



Prochainmatrix (PCM) Technical Definition & Service Overview

Software as a Service (SaaS)

Prochainmatrix solution enables organisations to manage their financial improvement, change and transformation initiatives. PMO, Programme and project management. Contracts management of spend and income. Collaborate on Initiatives. dashboards and document management built in. The application suite empowers management to manage benefits. prioritise. eliminate silo-working culture and remove the over-reliance on spreadsheets.

Features:

- Web based system. accessible anytime, anywhere.
- Professionally hosted in the UK data centre.
- (SaaS), supported by a formal back-to-back SLA.
- Availability 24/7, 365 days a year with >99.97% up-time.
- Client user-portal and account management.
- Visualisations, dashboards and customised reports.
- Flexible application workflow.
- Flexible configuration to meet your organisation's needs.
- Proactive application-system enhancements.
- Implementation support. guidance and knowledge-transfer.

Benefits:

- Create and manage multiyear value, efficiencies and operational plans.
- Realise the group & partners spend under agreement and risk exposure.
- Empower the group, organisational business units and functions to collaborate.
- Enhance portfolio and programme office, reduce functional silos and embed collaboration.
- Access and process real-time information, anytime, anywhere.
- Prioritise resources and focus where value benefits can be maximised.
- Better understand the group and organisational risk and cost profile.
- Ensure the group and organisational objectives are being prioritised.
- Enhance transparency, governance and performance reporting to senior management.
- Able to capture and maximise opportunities and efficiencies.



Service scope

Software add-on or extension	No
Cloud deployment model	Private cloud
Service constraints	The service has NO real constrains. All aspects of the service are accessible by one of the commonly used Web Explorers. The service is fully WEB enabled. There is NO impact on any of the client's hardware.
System requirements	<ul style="list-style-type: none"> • No specific requirements. • A URL registration in client Fire walls. • Access to Wi-Fi. • Hardware to be installed with an Internet browser (such as Google Chrome, etc.).

User support

Email or on line ticketing support	Email or on line ticketing
Support response times	No, they are the same. All questions are responded within 8 working hours.
User can manage status and priority of support tickets	Yes
Online ticketing support accessibility	WCAG2.1A
Phone support	Yes
Phone support availability	9 to 5 (UK time), Monday to Friday
Web chat support	No
Onsite support	Yes, at extra cost
Support levels	<p>Support is provided at several Levels:</p> <ul style="list-style-type: none"> • Professional support for Senior Managers, Finance, Service Leads, Procurement and Project Management Office. • Effect of changes and re-engineering. • General training, produced and hosted by a professional training company. • On site, support and training in the use of the Application. • Off site support. • Online sessions can also be arranged and delivered via Zoom or M.Soft Teams on all aspects of the above categories.
Support available to third parties	No



Onboarding and offboarding

Getting started	<p>1: Facilitation discussions. train the trainer and training guidance. Session are also run online to minimise the disruption to the organisation.</p> <p>2: Reference Libraries. Organisation's key data-sets are uploaded, to minimise manual entry, errors and save time and cost.</p> <p>3: Training documentation is stored online, and users are given access via personalised portals.</p> <p>4: Quarterly reviews and health checks are given to ensure the client organisation is supported throughout the contracted relationship.</p> <p>5: Second-Line support is actively maintained.</p>
Service documentation	Yes
Documentation formats	PDF
End-of-contract data extraction	<p>All data stored belongs to the client user. Prior to the end of the contract, the final position is negotiated, agreed and executed.</p> <p>All data is offered in various formats: Comma separated text spreadsheet or SQL table back up files or SQL data export. The data may also be available online for a limited period.</p>
End-of-contract process	<p>1: Included in the Price: All data stored belongs to the client user. Prior to the end of the contract, the final position is negotiated, agreed and executed. All data is offered in various formats: Comma separated text Spreadsheet.</p> <p>2: Additional Cost. At the client's request it is also possible: To extract data to a specified format, ready to be imported into a new system. The data may also be available online for an agreed period.</p>

Using the service

Web browser interface	Yes
Supported browsers	Microsoft Edge, Firefox, Chrome, Safari and all other major browsers.
Application to install	No
Designed for use on mobile devices	Yes



