

Service definition - Rhiza - Enterprise Risk Management software

G-Cloud 15

Introduction

Rhiza from BDO is an online Enterprise Risk Management software tool, which enables a unified, flexible, and straightforward approach to managing risk across an organisation. It brings together risks, controls and actions, as well as incident logging, Key Risk Indicators and assurance activities to create a consolidated and powerful management tool.



Features and benefits

Service features

- ▶ Easily capture and assess risks
- ▶ Create control libraries and link them to risks
- ▶ Monitor the effectiveness of risk controls and assurance activities
- ▶ Real time status and progress/dashboards
- ▶ Clear and concise reports
- ▶ Record/monitor actions needed to reduce risks and improve controls
- ▶ Proactive notifications to users
- ▶ Includes options for Key Risk Indicators and Incident Logging
- ▶ Identify and rank 'top risks' for the organisation.
- ▶ API enabled

Service benefits

- ▶ Real time information on risk to support agile decision making
- ▶ Build and administer an effective risk management process
- ▶ Straightforward and simple to use - but not simplistic
- ▶ Embed risk management into organisational processes and operational activities
- ▶ Enhance stakeholder confidence that risk is being proactively managed
- ▶ Ease the administrative overheads of coordinating and managing risk registers
- ▶ Proven blend of technology and subject matter expertise
- ▶ Enhances accountability to drive clear focus on risk and controls
- ▶ Robust audit trail to evidence changes made and actions taken.

Onboarding and implementation

Implementation summary

Implementation of Rhiza is straightforward and divided into five phases:

1

Agreeing the initial configuration/specification of the system - This usually requires one or two scoping meetings with you - from which we generate a completed specification and configuration document.

2

System configuration (incl. any required development work) and release to UAT environment - During this phase we may also work on any initial data import you need us to undertake, or on any customisations that we have agreed with you.

3

UAT testing and approval - Your project team (and others as needed) conduct testing and review of UAT version against the configuration document agreed in phase 1. This stage may include some iterative changes as testing progresses.

4

Training and operational rollout - Once the UAT version is approved we will discuss and agree a 'go live' date for the production system, as well as dates for delivering training (see Training section below).

5

Embedding - We know that the initial configuration of the system will almost certainly need alteration/tweaking once the system goes into production, and that there will be questions from users - so we continue to work very closely with you over the initial months of the deployment to make sure the system is delivering as needed. In addition to the help and guidance contained within the application itself, full documentation is provided for both administrators and end users.

Onboarding and implementation



Your role

- ▶ Work with us to agree system configuration
- ▶ Testing, feedback and approval by your project team of system configuration as deployed to the UAT environment
- ▶ Arrange training dates
- ▶ Liaise with our implementation team as needed after deployment.



Timescales

Implementation timescales will depend on a number of factors: time needed to agree configuration, any subsequent development that may be required, data import and finding a suitable window in your business operations. Typically a UAT version can be available for testing within two to four weeks.



User Acceptance Testing

As part of the UAT testing we provide you with a full checklist of items for you to review and sign-off (or flag for further action). This list is based on the configuration documentation generated from the implementation scoping meetings, together with a schedule of any completed development changes.

This stage of the project will involve a process of iterative change and re-testing where the UAT testing identifies any issues.



Support and service levels

Support

During the implementation phase of the project we operate a 'close support' model - meaning all support will be routed via your implementation manager. This person will be experienced in all aspects of the delivery of Rhiza to new clients, including installation, configuration, training (may be delivered by other experts within BDO) and 'go-live'.

Once your team and ours are satisfied that the implementation phase has been successfully completed (can range from six-eight weeks depending on circumstance) support will be changed to our normal channels.

You will be assigned a named account manager, and we operate a first line support team who log and resolve issues or pass non-technical queries through to your dedicated account manager. You may of course contact your account manager directly.

Support is provided for your system administrators who may contact us by telephone or email during normal support hours*. Your account manager will also support you by staying in regular contact to ensure you are happy with the system, and addressing any issues that may be on the horizon.

