

P3MO Platform – G-Cloud 15 Lot 2b Service Definition

Document Version: 1.0

Supplier: P3MO Ltd

Framework: UK Government G-Cloud 15 (Lot 2b)

Status: WCAG 2.2 AA Compliant

Last Updated: December 2025

Introduction

P3MO provides organisations the ability to visualise and manage their strategic objectives, projects, and portfolios with real-time visibility across the entire delivery landscape.

The P3MO Platform is designed for business leaders and project delivery teams to monitor and manage strategic portfolios effectively.

1. Service Overview

Service Name

P3MO Platform

Summary Description

A cloud-hosted, SaaS solution that enables organisations to manage and visualise strategic objectives, projects, and portfolios with real-time dashboards and integrated reporting capabilities.

Key Features

- Executive overview dashboard with RAID (Risks, Assumptions, Issues, Dependencies), Objectives, Budget, Resourcing, and Vendor management
- Automated Project Intake
- Automated Report Builder
- Executive overview to Project Data detail accessible in 3 clicks
- Fully customisable to align with customer terminology
- Project Health management
- Easy to implement with intuitive user experience
- Cloud hosted in Microsoft Azure
- Notifications and comments management

Intended Users and Target Market

- Business leaders and project delivery teams
- Portfolio managers
- Strategic planning functions
- Programme and project management offices (PMOs)
- Delivery teams across infrastructure, technology, and change initiatives

Typical Use Cases

- Project management of infrastructure projects
- Delivery of multiple strategic change initiatives
- Implementation of technology projects
- Portfolio management for cost reduction and optimisation

Platform Compatibility and Standards

Supported Browsers:

- Microsoft Edge
- Mozilla Firefox
- Google Chrome
- Apple Safari
- Opera

Security Standards:

- ISO 27001 (Information Security Management)
- Cyber Essentials Plus
- SOC 2 Type II
- UK GDPR

Data Residency:

All customer data is maintained on UK-based servers in accordance with G-Cloud 15 requirements.

2. Service Scope

Included in Service

- SaaS solution hosted in Microsoft Azure
- Executive overview dashboard
- RAID, Objectives, Planning, Budget, Vendors, and Resourcing modules
- Notifications and reporting functionality
- Customisable terminology and configuration

Not Included in Service

- API integrations outside standard scope

Service Limitations

- Minimum 1 GB storage required for operation

3. Technical Description

Supported Browsers

- Microsoft Edge
- Mozilla Firefox
- Google Chrome
- Apple Safari
- Opera

Security Standards

- ISO 27001 (Information Security Management)
- Cyber Essentials Plus
- SOC 2 Type II
- UK GDPR

Data Residency and Infrastructure

The P3MO Platform operates on a dedicated environment with private cloud autoscaling in Microsoft Azure, hosted on UK-based servers. This ensures:

- Consistent performance regardless of demand
- Compliance with G-Cloud 15 data residency requirements
- UK data sovereignty

Uptime and Performance Commitment

The P3MO Platform maintains 99.9% uptime on a monthly basis, measured on a 24/7 basis.

4. Onboarding and Offboarding

Onboarding Process

The onboarding phase includes:

- Implementation planning and assessment
- User training and enablement
- Data transfer from legacy systems
- Configuration and customisation to customer requirements

Offboarding Process

Upon contract termination, offboarding includes:

- Data extraction in multiple formats (CSV, PDF, PowerPoint)
- Confirmation of secure deletion
- Final handover and documentation

5. Service Levels (SLA)

Availability Commitment

The P3MO Platform maintains 99.9% uptime on a monthly basis, measured on a 24/7 basis.

Service Credits are available if uptime falls below the 99.9% commitment. Full details are provided in the Service Level Agreement.

Incident Prioritisation

Incidents are prioritised according to the following levels:

- Critical: Immediate response
- High: Response within 30 days
- Medium: Response within 60–90 days
- Low: Response within 60–90 days

Response Times

Response times are categorised as follows:

- Critical incidents: 15–60 minutes
- High priority: 1–4 hours
- Medium priority: Same working day
- Low priority: 1–3 working days

6. Support Model

Support Hours

- Automated support: 24 hours per day, 7 days per week
- Human support: 09:00 to 17:00 GMT, Monday to Friday

Support Channels

- Automated bot support
- Email support
- Telephone support

Escalation Process

Support incidents follow an escalation process from Tier 0 through Tier 4 to ensure appropriate expertise is applied to complex issues.

7. Training and Documentation

Super-User Training

Super-user training is included as part of the onboarding process, enabling designated users to train and support other team members.

Knowledge Resources

Comprehensive knowledge resources are available, including:

- Video tutorials and demonstrations
- User guides and documentation
- Frequently asked questions (FAQs)
- Best practice guides

8. Data Protection and Security

Compliance Framework

The P3MO Platform complies with the following standards:

- UK GDPR (General Data Protection Regulation)
- ISO 27001 (Information Security Management System)
- Cyber Essentials Plus
- SOC 2 Type II (Security, Availability, and Confidentiality)

Security Controls

The platform implements the following security measures:

- Regular backups and disaster recovery
- Data encryption in transit and at rest
- Role-Based Access Control (RBAC)
- Multi-Factor Authentication (MFA)
- Single Sign-On (SSO) integration
- Comprehensive audit logging

9. Service Dependencies

Minimum Technical Requirements

To use the P3MO Platform, customers must meet the following minimum requirements:

- Minimum 1 GB storage space available
- Stable internet connection with minimum bandwidth of 2 Mbps
- Supported web browser (as listed in Section 3)
- Multi-Factor Authentication capability (for enhanced security)

10. Termination Terms

Notice Period

Either party may terminate the contract with one month's written notice to the other party, in accordance with G-Cloud 15 Call-Off Contract terms.

Final Data Export

Upon termination, the Customer has the right to export all Customer Data in standard formats (CSV, PDF, PowerPoint) for a period as defined in the Data Processing Agreement.

11. Accessibility, Equality, and Sustainability

Accessibility Commitment

The P3MO Platform is designed and tested to meet WCAG 2.2 Level AA accessibility standards, ensuring the service is accessible to users with disabilities, including those using assistive technologies.

P3MO Ltd is committed to:

- Providing accessible digital services that comply with UK accessibility regulations
- Supporting users with disabilities through assistive technology compatibility
- Continuously improving accessibility in line with WCAG 2.2 AA standards

Accessibility Support: For accessibility issues or requests, please contact support at [support contact details to be added].

Equality and Diversity

P3MO Ltd is committed to:

- Providing equal opportunities to all users
- Supporting diverse and inclusive working practices
- Ensuring non-discriminatory service delivery

Sustainability Commitment

P3MO Ltd is committed to supporting environmental sustainability through:

- Achievement of SME Climate Hub targets
- Alignment with Science-Based Targets initiative (SBTi) targets
- Supporting the UK Government's Policy Outcome 4: "Make Britain a clean energy superpower"
- Reducing carbon emissions through cloud infrastructure optimisation
- Supporting customers in meeting their own sustainability objectives

Document Accessibility

This document is formatted in accordance with WCAG 2.2 Level AA accessibility standards. The content is structured with:

- Clear semantic headings and logical hierarchy
- Descriptive language avoiding jargon where possible
- Bulleted and numbered lists for readability
- Consistent formatting and plain language throughout

If you have any questions about this document's accessibility or require an alternative format, please contact P3MO Ltd support.