Using the service

Differences between the mobile and desktop service	Whenever applicable. forms can be configured to a particular specification/model. The main differences of the services are simply the adopted model of an object. Services accessed by PCs or laptops are designed to a particular size screen. Service objects used by mobile devices are designed to offer the user a fluid kind of forms. The service will adjust the size of the form depending on the device used.
Service interface	No
User support accessibility	WCAG 2.1 AA or EN 301549
API	Yes. All data is offered in various formats: Comma separated text spreadsheet or SQL table back up files or SQL data export. The data may also be available online for a limited period.
What users can and can't do using the API	Services are subject to user ids and passwords. All users are set up following a strictly defined process. Users can call upon a predefined URL/ Mask for their organisation and then receive a log-in page. Once logged into the system menus - tabs - objects - functions will be made available based the group/s they have been assigned to. The web interface allows users to view - modify- or report on the stored data. Report production include charts, visualisations etc. All users are also able to manage their passwords and renew them before they expire. Users can not change the software.
API documentation	Yes
API documentation formats	<ul style="list-style-type: none">• HTML• PDF
API sandbox or test environment	Yes
Customisation available	Yes
Description of customisation	The service software has been authored by Prochainmatrix, including back and front end. As such all aspects of the system can be reconfigured. All changes are subject to discussion and agreement with the client. The way this is done: <ul style="list-style-type: none">• Client request is needed for a particular change with a brief explanation;• The impact of the request is assessed;• A response is provided. in terms of time required etc.



Scaling

Independence of resources	The database server is scaled to accommodate a very large number of databases. The database server is monitored, by the service provider and it will be adjusted accordingly. The ratio is higher than the actual used number. Each client is assigned to a dedicated Web VM with their own connections. Each client is also allocated a sub mask to the main VMs which are configured to access a client's dedicated database only.
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Analytics

Service usage metrics	Yes
Metrics types	Metrics types. CPU, Disk, HTTPS request and response status, Memory, Network, Number of active instances Reporting types, Real-time dashboards, Regular reports and other relevant metrics.
Reporting types	Reports on request.

Resellers

Supplier type	Not a reseller
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Staff security

Staff security clearance	Conforms to BS7858:2019
Government security clearance	Up to Security Clearance (SC)

Asset protection

Knowledge of data storage and processing locations	Yes
Data storage and processing locations	United Kingdom
User control over data storage and processing locations	No
Datacentre security standards	Complies with a recognised standard (for example CSA CCM version 3.0)



Asset protection

Penetration testing frequency	At least once a year
Penetration testing approach	IT Health Check' performed by a Tigerscheme qualified provider or a CREST approved service provider.
Protecting data at rest	Physical access control. complying with SSAE-16 / ISAE 3402.
Data sanitisation process	Yes
Data sanitisation type	Explicit overwriting of storage before reallocation.
Equipment disposal approach	Complying with a recognised standard. for example CSA CCM v.30. CAS (Sanitisation) or ISO/IEC 27001.

Data importing and exporting

Data export approach	<p>A standard icon is made available to all Form Objects which are data based. Users open-source simply click on the nominated object to download all data displayed on the form The approach is to extract data, in an excel spreadsheet. This requires the user's hardware has to be installed with Microsoft spreadsheet or open source spreadsheet software.</p> <p>A single click action results in:</p> <ul style="list-style-type: none"> • obtaining relevant records • opening the software • displaying selected records
Data export formats	<ul style="list-style-type: none"> • csv • Other
Other data export formats	<ul style="list-style-type: none"> • Microsoft Spreadsheet • Open source Spreadsheet • Html • Text • Comma separated
Data import formats	<ul style="list-style-type: none"> • csv • Other
Other data import formats	<ul style="list-style-type: none"> • Spreadsheet format • Html
Equipment disposal approach	Complying with a recognised standard. for example CSA CCM v.30. CAS (Sanitisation) or ISO/IEC 27001.



Data-in-transit protection

Data protection between buyer and supplier networks

- Private network or public sector network
- TLS (version 1.2 or above)

Data protection within supplier network

- TLS (version 1.2 or above)
- IPsec or TLS VPN gateway

Availability and resilience

Guaranteed availability

SLA in place for 24/7 and 99.5%.
There is no refund policy.

Approach to resilience

Services are hosted in the UK by a sub contractor who is a holder of several certifications.

- Services are hosted within HSCN and N3.
- The database server is not directly available to the internet.
- Firewall protection - VMS connectivity for development - Security. Policy.
- Access to information has to be indirectly requested by one of the client Web VMs.
- Connections between the web VMs and the database server are password protected.

Outage reporting

The service provider (Redcentric's engineers) are informed by an API at the first instance. Whilst they investigate, an email alert is sent to Prochainmatrix. Prochainmatrix will subsequently inform the relevant client of the problem, planned solution and the expected duration of time to resolve the issue.

