



SureCloud Enterprise - Service Definition Document

G-Cloud 15
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1. Overview

SureCloud Enterprise is the most intelligent GRC platform, enabling organisations to take centralised command of their risk, compliance, and audit programmes. SureCloud Enterprise delivers sophisticated GRC capabilities with unlimited user access and enterprise-grade security.

Our platform combines powerful automation, AI-driven insights, and deep configuration to help organisations break down silos, streamline workflows, and achieve comprehensive oversight across their entire GRC ecosystem.

1.1 Key Features

Unlimited Users: No per-user licensing fees. Deploy across your entire organisation without constraints, encouraging widespread adoption and collaboration.

Event-Based Architecture: Connect risk, compliance, and audit data through intelligent event linkages. Track how incidents trigger risk assessments, which drive control improvements, which inform audit scopes.

AI-Powered Automation: Leverage Claude AI to automate evidence collection, generate risk assessments, respond to security questionnaires, and accelerate RFP responses with intelligent draft generation.

No-Code Configuration: Adapt workflows, forms, and dashboards to match your processes without writing code. Configure the platform as your requirements evolve.

Pre-Mapped Frameworks: Deploy with out-of-the-box mappings for ISO 27001, SOC 2, NIST CSF, PCI DSS, GDPR, and more. Demonstrate compliance faster with pre-configured control libraries.

Automated Evidence Collection and Continuous Control Monitoring (CCM): Integrate with your existing technology stack to automatically gather evidence from AWS, Azure, Jira, and more. Reduce manual effort and ensure continuous compliance.

1.2 Service Capabilities

SureCloud Enterprise includes comprehensive modules across risk management, compliance management, and audit management:

Risk Management	Enterprise risk register with AI-supported insights, flexible risk scoring, risk appetite tracking, and comprehensive reporting
TPRM	Third-party risk assessment and monitoring with automated vendor onboarding, security questionnaires, and ongoing risk ratings
Compliance	Multi-framework compliance management with automated evidence collection, control testing, and gap analysis

Internal Audit	Complete audit lifecycle management from planning through reporting with automated working papers and findings tracking
Policy Management	Centralized policy creation, approval workflows, targeted distribution, and attestation management
Incident Management	Security incident tracking with automated workflows, notification rules, and regulatory breach reporting
Data Privacy	GDPR and CCPA compliance with DPIA management, ROPA maintenance, and data subject request handling

2. Implementation and Support

2.1 Implementation Approach

SureCloud Enterprise implementations are tailored to your organization specific requirements. Our experienced implementation team follows a proven methodology:

Discovery and Design: Workshops to understand your current processes, pain points, and objectives. We map your requirements to platform capabilities and design your solution architecture.

Configuration and Integration: Platform setup including workflows, forms, dashboards, and integrations with your existing tools. Our no-code approach enables rapid adaptation to your needs.

Data Migration: Structured migration of your existing risk registers, compliance documentation, and audit records with full validation and reconciliation.

Testing and Validation: User acceptance testing with your team to ensure the platform meets your requirements and delivers the expected outcomes.

Training and Launch: Comprehensive training for administrators and end users, followed by coordinated launch with ongoing enablement support.

Implementation timeframes vary based on scope and complexity, with typical deployments ranging from 6 to 10 weeks for enterprise solutions.

2.2 Support Services

All SureCloud Enterprise customers receive comprehensive support as part of their subscription:

Technical Support: UK-based support team available Monday-Friday 9am-5pm GMT via email, phone, and online portal. P1 incidents receive immediate attention with out-of-hours escalation.

Customer Success Manager: Dedicated point of contact for strategic guidance, best practice advice, and ongoing optimization of your platform usage.

Quarterly Business Reviews: Regular check-ins to review your progress, discuss new features, and plan enhancements to your deployment.

Platform Updates: Automatic updates with new features, security patches, and performance improvements deployed quarterly with advance notice.

3. Security and Compliance

3.1 Security Certifications

ISO 27001: Certified information security management system

Cyber Essentials Plus: UK government-backed cyber security certification

GDPR Compliant: Full compliance with EU and UK data protection regulations

3.2 Infrastructure

Hosting: AWS EU-West-2 (London) region with UK data residency guaranteed

Availability: 99.9% uptime SLA with redundant architecture and automated failover

Backup: Daily automated backups with 30-day retention and point-in-time recovery

Encryption: Data encrypted at rest (AES-256) and in transit (TLS 1.3)

Penetration Testing: Annual CREST-certified penetration tests with remediation tracking

4. Contact Information

For more information about SureCloud Enterprise:

Website: <https://www.surecloud.com>