

G-Cloud 15

Templar International Group Service Definition Document

January 2026



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The Templar Box - a portable communications and mobile data centre (NATO Codified)

Service Description

The mission-ready Templar Box keeps your organisation running when everything else fails. In a cyber attack, infrastructure outage, or natural disaster, it delivers autonomous, secure stand-by communications and data storage. Fully operational with a single operator, it's a simple, future-proof solution for real-time organisational resilience and business continuity.

Business Continuity Plans

We have an incident response policy which describes the process. Any users are able to contact us directly or through their management if there is an issue/concern they wish to report.

Onboarding and Offboarding Process

Onboarding

The service is simple and no additional training is required in order to access this service. Should any additional support be required, we would agree with the client and ensure a seamless approach for users and delegates.

End-of-contract process

We adhere to legal requirements and delete any client information (which is kept minimal) and confirm, as per agreement, with the client that this has been actioned. Where the client is hosting, the data is stored on their own system and managed accordingly. Typically, there are no additional costs when a contract comes to an end.

Service Constraints

There are no service constraints.

Service Levels

Email and phone support are available. Phone and email support is available 24/7, 7 days a week. All other support requirements are agreed upfront with client.

After Sales Support

Support levels are available as above.

Technical Requirements

The box is delivered with appropriate technical training (as part of the price).

Outage and Maintenance Management

Email and phone support are available. Phone and email support is available 24/7, 7 days a week. We will notify and liaise with clients who are impacted until the situation is resolved.

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Hosting Options and Locations

There is no hosting for this product.

Access to data (upon exit)

We delete any client information (which is kept minimal) and confirm, as per agreement and per record retention compliance requirements, with the client that this has been actioned. Where the client is hosting, the data is stored on their own system and managed accordingly.

Security

We adhere to our organisation's security policies, which are ISO 27001 aligned, and we are an accredited Cyber Essentials Plus organisation. Additionally, we deliver NCSC Assured training, reflecting Cyber Security best practices.