

Government (Defense / Public Safety):

Secure, compliant, and audit-ready service management

Government agencies, defense organizations, and public safety bodies operate under some of the most demanding security, compliance, and accountability requirements in any sector. Service management platforms must meet rigorous standards for data protection, regulatory alignment, and audit readiness while still delivering the speed and usability that modern government IT teams need. Legacy ITSM platforms often struggle to balance these requirements, forcing agencies to choose between compliance and operational efficiency.

Xurrent is built to deliver both. With ISO 27001, ISO 27018, SOC 2 Type II, C5 attestation (via Deloitte), and GDPR alignment, Xurrent provides a secure-by-default foundation for government and defense organizations. The platform's Bring Your Own Key (BYOK) encryption, multi-factor authentication, and fine-grained access controls ensure data sovereignty and protection at every level. And with 100% platform uptime in the trailing 12 months and weekly releases with zero maintenance windows, Xurrent delivers continuous improvement without the risk and downtime of traditional upgrade cycles.

Service management for government and public safety

Xurrent is a service management solution with strong and adaptive workflows that support the unique requirements of government, defense, and public safety organizations. Xurrent is also deployed to deliver an increasing array of non-IT services. In this sector, this can cover:

- **Information Technology**
 - Secure desktop and endpoint management
 - Data protection and classification
 - Service Integration and Management (SIAM)
- **Operations and Security**
 - Incident escalation and response
 - Facility security reporting
 - Audit trail and compliance tracking
- **Shared Services**
 - HR, Finance, Procurement
 - Cross-agency service delivery
 - Contractor and vendor management
- **Citizen and Field Services**
 - Public-facing service portals
 - Asset tracking and management
 - Field operations support

This combined suite acts as a technical platform for automation, enabling government organizations to deliver secure, accountable services across departments and agencies without increasing administrative overhead.

PRODUCT FEATURES

The Xurrent SaaS solution provides the following capabilities

- Incident and Request Management
- Problem Management
- Self Service for end-users
- Service Desk Console to optimize the efficiency of service desk analysts
- Request templates for frequently submitted requests
- Request grouping for major incidents
- Automated problem identification
- Knowledge Management
- Change Management
- Change Templates
- Scheduling of recurring changes
- Change workflow automation
 - Task templates
- Release & Deployment Management
- Project Management
- Service Portfolio and Catalogue Management
- Service Level Management
 - Operational Level Agreements
 - Track Internal SLAs
 - Track External SLAs with external service providers
 - SLA Consolidation to Underpinning Contracts (SIAM-based)
- Support Group Management
 - Advanced Time Tracking
 - Role-based permissions
 - Trust relations with other support organizations
- Service Asset and Configuration Management
- Software License Management
- Usability Features
 - Full Text Search
 - Audit
 - Multi-Language Support
 - Multi-Time Zone Support
 - Computer Telephony Integration (CTI)
 - Email Integration
 - Customizable email notifications
 - Email compliance archive
- System/SaaS Administration
 - UI Extensions
 - API Access
 - KPI Metrics Warehousing
 - Back-up to multiple physical locations
 - SSL Encryption
 - Your Branding
 - Single Sign-On
 - QA Environment
 - 99.8% Availability Commitment
 - Disaster Recovery Commitment

Security and Compliance by Design

Xurrent's security posture is not an afterthought. The platform holds ISO/IEC 27001, ISO/IEC 27018, SOC 2 Type II compliance, and C5 attestation (the German Federal Office for Information Security cloud computing compliance catalogue). Xurrent aligns with the EU General Data Protection Regulation (GDPR) and provides the capabilities necessary for organizations to ensure their own compliance under EU/EEA, UK, California, and Swiss data-protection laws.

The platform uses AWS infrastructure with deployment across multiple geographically distinct data centers. Within each AWS region, Xurrent is deployed across at least three Availability Zones, each operating as an independent data center with separate power, cooling, and networking. BYOK encryption via AWS Key Management Service (KMS) gives agencies direct control over their encryption keys.

For government organizations that must pass regular audits and demonstrate compliance with national and international standards, Xurrent provides a continuously verified, audit-ready foundation.

Secure Cross-Organization Collaboration

Government and defense organizations frequently need to collaborate across departments, agencies, and external contractors while maintaining strict data boundaries. Xurrent's Account

Trusts feature enables secure, controlled collaboration between different organizations while preserving clear boundaries and data segregation.

HM Land Registry, a UK public sector organization with 700 internal users and 7,500 caseworkers, **deployed Xurrent with a full ITSM scope and 100+ integrations**. Survey engagement **jumped from less than 1% to 25% in one month**, with 98% satisfaction. Feedback responses went **from fewer than 30 per month to 888 responses in 2 weeks, with 99% satisfaction**. Annual asset survey response rates **increased from 25% to over 75% in two weeks, reducing administrative effort by an estimated 80%** through the My Assets workflow.

These results demonstrate the kind of operational transformation that is possible when government teams have a platform that is both easy to use and secure enough to meet public sector requirements.

Accountability and Audit Readiness

Every action in Xurrent is recorded with a full audit trail. Change management workflows, approval processes, and escalation paths are all tracked and reportable, giving oversight bodies and auditors the transparency they require.

At HM Land Registry, a comprehensive knowledge base review during implementation resulted in approximately **25% of user requests involving knowledge article access, reducing repetitive tickets and ensuring consistent, documented answers to common questions**.

Get started with Xurrent today.

Contact a Xurrent Expert ↗

Xurrent is a service-oriented platform designed to be the ITSM solution for tomorrow. We replace incumbent service management systems with a new model, focused on a service-centric approach which we believe is better suited to drive the agility, connectivity, and visibility today's IT leaders need. Our multi-tenant, highly scalable, secure cloud platform raises productivity, empowers your teams, and transforms your business into an agile, service-driven enterprise.



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