

FortisOne GRC – Service Definition Document

Supplier: CyberFortis Consulting Limited

Framework: G-Cloud 15 (Lot 2 – Software as a Service)

Service Name: FortisOne GRC

Website: www.fortisone.eu

Contact: info@cyberfortis.co.uk

Registered Office: London, United Kingdom

1. Service Overview

FortisOne GRC is a **cloud-native Governance, Risk, and Compliance (GRC) platform** designed and operated by **CyberFortis Consulting Ltd.** The service is **built with IBM Cloud technology** and hosted entirely in **UK data centres**, ensuring compliance with UK government OFFICIAL data standards and the NCSC Cloud Security Principles.

The platform unifies **policy, risk, compliance, audit, vendor, and security governance** into a single intelligent system. FortisOne automates manual risk and policy workflows, strengthens accountability, and streamlines governance across departments using AI-assisted analytics and real-time reporting dashboards.

2. Service Features

- Comprehensive risk and control management workflows
- Built-in policy lifecycle and approval chain automation
- Third-party/vendor risk databases and monitoring
- Compliance register with cross-framework mapping
- Real-time dashboards and performance scorecards
- AI-assisted reporting, document summarisation, and risk scoring
- Customisable modules and configuration via admin console
- REST API for integrations with ERP, ITSM, and HR platforms

- Secure hosting with encryption in transit and at rest
- Digital audit trails and tamper-proof evidence management

3. Service Benefits

- Reduces compliance effort through workflow automation
- Delivers transparent governance reporting for public-sector audits
- Enables continuous risk insight and data-driven decision-making
- Ensures secure UK-based hosting with aligned data sovereignty
- Enhances operational efficiency and control maturity

4. Onboarding and Offboarding

Onboarding Support

- Configuration workshop and implementation planning session
- Guided tenant setup and user access configuration
- Online training materials and knowledge base access
- Optional instructor-led training (virtual or onsite) available

Offboarding Support

- 30-day read-only access following contract termination
- Export of all platform data in CSV, XLSX, JSON, or PDF formats
- Formal deletion certificate issued under UK GDPR compliance

5. Service Constraints

- Monthly maintenance windows (notified 48 hours in advance)
- Requires stable internet connection ≥ 5 Mbps

- Browser-based SaaS – latest Chrome, Edge, Firefox, or Safari required
- Standard support hours : Mon–Fri 08:00–18:00 BST

6. Service Levels (SLAs)

Metric	Target	Guarantee	Remedy if Breached
Service Availability	99.9 %	Monthly average uptime	5–20 % credit based on downtime
P1 Incident	2 hours	Critical restoration	Priority escalation & report within 4 hrs
P2 Incident	4 hours	Major impact	Interim fix within 1 business day
P3 /P4	24–48 hours	Minor or advisory	Fix or update within standard SLA

Support Channels: Email, online ticketing, and web chat

Premium Support: 24×7 availability (+ 15 % annual fee)

7. Technical Requirements

- Fully browser-based SaaS application (no local installation)
- No third-party licensing required to operate
- TLS 1.3 encryption mandatory for user access
- Compatible with multi-factor authentication providers

8. Backup and Disaster Recovery

- Daily encrypted backups retained for 30 days
- Replicated across independent IBM Cloud UK regions
- **RTO:** 4 hours **RPO:** 5 minutes
- Annual disaster-recovery test and audit report available

9. Information Security and Compliance

- Managed under **ISO 27001** and **Cyber Essentials Plus**
- RBAC and MFA-protected management interfaces
- 24×7 monitoring via SIEM and Security Operations Centre (SOC)
- Continuous vulnerability scanning and monthly penetration testing
- Patch management — critical within 48 hours
- Full conformance with NCSC Cloud Security Principles and UK GDPR

10. Protective Monitoring and Incident Response

- Continuous log and event analysis with automated anomaly detection
- Potential compromises contained within 30 minutes; high-priority within 2 hours
- Root cause investigation and customer report within 24 hours of resolution
- Post-incident review and preventive action tracking

11. Data Export and Exit Management

- Full data ownership retained by the customer
- Standard exports in structured formats (CSV, XLSX, JSON, PDF)
- APIs available for automated data retrieval
- Secure deletion after 30 days and issuance of deletion confirmation

12. Accessibility and User Support

- Fully compliant with **WCAG 2.2 AA** standards
- Accessible via keyboard navigation and screen reader interfaces
- Web chat and portal tested with assistive technologies
- Accessible-format documentation available upon request

13. Pricing Inclusions and Add-Ons

Included in Subscription:

- Cloud hosting (UK) and storage
- Standard support (Email + portal)
- Software maintenance and updates
- Online knowledge base and self-service training

Optional Add-Ons (at extra cost):

- 24×7 Premium Support & Dedicated TAM (+ 15 %)
- Onsite training or virtual workshops (billed per day)
- Extended retention or migration assistance
- Custom integrations or API development

14. Trial and Evaluation Access

FortisOne GRC offers a **free three-month trial** to eligible new customers, including access to core modules for up to 20 users and 10 GB storage. Premium support and onsite training not included. Trial data is fully exportable and convertible to a paid plan. Only one trial per organisation.

15. Hosting and Data Residency

- Hosted exclusively on IBM Cloud UK data centres (London and Portsmouth regions)
- All data encrypted and stored within UK jurisdiction
- Compliant with Government Security Classifications Scheme (OFFICIAL)

16. Social Value and Sustainability

CyberFortis promotes digital skills growth through public-sector workshops and STEM partnerships. Our operations align with UK Net Zero Strategy 2030 and use energy-efficient hosting infrastructure supplied by IBM Cloud UK (data centres certified to ISO 14001 and ISO 50001).

17. Contact for Procurement and Support

General Inquiries: info@cyberfortis.co.uk

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Registered Address: CyberFortis Consulting Ltd, London, UK

Document Control

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