Identity and authentication

User authentication needed

Yes
There is no refund policy.

User authentication

- 2-factor authentication.
- Public key authentication (including by TLS client certificate).
- Dedicated link (for example VPN).
- Username or password.

Access restrictions in management interfaces and support channels

Our Data center a centralised RBAC (Role Based Access Control) access control system based on the concepts of Least Privilege and Segregation of Duty to manage system administrator and Data Centre Operations access to customer data and solutions. This access control system is subject to regular audit under our ISO 27001 accreditation and ISMS. All logical access to the customer hosted data must traverse our management environment. which provides segregation and logging controls. Management activity logs are retained in a secure (read only) manner for at least one year and are sufficient to provide individual accountability.



Identity and authentication

Access restriction testing frequency	At least once a year
Management access authentication	<ul style="list-style-type: none"> • 2-factor authentication. • Public key authentication (including by TLS client certificate). • Limited access network (for example PSN). • Dedicated link (for example VPN). • username or password.

Audit information for users

Access to user activity audit information	Users have access to real-time audit information
How long user audit data is stored for	User-defined
Access to supplier activity audit information	Users contact the support team to get audit information
How long supplier audit data is stored for	User-defined
How long system logs are stored for	User-defined

Standards and certifications

ISO/IEC 27001 certification	Yes
Who accredited the ISO/IEC 27001	BSI
ISO/IEC 27001 accreditation date	Expiry 31/10/2025
What the ISO/IEC 27001 doesn't cover	Hosting in external 3rd parties needs to be brought into scope on a per basis. This is a chargeable extra.
ISO 28000:2007 certification	No
CSA STAR certification	No
PC! certification	Yes
Who accredited the PC! DSS certification	Gemserv Ltd
PC! DSS accreditation date	SEP / 2024
What the PC! DSS doesn't cover	Requirement 1. 2. 3. 4, 5. 6. 7. 8, 10, 11. Appendix A1. A2



Standards and certifications

Cyber essentials	Yes
Cyber essentials plus	Yes
Other security certifications	Yes
Any other security certifications	<ul style="list-style-type: none"> • Cyber Essentials & Cyber Essentials Plus Certified. • ISO 14001 - Environmental Management. • ISO 27001- Information Security Management. • ISO 9001 - Quality Management. • ISO 20000 - IT Service Management. • ISO 22301 - Business Continuity Management Certified. • PSN Connectivity Service Compliance Certificate. • PSN Connection Compliance Certificate. • PSN Service Provision Compliance Certificate. • To process HM 'Official-Sensitive' HSCN CN-SP Network provider.

Security governance

Named board-level person responsible for service security	Yes
Security governance certified	Yes
Security governance standards	<ul style="list-style-type: none"> • ISO/IEC 27001 • Other
Other security governance standards	Cyber Essentials Plus
Information security policies and processes	<p>Here is our Provider's statement on security:</p> <p>Our goal is to protect your IT infrastructure, and your organisation. Ensure your end -users have access to the data and applications they need and create an environment where you can grow and innovate with confidence. We do this by deploying the appropriate IT security solutions across every part of your environment: from on -premises IT to the cloud, across local and wide area networks and through to endpoints. Management is made simple with a single pane of glass to holistically monitor your security; providing the ability to quickly identify, isolate and re mediate threats.</p>

Operational security

Configuration and change management standard	Conforms to a recognised standard, for example, CSA CCM v3.0 or SSAE-16 / ISAE3402.
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Operational security

Configuration and change management approach

Services are hosted by a dedicated UK organisation benefiting from a number of professional certifications. There is set of standards which can be shared with clients at the start of the project. Based on discussion and request. configuration can be flexible and it is relatively easy to be implemented, additional cost may be necessary. Conforms to a recognised standard. for example CSA CCM v3.0 or SSAE-16 / ISAE3402.

Vulnerability management type

Conforms to a recognised standard. for example CSA CCM v3.0 or SSAE-16 / ISAE3402

Vulnerability management approach

Services are continually monitored. Vulnerability conforms to a recognised standard. for example CSA CCM v3.0 or SSAE-16 / ISAE 3402 Patches are applied to PCs as soon as notifications are received. Patches are applied to servers based on monthly schedules.

Protective monitoring type

Conforms to a recognised standard, for example CSA CCM v3.0 or SSAE-16 / ISAE3402.

Protective monitoring approach

The protective monitoring approach conforms to: a recognised standard. for example CSA CCM v3.0 or SSAE-16 / ISAE 3402.

