G-Cloud 15 Service Definition

Service Definition for Benchmax

27/01/2026

Introduction

This document describes the service (Benchmax) on offer by Sysmax Limited on the G-Cloud 15 platform.

Contents

Introduction 1
Sysmax Overview 2
What is Benchmax? 2
Native Mobile Apps 4
Benchmax Benefits 5
Benefits for the Whole Team 5
Workers 5
Assessors/Supervisors 5
Senior Management 5
Benefits for the Organisation 5
Best practice is always at hands reach 5
Adherence to best practice 6
Future incidents in the organisation are avoided 6
Gain Valuable Insights with Real-time Reports 7
Ensuring Workforce Competency 7
Point-of-Delivery Best Practice 7
Be Audit Ready at Any Moment 7
Global Distribution and Version Management 7
Achieve One Source of Truth 7
Prove Training Effectiveness 7
Efficient Training Deployment by Role 8
System Integration 8
Health and Safety Management 8
Risk Management & Prevention 8
Environmental, Social & Governance (ESG) Management 8
Infrastructure 9
Outage Reporting 9
Information Security 9
User Support 9
Service Levels 10
Training and Onboarding 10

Sysmax Overview

Sysmax provides the Benchmax Integrated Compliance, Risk and Competency Management software platform that optimises client performance by ensuring compliance with their own best practices, UK, and international standards; from the front-line worker to the C-Suite.

Our clients are organisations where adherence to best practice is vital to meet regulatory, operational, HS&E standards and stakeholder expectations.

Benchmax empowers every worker to be safer, more productive, and efficient, by putting best practices in their pocket and knowledge at their fingertips and validating its competent use in the workplace. It is accessible online, offline and in any language on any device.

What is Benchmax?

Benchmax is an Integrated Compliance, Risk, and Competency Management Software Platform. The system works online or offline, on mobile devices, in any language, and in any key sector. It has been extensively used by blue-collar and white-collar workers globally.

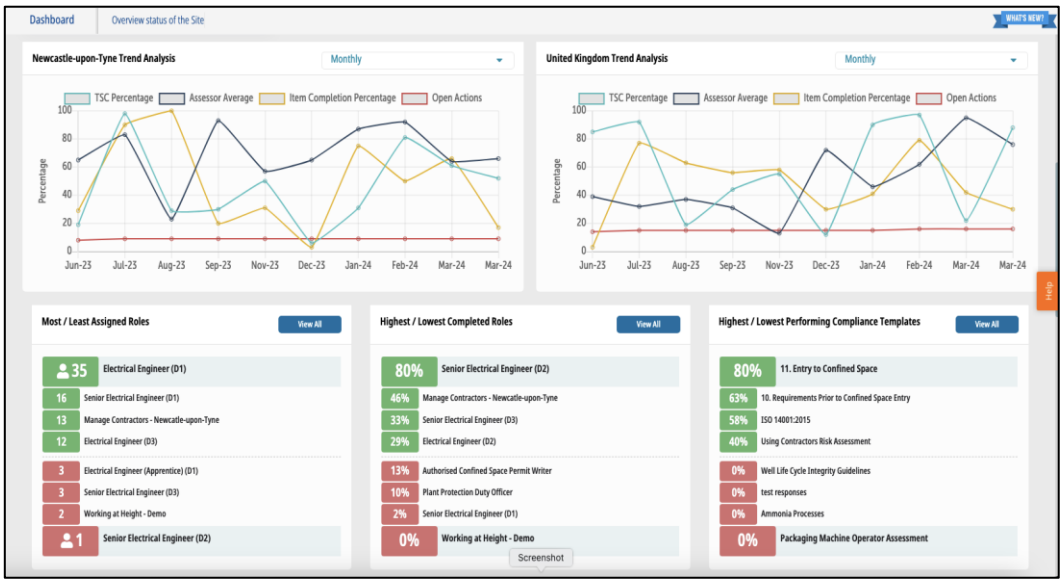
- The system can create compliance checks from its LLM (Large Language Model) tool to substantially reduce the workload in creating compliance data from existing documentation, (standards, regulations, guidelines etc)
- Playbooks of best practices are created and assigned to roles
- Roles are assigned to individuals to place role-based best practices in the hands of the workforce
- Best practice guidance can be provided in any digital file including video
- Remote audit and support can be provided through the application
- Validating and reporting compliance gaps 24/7
- Document updates can be issued through the system to the workforce in moments to keep best practices continuously updated
- Manages competency and risk across the enterprise and it’s supply chain
- Simplifies complexity in the organisation to create a single source of truth

