Availability

Subscription Service availability is warranted at 99.9 percent per quarter, excluding periods of planned maintenance, unscheduled maintenance outside business hours where notice is given, force majeure events, and unavailability caused by customer actions.

Support hours

Support Services are provided Monday to Friday (excluding public holidays), 08:00 to 18:00 UK time. Support Services for major incidents are provided 24/7.

Support response times

Support response times are based on priority levels:

Priority 0: 4 hours

Priority 1: 4 business hours

Priority 2: 8 business hours

Priority 3: 48 business hours

After sales support

After sales support is provided through a named Success Manager following implementation and through ongoing Support Services delivered via live chat, email, webform, and knowledge base. Support access is role based, with customer 'Super Admins' acting as first line support.

Technical requirements

Customers are responsible for procuring, maintaining, and securing their own network connections and ensuring their systems comply with specifications provided by Sona. Access to the service is provided via web application and mobile app. Hardware is not included.

Outage and maintenance management

Planned maintenance is carried out during the maintenance window of 00:00 to 04:00. Unscheduled maintenance outside business hours may occur with reasonable notice. Sona may suspend services to contain or remediate a security incident.

Hosting options and locations

Sona provides hosts data at rest in the UK and EEA.

Access to data upon exit

At contract termination, in accordance with UK GDPR data processor obligations, we provide you with complete data return in readily accessible formats. We can provide technical support during the data extraction process to ensure smooth transition planning. All data exports maintain full referential integrity, ensuring your team or new vendor can utilise the information without loss of functionality or historical context. We can also offer more involved offboarding services.

Security

Sona holds:

- ISO 27001:2022 certification
- Cyber Essentials certification

Sona implements various security measures including:

- Data is stored in Virtual Private Clouds (VPCs) hosted in London and/or European regions
- Customer data is segregated by tenant identifier to prevent mixing of tenants' data
- Perimeter firewalls configured at all VPCs
- Encryption at rest using AES 256 for databases and mobile devices
- Encryption in transit using TLS 1.2 and 1.3 with 256-bit AES encryption
- Third-party communications (push notifications, email, SMS) are encrypted

- Zero-trust approach to network security with logging and monitoring capabilities
- Daily SSL certificate checks
- Real-time automated live vulnerability scanning
- Weekly configuration scanning, activity monitoring, and dynamic application security testing
- Mandatory peer review, unit/integration tests, and system library vulnerability checks for every code change