Incident management type

Conforms to a recognised standard. for example. CSA CCM v3.0 or ISO/IEC 27035:2011 or SSAE-16 / ISAE 3402

Incident management approach

A formal incident management process is maintained. for internal and customer-impacting incidents that includes triage, containment and remediation and root cause analysis. Roles are defined to provide responsibility for overall command, communications and technical authority. Workflows and related information are managed by our centralised internal ticketing system. Our sub contractor will inform customers of any security incident that directly impacts on their hosting solution in a timely manner once detected. Our sub contractor defines a customer.

Secure development

Approach to secure software development best practice

Independent review of processes (for example CESG CPA Build Standard. ISO/IEC 27034. ISO/IEC 27001 or CSA CCM v3.0)

Public sector networks

Connection to public sector networks

Yes

Connected networks

Public Services Network (PSN)
NHS Network (N3)
Joint Academic Network (JANET)
Health & Social Care Network (HSCN)



Social Value

Fighting climate change

Fighting climate change:

A cloud based solution like ours ensures that staff do not need to unduly travel into work, just to answer emails, phone calls or have meetings. All can be done online and off-site. anytime and anywhere. Therefore cutting out undue travel, reducing congestion on roads and public transport. especially during hours where schools. logistics and service delivery staff need to be on roads and public transport. Undue traffic also reduces fossil fuel usage and creates for a better climate and environment for all. Digital solution like ours also cuts out the need to print vast amount of information on paper just to take in meetings, as all is available on line. anytime. anywhere. Therefore also positively impacting on the climate by eliminating unnecessary paper usage, ink and electricity to print.

Covid-19 recovery

Covid-19 recovery:

Agile working: with the ever-increasing need for enterprise-wide collaboration and the fundamental need for monitoring change programmes and their benefits across partner organisations, a simple, cohesive digital solution (that isn't a spreadsheet) has become essential.

The new Normal: the exceptional strain on working practices due to Covid has also presented opportunities on how technology (such as cloud solutions) can effectively be used to deliver what had become a costly exercise of managing programmes, meetings and reporting.

Transparency: any collaborative, change, efficiency. service redesign, or productivity programmes lacking detail and background. while not accessible in real-time and anywhere. will hinder the efficient working of the group, therefore costing more to manage with questionable benefits and increased risk.

Standards: working collaboratively is difficult and working collaboratively across different legislative structures is even more challenging. Add in the lack of unified standards and 'language' and the result is a complex environment.

Deploying a digital solution that helps to address the challenges of agile working, the new normal, transparency and standards (ANTS) and subsequent opportunities that present themselves will enable organisations to manage risks, realise benefits and develop strong relationships with their partner organisations.



Social Value

Tackling economic inequality

Covid-19 recovery:

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Deploying a digital solution that helps to address the challenges of agile working, the new normal, transparency and standards (ANTS) and subsequent opportunities that present themselves will enable organisations to manage risks, realise benefits and develop strong relationships with their partner organisations.

Equal Opportunity

Equal opportunity:

The PCM digital solution and service is available to all over the internet. Staff who cannot travel to work, due to a disability or home and family pressures are still able to access, work and contribute to their work-activities in a meaningful way- through the PCM solution.

Wellbeing

Wellbeing:

Agile working: with the ever-increasing need for enterprise-wide collaboration and the fundamental need for monitoring change programmes and their benefits across partner organisations. a simple, cohesive digital solution (that isn't a spreadsheet) has become essential.

The new Normal: the exceptional strain on working practices due to Covid has also presented opportunities on how technology (such as cloud solutions) can effectively be used to deliver what had become a costly exercise of managing programmes. meetings and reporting.

Social Value

Wellbeing

Wellbeing cont...:

Transparency: any collaborative, change, efficiency, service redesign, or productivity programmes lacking detail and background, while not accessible in real-time and anywhere. will hinder the efficient working of the group, therefore costing more to manage with questionable benefits and increased risk.

Standards: working collaboratively is difficult and working collaboratively across different legislative structures is even more challenging. Add in the lack of unified standards and 'language' and the result is a complex environment.

Deploying a digital solution that helps to address the challenges of agile working, the new normal. transparency and standards (ANTS) and subsequent opportunities that present themselves will enable organisations to manage risks. realise benefits and develop strong relationships with their partner organisations.

In addition of the above, the PCM digital solution will enable staff in their hybrid working by ensuring they have access to their information from home (where ever they have internet and browser access).

Pricing

Price

Enterprise licence per year.

Discount for educational organisations

Yes

Free trial available

No