

Inverroy Digital F.A.Q's

ABOUT INVERROY DIGITAL

1. What is Inverroy Digital?

Inverroy Digital is an Operational Resilience Platform that enables you to create your own bespoke Emergency Response Plans and to conduct and document your Business Impact Analysis and to create Business Continuity Plans online based on expert guidance without the need for an external consultant.

2. Where has the knowledge come from?

Our team has decades of experience in resilience planning for 100s of organisations around the world. We've put all of that expertise into Inverroy Digital to help organisations create plans that will protect their people, customers, assets and reputation in the event of disruption. Inverroy has over 300 years' experience in the field, in some of the most challenging environments imaginable.

3. Does it matter what business sector we are in?

No. Our plans are fully adaptable to fit whatever requirements you may have. Our consultants have vast experience across a range of sectors from sports, energy (oil and gas, and renewables), academic, property development, and many more. They will tailor your base plan questions to your needs.

4. We only have 20 people in our organisation, would Inverroy Digital work for us?

Absolutely. Inverroy Digital is not limited in any way to company size. When you speak to one of our consultants on set-up, they will help you select the right plan for you.

5. My organisation is legally required to have a Business Continuity Plan, is Inverroy Digital ISO aligned?

Yes. All plans are ISO aligned, ensuring your organisation meets the necessary legal requirements.

6. Is it accessible from desktop and mobile?

Yes. Inverroy Digital is a cloud-based application that works on desktops as well as smartphones and tablets.

7. Is it accessible anywhere?

Yes, but you need a stable Wi-Fi/data connection. There are no specific system requirements.

8. Is Inverroy Digital available in other languages?

At present, Inverroy Digital is available in English. If you need the application in a different language please get in touch and we can arrange it as required.

9. Can I see the same view across all devices?

Yes. You can access it on any of your devices with your secure personal log in.

10. Who is responsible for the final plan?

The person who leads on Emergency Response or Business Continuity within your organisation is responsible for your final plan. Inverroy will support you throughout the entire process, from onboarding through to online help and live chat while you are completing each section. If you feel your organisation would benefit from one-to-one training or a final run-through to ensure all relevant sections are covered as accurately as possible, this can be arranged.

SUPPORT

11. Do I need training to use it?

Inverroy Digital is an intuitive, ready-to-use platform that requires little to no training. All you do is answer the questions in each section and your plan will be auto-populated. Each Emergency Response or Business Continuity Plan is divided into the different sections containing questions based on our expertise to ensure you have all the key areas covered. Online help boxes, live chats and a user manual are available for reference throughout while each subscription includes a training session as part of your onboarding.

12. What happens if we get stuck?

There are many ways to receive help throughout the process. Each question has the option to view a “Why do we need to know?” Some questions have supporting documents alongside them which you can refer back to at any point. There is a live chat option at the bottom of the screen, or you can contact your assigned consultant to discuss any issue.

13. When is the live chat available?

The live chat is available Monday – Friday from 0830hrs to 1700hrs UK time. If you have an issue outside of office hours, simply write in the chat box and we will reply as soon as we can.

14. How do we access help documents?

All resources contained in the library are available to all users at any time.

USERS

15. How many users can we have?

There are various user options available. The first point of contact within your organisation will be set up with an admin account. The person with the admin account is then able to set up a limited number of user accounts for other members of your organisation. The number of user accounts available will depend on your plan subscription. More information on accounts can be found within the Inverroy Digital User Manual.

16. Can we have more than one admin?

Our team can create another admin account if necessary or switch admin rights to another person.

SUBSCRIPTIONS

17. What is the pricing structure?

Details of pricing structure can be found on the Inverroy Digital website. Fees will vary depending on your size and specific needs. You can discuss all the payment options with a member of the Inverroy Digital team.

18. Are there special NGO/Charity/Public Sector rates?

Our ethos at Inverroy Digital is to make Emergency Response and Business Continuity plans accessible for everyone. To do so, we have a reduced rate package for those who work in the charity, NGO or the public sector.

19. Can we see the platform in action before we commit?

Of course. We have demonstration videos on our website to guide you through the process and functionality of Inverroy Digital. Please also request a demo with one of our consultants to discuss more fully how the tools might benefit your business.

20. How soon after sign up can we start using Inverroy Digital?

As soon as you are available! Inverroy will set up your account, schedule an onboarding session with your team and then you are good to go.

21. If we don't renew our subscription, will we lose all the information in our plans?

Once you have created your plans these are available for download to your organisation's servers or upload to a safe cloud location. However, if your plan is only part complete and your subscription is not renewed, your account will be deactivated for a six-month period. If you re-subscribe within that six-month period, we will re-activate your account. If not, your account will be deleted, and the information will be securely destroyed. Remember, if you do choose to leave you will miss out on our key features such as timely reminders to review your documents and regulatory updates.

22. What is the cancellation policy?

Inverroy Digital is an annual subscription-based service. If you wish to cancel, you must give 3 months' notice before your subscription renews into the next year.

