resolver

Accord - Service Definition

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Service overview

Accord is a secure, browser-based dispute resolution platform that supports the full lifecycle of complaint handling, mediation and adjudication within a single system.

The service enables organisations to manage structured dispute processes, including data capture, workflow management, secure communications, evidence handling and resolution outcomes.

Accord is suitable for organisations administering disputes, arbitration or complaint resolution processes.

Service functionality

Accord provides:

- End-to-end dispute resolution workflows
- Configurable complaint and case journeys
- Secure messaging between authorised parties
- Evidence and document management
- Role-based access controls
- Case tracking and reporting
- API-based data import and export
- Organisation branding and terminology configuration

Hosting and infrastructure

- Hosted on Amazon Web Services (AWS)
- Public cloud deployment
- UK regions used by default
- Alternative geographic regions available by agreement
- Dedicated deployment per customer
- No on-premises deployment

Availability and resilience

- Target availability: 99.9%, excluding planned maintenance
- Multi–availability zone deployment within AWS
- Automated scaling to meet demand
- Regular system backups
- Infrastructure redundancy provided by AWS

Backup, restore and disaster recovery

- Automated backups performed regularly
- Data stored securely within AWS
- Restoration procedures available in the event of data loss
- Disaster recovery supported through AWS regional resilience

Detailed recovery metrics are available on request.

Security

Accord applies industry-standard security controls including:

- Encryption in transit using TLS 1.2 or higher
- Encryption at rest using AES-256
- Role-based access control
- Audit logging of user and administrative activity
- Secure credential management
- Segregated environments

Physical datacentre security is provided by AWS in line with recognised international standards.

Data protection and privacy

- Customer data is logically isolated per deployment
- Data stored in UK regions by default
- Data exported securely on request
- Secure deletion performed at contract end

Onboarding

Resolver provides managed onboarding including:

- Service setup
- Workflow configuration
- User setup
- Optional data import
- Administrator training
- Documentation provision

Offboarding and exit management

At contract end:

- Customers may request a full export of their data
- Data provided in agreed open formats
- Secure data deletion performed following confirmation
- Optional extended support available by agreement

Data access and portability

- Data export provided by Resolver on request
- Supported formats include CSV and API-based exports
- No self-service export currently provided

API access

- REST-based API
- Supports data import and export only
- Does not allow manipulation of live cases
- Authentication and access controls applied

Service constraints

- Internet access required
- Modern web browser required
- Not designed for OFFICIAL-SENSITIVE or classified data
- End-user support provided by the customer organisation

Support and service management

- Support provided to customer administrators
- Email or ticket-based support
- UK business hours support
- Incident escalation based on severity
- Optional enhanced support by agreement

Maintenance and updates

- Planned maintenance scheduled outside core hours where possible
- Advance notice provided for planned maintenance
- Emergency maintenance performed where required

Monitoring and outage management

- Service status page available
- Outage updates provided via status page
- Manual customer communications where appropriate

Technical requirements

- Supported browsers:
    - Chrome
    - Edge
    - Firefox
    - Safari

Recent versions only.

Compliance and governance

- Board-level security ownership
- Documented security policies and procedures
- Supplier-defined controls aligned to industry best practice
- Regular security reviews and risk assessments

Document control

This service definition describes the Accord service as provided by Resolver Group Ltd and may be updated periodically to reflect service changes.