The service provides access on desktop/native mobile apps in any language, online and offline to the following:

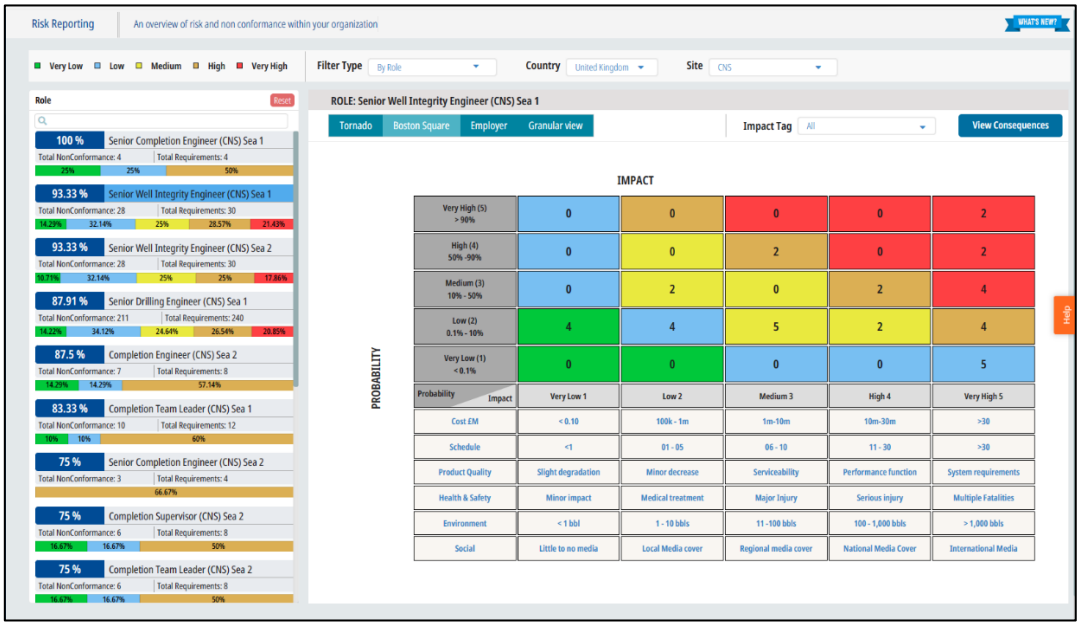
- International / Regional Standards
- Best practices
- Company procedures
- SOP (Standard Operating Procedures) / SWPs
- Demonstration videos
- Training materials

Our service simplifies the process of assigning and tracking compliance requirements, promoting consistency and efficiency whilst assuring the management of risk and competency.

The dashboard provides oversight of compliance with best practices across the organisation and the supply chain from a dashboard. Reports are produced from a report builder.

