

## Service Definition

Dun and Bradstreet Registration Number: 739210982

### Overview

AssessNET is a leading Cloud Based Safety Management System, delivered as a Software as a Service (SaaS) solution. AssessNET provides organisations with the ability to confidently demonstrate robust risk management and governance processes whilst ensuring at the same time, that all members of the workforce and visitors alike are managed safely whilst on site.

The powerful task management functionality at the core of AssessNET provides an active and up-to-date view of all activities being put in place within the customer's organisation to provide active management of issues/tasks and identifying areas of threat early.

Globally, Riskex are recognised as a strategic partner for organisations when it comes to safety management. We have built a reputation for innovation, simple to use software which provides value for money and a future proof solution. All of this is underpinned by our Customer Success team who ensure our clients get the most from their investment.

Our passion for excellence is well-recognised with UKAS (United Kingdom Accreditation Service) certification for ISO 9001:2008, ISO 27001:2013 and OHSAS 18001:2007 audited by the British Standards Institution.

AssessNET is a flexible modular Safety Management System designed for ease of use and accessibility. The flexible configuration of the AssessNET platform allows you to procure as few or as many modules as you want, when you want to fit within your budget plan.

AssessNET provides customers with following range of functionality

- Incident Management
- Safety, Quality and Environmental Audits
- General Risk Assessment
- Specialist Risk Assessments
  - o DSE
  - o Fire Risk
  - o Manual Handling
  - o COSHH / SDS
- Self Assessments – for those non standard assessment needs
- Permits to Work
- Contractor Management
- Training Management (e-learning included)
- Safety Inspection
- Method Statements

The Portal Interface for AssessNET is available as standard and allows users without a system user license to access reports and assessments created within the AssessNET system in relation to the modules that are active on the system.

This allows assessments to be shared as 'read only' amongst the organisations personnel, without the need to print or download the assessment [a major cost saving]. Because the portal interface takes a live feed from AssessNET, it ensures that a portal user is viewing the most up-to-date assessments on the system.

The versatility of the portal, means users can access

- Assessments
- Organisation related guidance
- Training records
- Report Incidents and Near Misses

\*(all subject to your licenced modules)

With regard to the accident/incident reporting module, the portal interface allows users to input accident details for review and follow-up by a full AssessNET user. Information is then submitted and notified in real time, ensuring the designated people are notified as events happen.

The portal interface is highly customisable, allowing system administrators to manage specific elements, the information that should be recorded, and the print and download options available to the user.

Adopting the AssessNET system is simple, with options available to import existing data in a variety of formats. We will work with you to ensure that your requirements are met fully at the time of migrating to the service. In times of need, our dedicated support team are on hand to answer any questions you may have regarding the module, directly from within the service.

The AssessNET analytics engine provides powerful statistical information to get a deeper insight about your organisation areas where you could be targeting for improvement. The key values here are to help;

- Protect your employees
- Reduce incidents and adverse events
- Change attitudes and culture
- drive down costs and operational duplication of effort

## Impact Level

We have assessed AssessNET's impact level to be IL2.

## Backup/Restore and Disaster Recovery

AssessNET is provided from our Tier 4 data centre, based in the UK. Daily backups are transmitted to our secondary centre, also in the UK, to be restored in the event of an issue arising.

Both centres provide highly secure environments for the storage of your data and both have ISO27001, SOC1, SOC2, SOC3, PCI DSS Level1 and HIPPA(\*) certification. Security extends to both electronic and physical access to the server infrastructure, with both actively monitored 24x7. We have several backup routines in operation, ensuring that data is maintained in full for the life of a contract.

(\*) for the full range of certifications and standards, please ask.

## On-boarding/Off-boarding

On inception of a client contract our Project Management Office will take responsibility for overseeing the necessary activities to ensure that we have your system configured, tested and ready for deployment, well within the target time frame.

Once the platform has been configured, we will then ensure your key systems users are trained on the system and how to get the most from any customisations you may wish to make. We will provide e-learning to ensure your wider users can quickly and easily assimilate the AssessNET platform, whilst being supported with in the software with helpful in page prompts and tips.

User accounts can be removed by a system administrator at any point from Administration panel. Due to the integrated nature of assessments and user accounts, accounts are disabled for further additions but remain in AssessNET for cross-referencing.

## Pricing and Servicing

The AssessNET system pricing model is in three specific components-

- Users licencing
- Module licencing
- Professional Services

**When determining your optimal configuration, you must select the Core System and at least 1 module. (Please refer to the pricing document).**

In relation to Systems users versus non system users, you will need to determine the number of users who will require a system licence. The best way to assess this, will be based on how many members of the organisation will be required to manage tasks and activities, as these users will require access to Task Manager, which in turn requires a user licence.

**The Core System module is provided with 100 system licences as standard.**

**AssessNET's portal is included as part of the solution.**

Prices **exclude** any additional professional services, training, data migration/export or customisation. Should you find that you require additional services, please discuss this with one of our Account Executives who will be delighted to assist.

## Service Management

We provide every client with a pre-agreed standard of support, which is overseen by our Customer Success Team. IF you would prefer to have custom support arrangements provided, please discuss this with your Account Executives who will help to design a support program to meet your needs.

## Service Constraints

As defined in our standard Service Level Agreement, AssessNET has a very small maintenance window, limited to only a few hours each month for major updates to be applied. We endeavour to complete any updates ahead of schedule to further reduce any downtime of the service. All major updates are performed outside of normal office operating hours, generally at weekends and on bank holidays.

## Service Levels and Financial Recompense Model

Our Service Level Agreement documents are available upon request.

## Ordering and Invoicing

AssessNET (or any of its modules) can be purchased by contacting our sales team on 01908 915 272, or by emailing [sales@assessnet.co.uk](mailto:sales@assessnet.co.uk) detailing your requirements and contact details. Once we have a clear understanding of your requirements, we will provide you with a demonstration of the solution and an indicative cost.

## Consumer Responsibilities and Contract Termination

Please refer to the included Terms and Conditions

The success of an implementation is grounded in its adoption by all of its key stakeholders and their teams. To maximise the usage and user experience of AssessNET, we require commitment from clients to:

- Identify key stakeholders and provide system champions within appropriate business areas to maximise AssessNET's adoption.
- A dedicated project lead to facilitate our technical team in populating the core system with the required business data.
- Have a full understanding of the business goals when implementing the Safety management system.

## Technical Requirements

Because AssessNET is delivered via the Internet, the service will be available to all users who have access to a web browser. Depending on corporate IT policies, access to AssessNET may require enabling through a company's firewall for use via the intranet systems.

AssessNET's portal system can be linked via an intranet page.

## Trial Services

We provide interactive demonstrations hosted by system specialists where the software can be viewed and any questions can be answered.