Fast Online Appeals Management (FOAM)

Service Definition

Service overview

Fast Online Appeals Management (FOAM) is a secure, browser-based case and workflow management platform designed for public sector organisations administering statutory appeals, complaints, and case-based processes.

The service supports the end-to-end management of cases, including intake, workflow progression, evidence handling, correspondence, decision-making, and resolution.

FOAM is suitable for tribunals, regulators, and public authorities managing structured, rules-based processes.

Service functionality

FOAM provides:

- End-to-end case and appeals workflows
- Configurable case types, stages, and statutory rules
- Evidence and document management
- Integrated correspondence and notifications
- Automated deadline and milestone tracking
- Role-based access controls
- Full audit logging of user and administrative activity
- Management information and reporting

Hosting and infrastructure

- Hosted on Amazon Web Services (AWS)
- Public cloud deployment
- UK regions used
- Dedicated logical environment per customer

- No on-premises deployment

Availability and resilience

- Cloud-native architecture
- Deployment across multiple AWS availability zones
- Automated scaling to meet demand
- Infrastructure redundancy provided by AWS

Backup, restore and disaster recovery

- Regular automated backups
- Secure storage within AWS
- Data restoration supported in the event of data loss
- Disaster recovery supported through AWS regional resilience
- Recovery information available on request

Security

FOAM applies supplier-defined security controls including:

- Encryption in transit using TLS 1.2 or higher
- Encryption of physical media
- Role-based access controls
- Audit logging
- Segregated customer environments

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

Data protection and privacy

- Customer data logically isolated per customer environment
- Data stored and processed in the United Kingdom

- Data export provided on request
- Secure deletion performed at contract end

Onboarding

Resolver provides managed onboarding including:

- Service configuration
- Workflow and rules configuration
- User and role setup
- Administrator training
- Documentation provision

Optional onsite support is available by agreement.

Offboarding and exit management

At contract end:

- Customers may request a full export of their data
- Data provided in agreed, machine-readable formats
- Secure deletion performed following confirmation
- Additional exit support available by agreement

Data access and portability

- Data export is supplier-managed
- Exports provided on request
- No self-service export tools
- Evidence documents can be uploaded by users

API access

- No public API is provided

Service constraints

- Internet access required
- Modern web browser required
- Cloud-based service only
- Not designed for OFFICIAL-SENSITIVE or classified data

Support and service management

- Email or ticket-based support
- UK business hours support for non-critical issues
- 24/7 response for Priority 1 incidents
- Named account manager provided
- Enhanced support available 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

- No public status dashboard
- Outage notifications provided directly to customers
- Manual communications during incidents
- Incident escalation managed in line with SLA

Technical requirements

Supported browsers:

- Chrome
- Edge
- Firefox
- Safari

Recent versions only.

Compliance and governance

- Board-level responsibility for service security
- 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 Fast Online Appeals Management (FOAM) service provided by Resolver Group Ltd and may be updated periodically to reflect service changes.