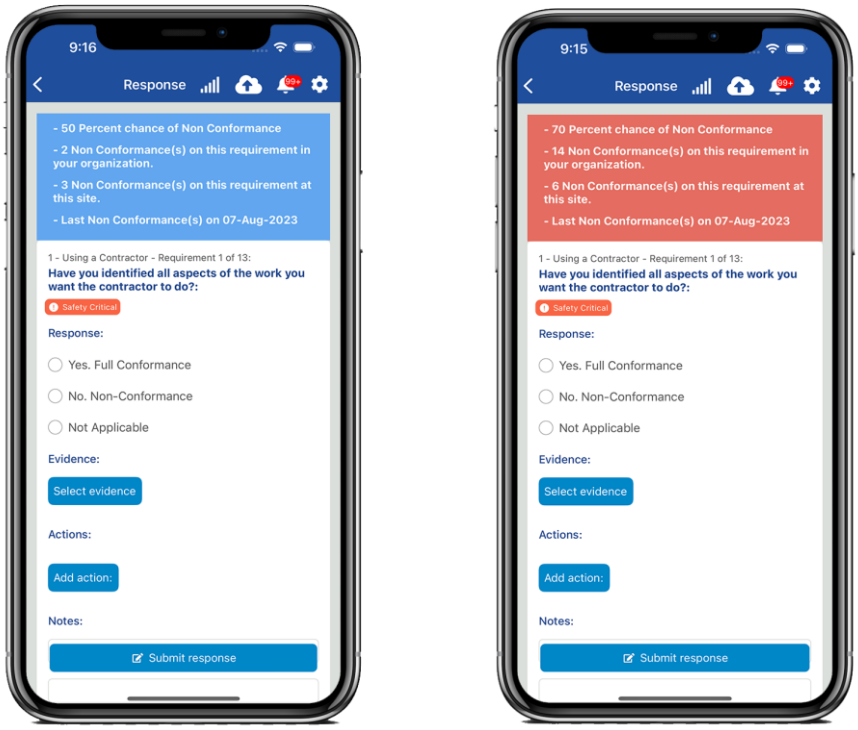


Risk is managed by alerting the organisation through access permissions to failures to deploy best practices or assure the competency of the workforce. Thus, creating risk for the enterprise. Junior leaders being alerted to smaller risks with senior leaders alerted to the large impact risks.



Not only is risk notified but the relevant best practices can be delivered to the relevant workers to rectify the issues before the consequences are manifest.

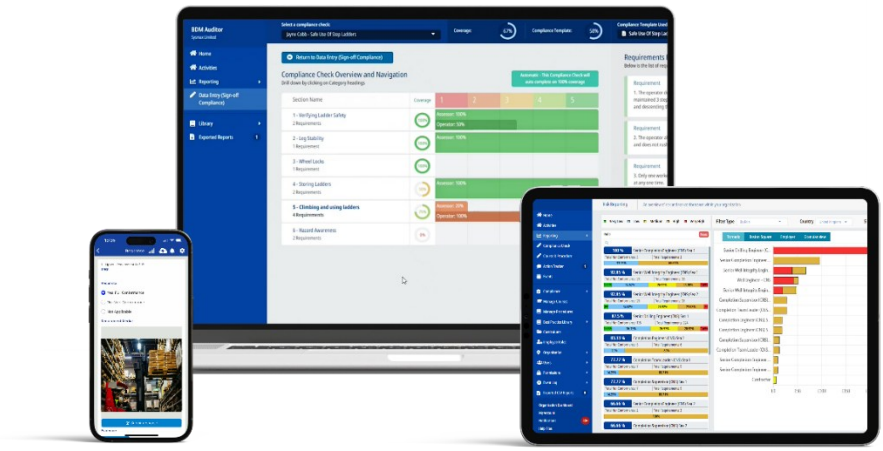
Frontline workers are alerted to the implications of the risks that they are undertaking at the point of action. Information regarding past noncompliance impacts can be provided to encourage behavioural change and drive performance improvement across the enterprise.



Native Mobile Apps

Our native mobile apps (Android and iOS) provide the ability to work offline and synchronise data later when a connection is available.

- The apps offer an advanced method for capturing evidence when users are out in the field away from the office.
- Push notifications and alerts are available for any matter that requires a user's immediate attention.



Benchmax Benefits

Benchmax allows you to digitally document how tasks must be completed within your organisation. This ensures that everyone is on the same page, following standardised procedures and best practices right from their mobile device.

Benefits for the Whole Team

Workers

- Efficient, smooth working on the job
- Playbook & Library in their hand
- Upskilling and growth opportunities
- Proof of compliance
- Management of risk
- Team safety assurance

Assessors/Supervisors

- Assure performance with efficiency
- Ensure the right person does the right things
- Simplified oversight and compliance in the workplace
- Management of risk
- Progress tracking in real-time

Senior Management

- Enhanced visibility and insight
- Flexible, efficient workforce management
- Meet stakeholder's expectations
- Management of risk
- Improve performance through compliance and competency

Benefits for the Organisation

- Predict and prevent the incidents from happening by being aware of noncompliance continually.
- Drive best practices use across the enterprise to reduce risk and improve performance
- Be audit ready at any given time, with access to real-time data
- Be reminded of workforce compliance deadlines, so you can stay ahead.
- Onboard new personnel up to 80% quicker and upskill existing staff at pace.
- Identify gaps in compliance, risk, and competency
- Provide remote support and training to empower the workforce to achieve more and grow

