



## **Service Definition - Wire Secure Communications Platform**

### **G-Cloud 15 – Lot 2b (Software as a Service)**

## **1 Service Overview**

### **1.1 Service Type**

Software as a Service (SaaS)

### **1.2 Service Summary**

Wire Secure Communications Platform is an enterprise-grade collaboration service providing secure messaging, audio and video calling, and file sharing. All communications are protected by invisible, always-on end-to-end encryption using Messaging Layer Security (MLS). The service is designed for organisations that need to collaborate securely while maintaining strong privacy, confidentiality and operational control.

### **1.3 Service Categories**

- Team collaboration
- Collaborative working
- Web conferencing and virtual events

## **2 What the Service Provides**

Wire provides a secure digital workspace that enables teams to communicate and collaborate without exposing sensitive information.

### **2.1 Core Capabilities**

- End-to-end encrypted 1:1 and group messaging
- End-to-end encrypted audio and video calling, including conferencing
- Secure file sharing within encrypted conversations
- Group chats with internal users, registered guests, or guest link access
- Cross-platform access via web, desktop and mobile applications
- Automated user management using Single Sign-On (SSO) and SCIM provisioning
- Secure federation between multiple Wire back-end environments
- Flexible deployment options including EU cloud, private cloud and on-premises
- Open-source architecture supporting transparency and independent review
- SDKs enabling buyers to build custom applications on the Wire back end



## **3 Intended Users and Use Cases**

### **3.1 Intended Users**

- Public sector teams handling sensitive or regulated information
- Cross-organisation programmes collaborating with external partners
- IT and security teams responsible for identity, access and compliance

### **3.2 Typical Use Cases**

- Secure internal collaboration using encrypted messaging and file sharing
- Confidential meetings and briefings using encrypted voice and video calls
- Secure external collaboration with partners via controlled guest access
- Centralised user lifecycle management using SSO and automated provisioning

## **4 Features and Benefits**

### **4.1 Key Features**

- Always-on end-to-end encryption (E2EE) for messages, calls and files
- Messaging Layer Security (MLS) for secure large-group communication
- Forward secrecy and post-compromise security
- Cryptographic device verification
- Minimal metadata storage to protect user privacy
- Secure, access-controlled back-end federation
- Post-quantum cryptography readiness
- Multi-cloud and sovereign deployment options

### **4.2 Benefits for Public Sector Buyers**

- Protects sensitive communications by design, without relying on user behaviour
- Reduces information-leakage risk when collaborating across organisations
- Supports compliance and assurance through open protocols and ISO-aligned governance
- Scales securely from small teams to large organisations
- Maintains usability while enforcing strong security controls



## **5 Deployment Model and Service Scope**

### **5.1 Deployment Models Supported**

- Public cloud
- Private cloud
- Hybrid cloud

### **5.2 System Requirements**

- Desktop: macOS 11+, Windows 10 (21H1+) and Windows 11
- Mobile: iOS 16+, Android 8+
- Browsers: Chrome, Microsoft Edge, Firefox and Safari (latest versions)

## **6 How Users Access and Use the Service**

### **6.1 Access Methods**

- Web browser interface
- Installed desktop applications
- Mobile applications

### **6.2 Mobile and Desktop Parity**

There are no significant functional differences between mobile and desktop versions of the service.

### **6.3 Accessibility**

- Target standard: WCAG 2.2 AA

### **6.4 API and Integration**

- APIs are available for integration and automation
- API documentation provided in HTML format
- Sandbox/test environments available
- APIs support access to teams, conversations and events using application credentials and cryptographic material



## **7 Onboarding, Training and Support**

### **7.1 Onboarding and Training**

- Online and onsite onboarding support available
- Structured onboarding supported by the Customer Success team
- Identity configuration (SSO and SCIM) supported during setup
- User and administrator documentation available in HTML and PDF formats via the Wire Support website

### **7.2 Support Model**

- Email or online ticketing support
- First response within 4 business hours (Monday–Friday, excluding public holidays)
- No phone or live chat support
- Onsite support available at additional cost (£2,200 per day)
- Support available to authorised third parties

## **8 Security, Data Protection and Assurance**

### **8.1 Data storage and Processing**

- Data storage and processing locations are known and limited to the European Economic Area (EEA)
- Users do not control individual data residency locations

### **8.2 Data in Transit**

- TLS 1.2 or above for network transport
- End-to-end encryption using Messaging Layer Security (MLS)

### **8.3 Data at Rest**

- Strong encryption and secure key management
- Access restricted using least-privilege principles
- Storage systems hardened and continuously monitored



#### **8.4 Governance and Assurance**

- ISO/IEC 27001 certified Information Security Management System
- Independent review of secure software development practices
- Continuous vulnerability management, protective monitoring and incident management
- Audit logs and security records retained for at least 12 months

### **9 Availability and Resilience**

- Service hosted on resilient AWS infrastructure across multiple availability zones
- Architecture designed to minimise single points of failure
- Automated scaling and health checks
- Regular backups with tested recovery procedures
- Defined outage monitoring, escalation and customer communication processes

## **10 Exit Management and Data Portability**

### **10.1 End-of-contract options**

- Customers may renew, transition to a limited free version, or exit the service
- Free version supports up to 5 users with limited functionality

### **10.2 Data export**

- Integrated backup and restore functionality available in all clients
- Data export supported via built-in tools
- Proprietary import and export formats used