All operational support enquiries are included within the annual licence fee.

Standard support response

BDO will acknowledge receipt of any technical support request within four hours of receipt if the query is received by BDO during normal support hours*.

Critical issues are given highest priority and, unless particularly complex, we usually resolve any queries within one working day**. We will start work on all other technical support requests within two working days of acknowledgement.

* Normal support hours are Monday to Friday 9.30am-5.30pm GMT, excluding UK bank holidays.

** A working day is Monday to Friday, excluding UK bank holidays



Service uptime

Rhiza is hosted on the Microsoft Azure infrastructure which is certified to ISO 27001:2013 standard - giving you peace of mind that your data is secure, both in transit and at rest. Data is backed up daily and retained for 14 days.

BDO offers an uptime SLA of 99% on a 24/7/365 basis. This service level allows for unplanned outages totalling not more than three days and 15 hours each year from the renewal anniversary or contract start date whichever occurs first. If an unplanned outage has occurred, BDO will aim to restore the Rhiza service within one working day. If BDO is unable to restore the service within this time frame BDO will extend, free of charge, your renewal anniversary by two weeks.

Training

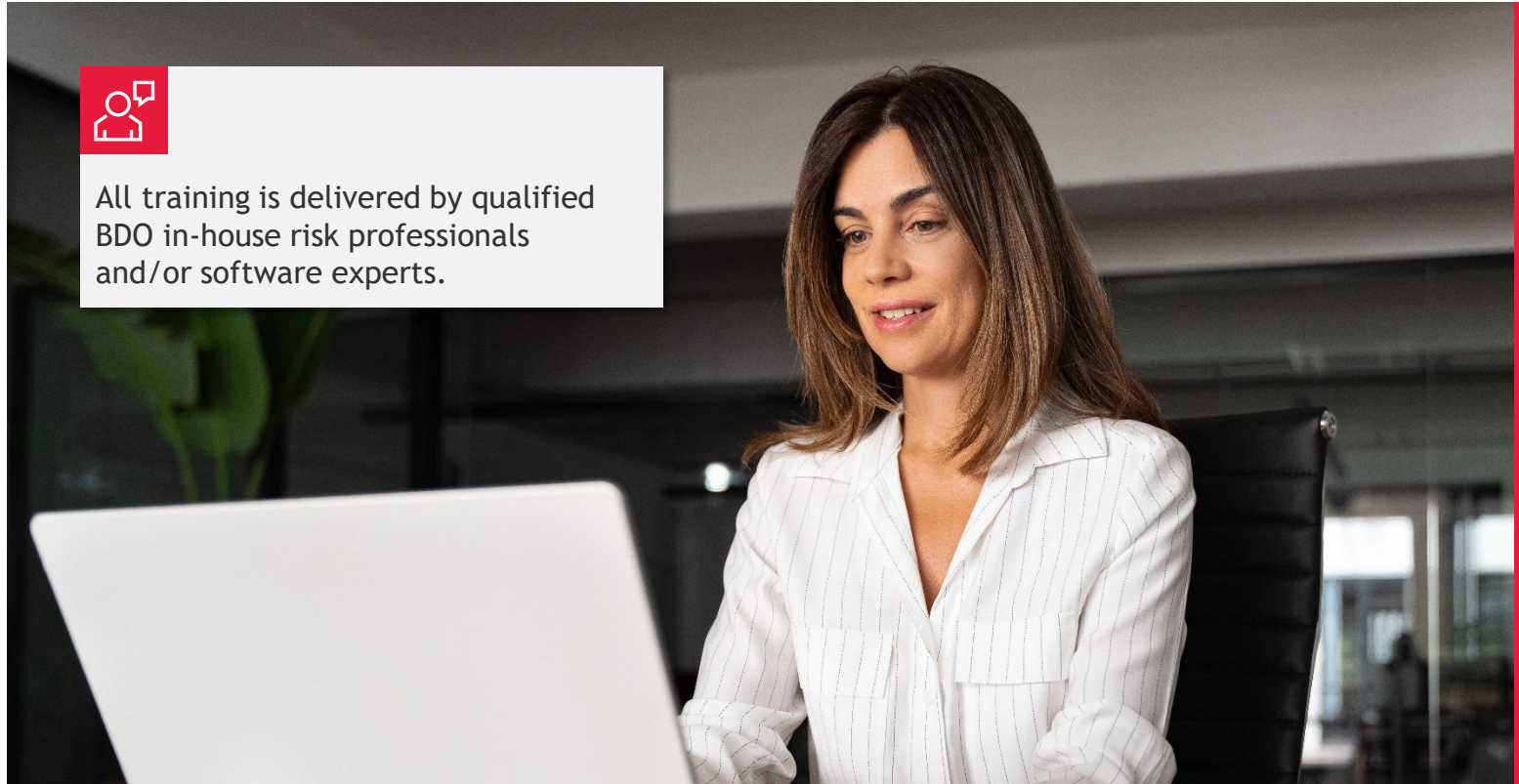
Included in the annual licence fee for the first year is an on-line training session which is designed for two-four staff who will be administering the software. This session is designed to give these users a thorough understanding of the software and how it will support your internal risk and control management processes.