Best practice is always at hands reach

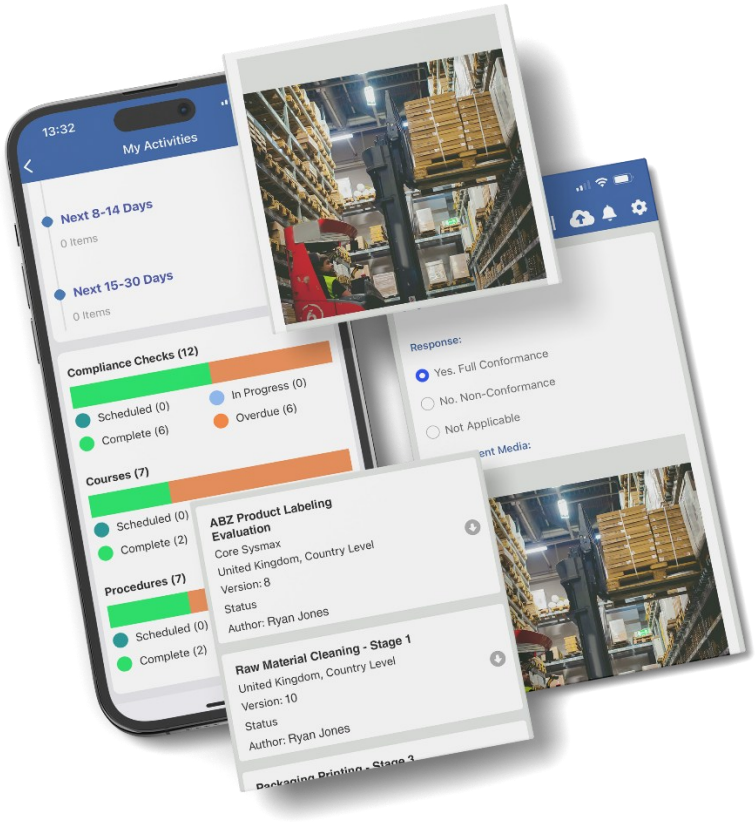
- Most incidents globally are caused because best practice was not being followed
- Best practice is often kept on servers or on bookshelves far away from when and where it is needed.
- We put best practice in the pocket of the individual, while they do their job – even offline.

Adherence to best practice

- Just because best practice exists, how do you know that it is being followed?
- Benchmax alerts management to noncompliance as it occurs to enable remediation in the moment
- Benchmax tracks individuals as they do their job, collecting evidence of good and bad practice (via images, video and supporting answers)
- What gets measured gets done! Benchmax helps drive behavioural change and performance improvement

Future incidents in the organisation are avoided

- Benchmax keeps employees safe and leadership out of the courtroom
- Through sophisticated reporting tools our system assists in finding and solving non-conformance trends
- AI (Artificial Intelligence) powered risk management identifies incidents before they even happen



Offline access and automatic syncing mean even that temperamental internet access will not stop it operating.

Promote consistency and minimise errors by putting best practice in the pocket of the workforce from the frontline to the board room.

Gain Valuable Insights with Real-time Reports

The service delivers powerful insights on individual, role and team compliance, risks, and competence. From the individual to the site, region, and nation.

Benchmax allows assessors to manage workloads effectively and prioritise tasks based on identified compliance, risk, and competence gaps.

Ensuring Workforce Competency

Benchmax empowers workers to actively participate in their own competence evaluation. They can provide self-generated evidence, witness statements, and other supporting documentation to showcase their compliance, management of risk and competence performance.

Point-of-Delivery Best Practice

Our software enables the workforce to follow and demonstrate adherence to best practices at the point of delivery, by providing step-by-step guidance and tracking,

Benchmax ensures that employees consistently follow established procedures, promoting compliance throughout your organisation.

Be Audit Ready at Any Moment

No more scrambling during audits. With real-time, granular data, you can instantly assess the level of training and compliance across regions, departments, teams or individuals on any given day or hour. This empowers your organisation to be prepared and confident in meeting regulatory requirements, while ensuring the safety of your employees on the job.

Global Distribution and Version Management

Benchmax allows for instantaneous global distribution and version management of best practices, guaranteeing that workers always have the correct and most up-to-date information. Say goodbye to outdated documents and ensure consistent practices across your business.

Achieve One Source of Truth

When information is scattered across various systems, paper files, and departments, your organisation is exposed to risks. Benchmax provides a unified platform where everyone can access the same information and your company’s best practices.

Employees can easily view their certifications, managers can efficiently assign and sign-off tasks, and leaders can identify efficiency, risk, and compliance gaps at-a-glance.

Prove Training Effectiveness

Traditional Learning Management Systems (LMS) may deliver training, but they often lack the ability to demonstrate its practical application. With Benchmax, workers and supervisors can upload video proof of compliance directly into employees’ corporate competency files within Benchmax.

This eliminates the need for extensive site visits by regulators, saving time and resources.

Efficient Training Deployment by Role

Introducing new equipment or updated operational procedures? With Benchmax, you can create the content once and assign it to specific roles. The system automatically pushes out the necessary training, support and compliance information to every employee who requires them.

