



SureCloud Foundations – Service Definition Document

G-Cloud 15

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1. Overview

SureCloud Foundations provides growing organisations with a practical, ready-to-deploy GRC platform. Built for teams who need to establish governance, risk, and compliance programmes quickly without the complexity of enterprise solutions.

Foundations delivers essential GRC capabilities with a proven implementation methodology that gets organisations operational in just 3 weeks. The platform includes unlimited users, pre-configured frameworks, and automated compliance monitoring—everything needed to build a solid GRC foundation.

1.1 Key Benefits

- **Quick Implementation:** Operational in 3 weeks with our structured deployment methodology.
- **Unlimited Users:** No per-user licensing fees. Enable organisation-wide participation in GRC activities.
- **Pre-Configured Frameworks:** Start with out-of-the-box mappings for ISO 27001, SOC 2, Cyber Essentials, and other common standards.
- **Automated Evidence Collection:** Connect to your existing tools (up to 3 integrations included) to automatically gather compliance evidence.
- **Modular Growth:** Start with the base package and add capabilities as your programme matures.
- **Expert Support:** UK-based support team available Monday-Friday 9am-5pm GMT with regular platform updates.

1.2 Base Package Components

The SureCloud Foundations base package (£15,000/year) includes:

Component	Description
Unlimited Users	No per-user fees—deploy across your entire organisation
Pre-Mapped Frameworks	Out-of-the-box control libraries for ISO 27001, SOC 2, Cyber Essentials
Automated Compliance Monitoring	Track control effectiveness with automated status updates and alerts
Automated Evidence Collection	3 included integrations to automatically gather evidence from your tools
Risk Management	Central risk register with flexible scoring and risk treatment tracking
Action Management	Track remediation actions with assignments, due dates, and automated reminders

Asset Register	Maintain inventory of systems, data, and other critical assets
ISMS Statements	Generate Statement of Applicability and other compliance documentation
Metrics (KRI/KCI/KPI)	Dashboard reporting with key risk and compliance indicators

1.3 Optional Add-On Modules

Extend your Foundations deployment with additional capabilities (£3,500/year each):

Module	Capabilities
Vendor Risk Management	Third-party risk assessments, security questionnaires, ongoing vendor monitoring
Policy Management	Centralized policy creation, approval workflows, distribution, and attestation
DPIA & ROPA	Data Protection Impact Assessments and Record of Processing Activities for GDPR
Incident Management	Security incident tracking, automated workflows, breach notification management
BIA & Operational Resilience	Business Impact Analysis, critical function identification, recovery planning
Internal Audit	Audit planning, working papers, findings tracking, and reporting

2. Implementation and Support

2.1 3-Week Implementation

SureCloud Foundations is designed for rapid deployment with a structured 3-week implementation:

Week 1 - Setup and Configuration: Platform provisioning, user access setup, and initial configuration of frameworks and workflows.

Week 2 - Data and Integration: Migration of existing risk and compliance data, configuration of automated evidence collection integrations.

Week 3 - Training and Launch: Administrator training, end-user training sessions, and coordinated go-live with immediate support.

2.2 Support Services

All SureCloud Foundations customers receive:

- Technical Support: UK-based support team available Monday-Friday 9am-5pm GMT via email and online portal.
- Platform Updates: Quarterly feature releases with bug fixes and security patches included.
- Knowledge Base: Self-service documentation, video tutorials, and best practice guides.

3. Security and Compliance

3.1 Security Certifications

ISO 27001: Certified information security management system

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

Availability: 99.9% uptime SLA with redundant infrastructure

4. Contact Information

For more information about SureCloud Foundations:

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