

POLICY MANAGEMENT AS A SERVICE

FAQs - ABOUT THE SERVICE

WHAT IS THE LICENSING MODEL FOR POLICY MANAGEMENT AS A SERVICE (PMAAS)?



The service is subscription based with licensing determined by a customer's overall headcount. Subscriptions are billed annually and the minimum contract term is 3 years.



ARE THERE DIFFERENT VERSIONS?

There are 3 versions of PMaaS available - Lite, Essentials and Premium.

CAN YOU OUTLINE THE DIFFERENCES BETWEEN THE VERSIONS?



Lite– for organisations of less than 150 users, policy content is limited to users only and can help to establish good behaviours for the user population. Policies are mapped to just one international standard.

Essentials– for organisations of 1 to many users that have regulatory compliance requirements, includes comprehensive policy content for users, managers and technical team members. Policies are mapped to several international and local standards.

Premium– for organisations of 1 to many users that have regulatory compliance requirements, includes the same comprehensive policy content as Essentials. Premium includes additional functionality such as online policy acceptance and associated compliance reporting.



HOW IS THE SERVICE IMPLEMENTED?

Customers complete a simple online questionnaire from which we generate a first draft version of PMaaS - the customer's portal is branded using their company logo and colour scheme. The content is lightly customised and mapped to the standards specified by the customer.

Access details for the service are provided to the customer so they can enrol stakeholders to review the draft content.

A workshop designed to review the policy statements is booked with a PPS consultant, who will work with the stakeholders on wording that meets the requirements of the business.

Thereafter the final version is made available to the customer for sign off and roll out to the wider user base.

WHAT IS PROVIDED UNDER THE SERVICE SUBSCRIPTION MODEL?



Enhancement upgrades to the service - typically 2 per annum.

New and upgraded content (in line with changes to the standards mapped within PMaaS) – policies, policy statements, international standards, forms and guidelines, awareness training and more.

Ability to request changes to your content after your final version has been released.

Subject matter input for when a customer needs to discuss matters associated with their policies, standards and best practice.

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