System Integration

Most organisations have multiple management systems in place. Benchmax has an integration layer and API capabilities to integrate to your existing systems. It is also possible to use single sign on so that users are unaware of multiple systems being utilised.

If a particular part of Benchmax is currently addressed with another system, this can be disabled, and the desired Benchmax parts can be deployed. Reports or data can be exchanged between the systems to provide the integrated approach and user experience desired.

Health and Safety Management

Benchmax serves as a powerful tool to ensure workforce compliance for safety at work by providing a comprehensive platform for tracking, validating, documenting, and monitoring health and safety practices in real-time. Fostering a culture of accountability and adherence to safety protocols.

Risk Management & Prevention

Benchmax is instrumental in mitigating risks and preventing operational downtime by offering a robust risk management framework that allows enterprises to proactively identify, assess, and address potential threats, ensuring uninterrupted operations.

By democratising best practices across the enterprise Benchmax is able to alert the organisation to where noncompliance is occurring, 24/7. Thus, alerting the organisation to realtime risks and providing the remedies to manage those risks before they manifest.

Environmental, Social & Governance (ESG) Management

Benchmax excels in managing ESG performance compliance by providing a comprehensive system that enables businesses to track, measure, and enhance their Environmental, Social, and Governance practices, ensuring alignment with sustainability goals and meeting compliance standards.

According to Gartner the greatest use case challenges in ESG technology are data collection, reporting and actionable recommendations being tracked. This is where Benchmax excels.

The greatest business value sought is operational efficiency improvements which is also where Benchmax excels.

Infrastructure

The service is hosted on a robust and highly available architecture, specifically designed to minimise downtime, and ensure that applications remain accessible and functional even in the face of failures.

This architecture is achieved by deploying resources across multiple fault domains (FD) and availability domains (AD) within a region. Each Fault Domain (FD) represents different physical hardware within a single availability domain, providing anti-affinity, while each Availability Domain (AD) is an independent data center that is isolated from other ADs (Availability Domain), providing redundancy and fault tolerance.

A flexible load balancer is in place on the service to manage capacity requirements.

Outage Reporting

We have a public dashboard showing uptime and status of the service.

Information Security

Sysmax Limited are certified to the ISO27001 information security standard. We have developed and maintained a set of controls to minimise security risks for ourselves and most importantly our clients.

Information security requirements are aligned with Sysmax's goals, and the Information Security Management System (ISMS) is intended to be an enabling mechanism for information sharing, for electronic operations and for reducing information-related risks to acceptable levels.

The Risk Assessment, Statement of Applicability and Risk Treatment Plan identify how information-related risks are controlled. We have assigned a Quality Manager to handle the management and maintenance of the risk treatment plan.

In particular, business continuity plans, data backup procedures, malware control, access control to systems and information security incident reporting are fundamental to this policy. Control objectives for each of these areas are supported by specific documented policies.

The ISMS is subject to continuous, systematic review and improvement.

Sysmax has established an Information Security Group (ISC), chaired by the Quality Manager, and including the Systems Manager, Managing Director, and the CTO to support the ISMS framework, to periodically review the security policy and to ensure policies are followed.

User Support

Support is available via a contact form easily available in the service. Response times are within one hour of receipt during business hours. After the initial creation of the ticket, all communication with the user will be done over e-mail and this is managed with the use of our help partner, Dixa.

Service Levels

This SLA measures that services are available to process transactions in a normal and non-degraded manner.

How service level is calculated: (Scheduled Service Uptime-Unscheduled Service Downtime) * 100 / Scheduled Service Uptime

Example: In a 30-day month, if there were 200 minutes of Unscheduled Downtime in a particular month then this service level would be calculated as (43,200 - 200)*100 / 43,200 = 99.537%

- Service Level Target: 99.00% (Monthly)
- Service Credit (as % age of monthly fees): 10%

For example, suppose the monthly service fees for the SaaS (Software as a Service) service is £100,000. In January, the Service Availability = 98.3%.

Service Availability has failed to meet the target. Therefore, the service credits for January is equal to: £100,000*10% = £10,000

The service credit of £10,000 should be deducted from the invoice in February for the January services delivered.

Training and Onboarding

Selected users are provided with a training session and taught how to use the system. The training session is reinforced by training documentation which users are sent a copy of. As well as this there is an online help knowledge base, available to all users, which details the functionality and purpose of the screens in the service.