

Tizo Ltd

Service Definition

Service Overview

Tizo provides a secure, cloud-based case-management platform that enables public-sector organisations to manage client or service-user cases, track interactions, measure outcomes, and report on organisation/personnel performance.

The system supports end-to-end case workflows — referral, assessment, management, escalation, and closure — with configurable forms, custom AI tools, dashboards, and reporting.

Key features include:

- Centralised case records with role-based permissions.
- Automated tasking, notifications, and workflow management with AI assistance.
- Real-time analytics and KPI dashboards.
- Secure document upload and audit trails.
- API connectivity for integration with other systems.
- Full compliance with GDPR and UK data-protection legislation.

Technical Architecture and Hosting

The service is delivered as Software as a Service (SaaS) via Amazon Web Services (AWS) UK regions, ensuring resilience, scalability, and security.

Tizo's platform is a multi-tenant SaaS application hosted within AWS UK region.

Core components:

- Application tier deployed in AWS Elastic Beanstalk with autoscaling.
- Data tier on Amazon RDS (encrypted at rest and in transit).
- File storage in Amazon S3 with server-side encryption (SSE-S3).
- Continuous monitoring via AWS tools.
- All data stored and processed exclusively within the UK.

Security certifications:

- Tizo Ltd operates an internal information-security management system and is accredited to ISO 27001 and Cyber Essentials Plus.
- AWS UK is accredited to ISO 27001, ISO 27017, ISO 27018, Cyber Essentials Plus.

Data Backup, Restore, and Disaster Recovery

- Backups: Full database backups are performed nightly, with incremental backups.
- Retention: backups retained for customizable periods.
- Restoration: Point-in-time recovery available within 2 hours of request.
- Disaster Recovery: Multi-AZ deployment within AWS; recovery time objective (RTO) 4 hours, recovery point objective (RPO) 15 minutes.

Onboarding and Offboarding

Onboarding:

- Initial configuration of user roles, workflows, and templates.
- Optional data migration from legacy systems (CSV or API import).
- Training for administrators and end-users (remote or onsite).
- Setup typically completed within 3-6 months of contract.

Offboarding:

- Customer may export all data at any time (CSV/JSON format).
- Upon termination, Tizo provides a final data export and confirms data deletion.
- Support provided to assist transition to another system on request.

Service Constraints

- Maintenance windows: Scheduled maintenance typically occurs between 22:00 – 02:00 UK time with 48-hour advance notice.
- Customisation: Core workflows configurable by customer; underlying codebase not customisable.
- Browser requirements: Latest versions of Chrome, Edge, or Safari recommended.
- Internet access: Broadband connection required (minimum 2 Mbps).

Service Levels

Metric	Target	Measurement
Service availability	99.9% uptime	Monitored
Support response time (critical)	< 1 hour	Support desk
Support response time (standard)	< 4 hours	Support desk
Support hours	08:00 – 18:00 UK time, Mon–Fri	Remote service desk
Incident resolution (P1)	Within 4 hours	Incident log
Data restore request	Within 2 hours	Incident log

Support and Maintenance

- Support provided via email, telephone, and web portal.
- Regular system updates included (security patches, feature releases).
- Comprehensive knowledge base and user documentation provided.

Outage and Maintenance Management

- Planned outages are announced 48 hours in advance.
- Unplanned incidents are communicated immediately through the customer portal and email alerts, with hourly updates until resolution.

- All incidents are subject to post-incident review and root-cause analysis.

Hosting Options and Data Location

- Hosted in AWS UK Regions (London)
- No data leaves the UK.
- All data encrypted in transit (TLS 1.2+) and at rest (AES-256).
- AWS resilience features ensure high availability and fault tolerance.

Access to Data (upon Exit)

- Customers retain ownership of all data at all times.
- Full export provided on termination (structured format).
- Tizo retains backup copies for up to 30 days post-exit for recovery purposes before secure deletion.

Security

- Compliance: UK GDPR, Data Protection Act 2018, NCSC Cloud Security Principles.
- Encryption: TLS 1.2+ in transit; AES-256 at rest.
- Access control: Role-based access and MFA for admin users.
- Monitoring: Continuous threat detection via AWS GuardDuty and CloudTrail.
- Regular vulnerability scans and annual penetration testing.
- Staff screened in line with BPSS baseline standard.
- ISO 27001 and Cyber Essentials Plus certified.

After-Sales Support and Account Management

- Named customer success manager for onboarding, training, and ongoing optimisation.
- Service reviews.
- Feedback and enhancement requests tracked via customer portal.