We are able to provide additional training should you require it. The nature and scope of any additional training can be agreed during the implementation phase and charged as per the rate card (please see our Pricing document).

Training can be tailored to your specific needs - but usually involves a combination of risk management learning and software familiarisation. For example, we offer a one-day course which provides system users with a learning/interactive workshop about the basics of risk management in the morning and then, using this knowledge takes users through a hands-on introduction to Rhiza.



All training is delivered by qualified BDO in-house risk professionals and/or software experts.



Customisation and pricing

Customisation and self-administration

The Rhiza user interface allows the creation/maintenance/deletion of the following items:

- ▶ Users and their associated login credentials and access to registers
- ▶ Resource 'roles' (owner names)
- ▶ Risk register taxonomy
- ▶ Categories and tags
- ▶ Advanced searches
- ▶ Custom reports.

There are numerous configuration options within Rhiza which control aspects of functionality. These configuration options can be activated/deactivated by our support team as part of the annual licence fee.

Other less regular, or complicated, administrative tasks are also undertaken by our support team (for example, replacing logo or changes to risk matrix and associated scoring values). These changes are also included in the annual licence fee.

Pricing

Specific details of the pricing for the Rhiza service can be found in the separate Pricing document.

Fees comprise two elements - an implementation fee (year one only) and an annual licence fee based on the number of users (year one and onwards).



Implementation fee

This fee includes our time to work with you to establish the right configuration for your needs and commissioning of your version (including any internal development that may be needed).

Implementation usually requires around four or five days of our time - and after initial discussions about your requirements we will provide you with a fixed fee quotation based on a daily rate of £1,250.

Annual license fee

The annual licence fee includes hosting, support (for administrative users) and system upgrades. Please refer to the Pricing document for further details.

VAT is added to all fees.



Ordering and invoicing

Ordering

Please either make contact with us at rhiza@bdo.co.uk, or via your BDO Account Manager, so that we can discuss your requirements and provide you with a full quotation.

In the first instance, please let us know:

- ▶ Your name and contact details
- ▶ The name of your organisation
- ▶ Any service requirements that you would like to discuss.

The full ordering process for G-Cloud 15 can be found in the Framework Agreement. Additional information is also available on the Digital Marketplace.



Invoicing

We will discuss invoicing arrangements with you, but we usually invoice for the implementation fee from the agreed 'go live' date (the date you start using the system), and the licence fee annually in advance from the same date.

Technical requirements

Rhiza is a cloud-based solution, requiring only a web browser and internet connection. No further software installations are needed.

Supported web browsers

Rhiza supports the following browsers:

- ▶ Chrome - version 70 and above
- ▶ Edge - version 42 and above
- ▶ Safari - version 26 and above
- ▶ Firefox - version 60 and above.

Notes: JavaScript must be switched on. No extensions or plug-ins required.



For more information:

Rhiza Team

rhiza@bdo.co.uk

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