EXERCISING YOUR PLAN

23. Are Inverroy consultants able to train/exercise our plan?

Yes. Inverroy can test your organisation's plan in the form of an exercise either remotely or on site. Training and exercises can be built into your subscription or arranged in a separate agreement.

SECURITY

24. How secure is our information?

Inverroy is committed to safeguarding the privacy of all our service users.

We are committed to preserving the confidentiality, integrity, and availability of documentation and data supplied, generated and held on behalf of third parties pursuant to the carrying out of work agreed by contract in accordance with the requirements of data security standard ISO 27001.

We are committed to protecting your data. We will only use data when it is necessary and ethical to do so to improve our services and meet our contractual obligations. We aim to operate with honesty, transparency, and in full compliance with GDPR. You can read more about this in our Privacy Policy. The Inverroy Digital platform is hosted on Microsoft Azure and is covered by their safety features.

TECHNOLOGY

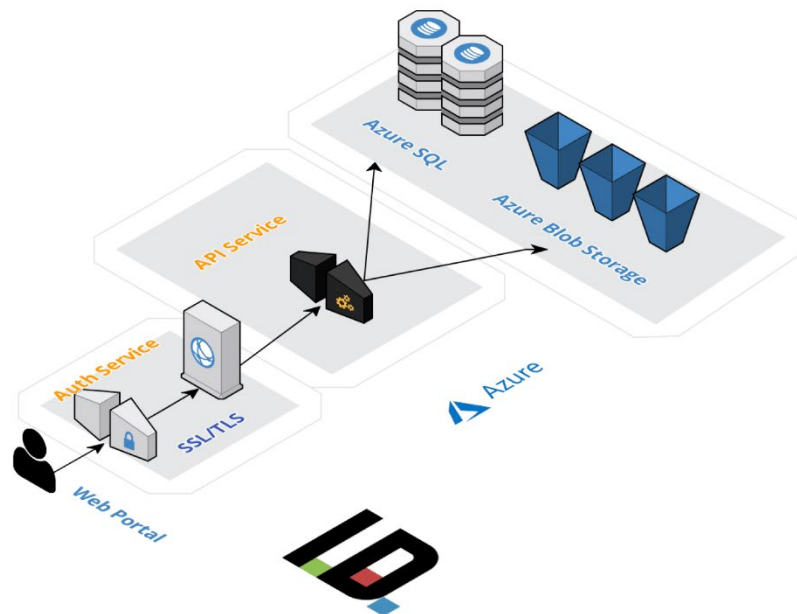
25. Is it compatible with my operating system? Do I need any special system requirements?

You should not need any special system requirements in order to access Inverroy Digital. It is accessible via any operating system from Windows, Mac and Linux etc.

26. Will it take up a lot of space on my server?

Inverroy Digital is a web-based application, stored in secure compliant servers therefore taking up no space.

27. What is the architecture of the Inverroy Digital platform?



Inverroy Digital Architecture is made up of the following key components which are deployed, configured and hosted on Microsoft Azure PaaS (Platform as a Service) architecture.

- **Web portal** – *User interaction takes place over the web portal which communicates over KTTTPS using SSL with the Inverroy Digital API services.*
- **API Service** – *API service layer provides all data and storage services for the Inverroy Digital Platform connects to both Axure SQL and Azure Blob Storage repositories.*
- **Azure SQL** – *Database service which stores all Inverroy Digital data using encryption at rest within respective tables, only interrogated via the API never directly.*
- **Azure Blob Storage** – *Blob storage containers storing and serving all Inverroy Digital media and documentation, only interrogated via the API never directly.*

28. Is Inverroy Digital a multi-tenant platform?

Yes and all tenants are logically separated within the Inverroy Digital platform along with their respective data sets.

29. What security measures are in place with the platform?

All data transmitted over secure HTTPS protocol and all data stored within the database are encrypted at rest using Azure SQL.

<https://learn.microsoft.com/en-us/azure/security/fundamentals/encryption-atrest>

30. What backup policies are in place?

Databases are backed up with PITR (point in Time Restoration) capability for up to 7 days, with weekly backups retained for four weeks thereafter, monthly backups for 12 months and yearly backups for one year.

31. What technology stack has Inverroy Digital been built with?

- *.NET CORE MVC*
- *.NET CORE API*
- *HTML/CSS/JavaScript*
- *SQL Server*

32. What infrastructure is Inverroy Digital hosted on?

Microsoft Azure infrastructure within the UK South (London) datacentre.

33. How are updates deployed to the core platform?

Updates are deployed through a staged process from an initial development environment, followed by a staging environment and eventually to the production environment passing through a series of quality checks along the way.

All deployments are managed using continuous integration methods with Azure DevOps.

34. How is change management governed?

All changes are managed through a managed backlog using PivotalTracker whereby features, bugs and issues are identified and resolved through an agile iterative process and a series of updates are compiled into batches for release. All changes are documented with sign off and approval audited accordingly.