Service Definition Document

May 2022

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Introduction

BookingLive provides a range of Booking and Appointment Cloud Software, as Software as a Service, via the G-Cloud Framework. BookingLive is aimed specifically at providing solutions for service areas within the Public Sector to address key business challenges and meet their own specific use case. BookingLive also provides a range of professional services to support the Cloud Software Services, such as deployment, training, and configuration.

BookingLive is an independent software agency that engages customers and increases online sales. The business's focus is primarily developing and selling its pioneering online booking system platform. BookingLive is used within local and central government across multiple service areas and was selected for Digital Public Service Innovation of the Year.

The company's dynamic approach to delivering such an innovative and market-driven product has resulted in numerous awards and ensured significant demands both nationally and internationally.

BookingLive guarantee support and customer focus, which is crucial to any successful long-term relationship. BookingLive are proud developers of software and are committed to a long-term plan of continued investment to ensure both BookingLive and its customers maximise success.

BookingLive supports local authorities and central government services including:

- Registrars (births, deaths, marriages)
- Waste collection
- Rooms, venues, libraries
- Sporting facilities, sport pitches
- Customer service centres
- Healthcare and wellbeing
- Community facilities, parks and open spaces
- Workshops, courses and classes
- Ticketed events
- Education, childcare and training
- Administration
- Counselling, home visits, advisory, appointments

This is not an exhaustive list, BookingLive software can be applied to other council-managed services, hire or activities.

BookingLive supports a number of marketplace integrations including:

- Zapier
- Salesforce
- MS Dynamics 2016
- iCal
- One Account
- Sage50
- SAP
- Qmatic
- Edubase
- GIS
- Star
- Zoho
- Agresso
- and many more on our product roadmap
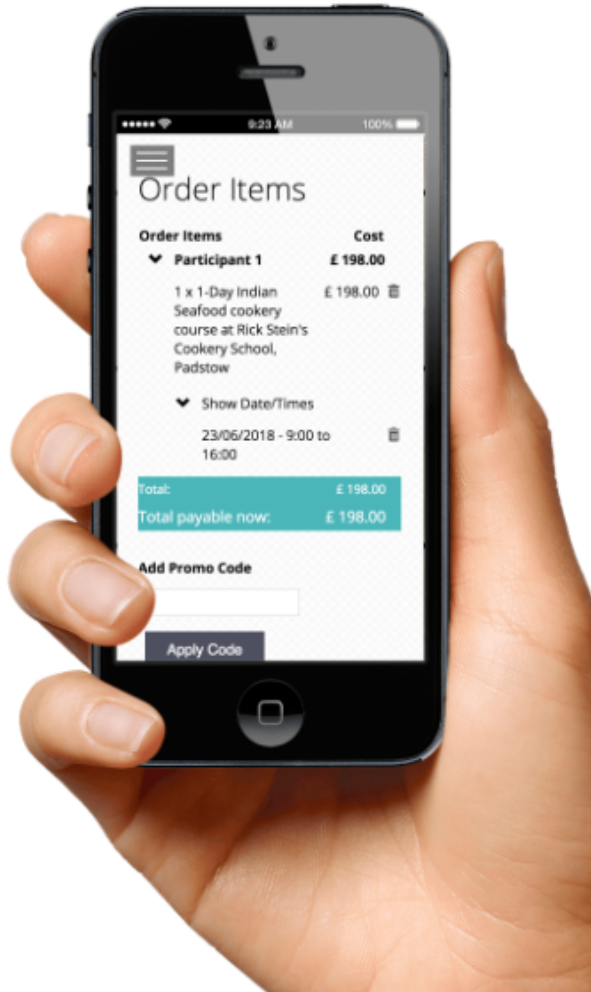
Features and Benefits

BookingLive is a powerful centralised IT management and booking system with features that ensure you stay ahead of competitors and guarantee business success. Below are some of the many features and benefits BookingLive offers.

Key Features

- Easy to use diary system to plan availability, resources and staff
- Queue management for onsite arrivals
- Virtual waiting for mass traffic
- Staff can login and manage availability, see their diary, manifest, reports etc.
- Customer accounts are automatically created allowing login, history and amends X days before booking date
- Voucher system to sell and redeem third party vouchers, including childcare vouchers
- Set-up promotions for discounts, special offers, last minute deals and combo deals
- Integration with multiple payment gateways with full and part (deposits) payments via invoice, cash, cheque, bacs, and ecommerce
- BookingLive integrates with 50+ systems including SAP, Salesforce, Sage 50 and more
- Postcode lookup facility to determine nearest location and quick address results
- Google integrations including Google Maps and Google Analytics
- Various social network modules and widgets are available: Vimeo, Youtube, Facebook, Twitter etc.
- Webhooks and API's available for additional integrations

2.2 Key Benefits

- Use data to drive digital transformation
- Improve experience and eliminate complaints
- Improve floor operations and staff productivity
- Improve resource planning and performance
- Reduce admin and minimise no shows
- Drive footfall to your events
- Enhances guests experience resulting in happier customers.
- Aid in making key business decisions
- Build an online community through real-time customer feedback, SMS and social media
- Complete email and SMS automation e.g. incomplete bookings, payment reminder , cancellations, re-bookings, customer logins, testimonials and check-in
- Ability to increase sales through up-selling of extra fixed items
- Guaranteed uptime with Amazon Cloud (AWS) – the world's no.1 for web hosting
- One central system that is fully supported with various upgrades occurring as the platform develops
- Exciting roadmap including mobile app
- A process to accept childcare vouchers as a method of payment

- Data is safe, secure and accessible 24/7 with full PCI and EU compliance
- All systems come with an optional SSL certificate
- BookingLive customers can communicate via online forums and our annual conference
- Out of hours emergency line is available 24/7 for P1 issues
- ESCROW agreement available for peace of mind

Find out more at www.bookinglive.com/booking-software-features

How We Work

Enterprise Pricing

Pricing is based upon an annual site licence fee and there are no set-up costs involved. Please refer to the associated pricing document to find out more.

On-boarding Process & Timings

BookingLive provides booking software to a wide range of business in both Public & Private sector. Depending on the scope and complexity the delivery timings may vary however we aim to deliver all builds within 12 weeks. This is broken down into simple and effective steps detailed below to ensure key milestones are hit, during the Kick off phase a project plan will be created and can be shared with you.

Item	Duration
Install, setup and training	6-12 weeks
White-label branding	2 weeks

The BookingLive team work together to manage operational delivery as follows:

Scope & Discovery

- Workshop sessions to review business case and gather key requirements
- Produce a Statement of Works including wireframes and technical specification
- Show and tell of proposed solution
- Sign off and agreement from key stakeholders

Project Delivery

- Produce a Project Plan detailing key milestones, resources and deliverables
- Produce a User Acceptance Test Plan
- Produce a Training Plan
- Allocate resource and setup system tools
- Development delivered in accordance to agreed release cycles

Testing & Assurance

- Internal automated and functional testing
- User Acceptance Testing by Client against the specification of works
- All other agreed testing procedures
- Quality Assurance review by key stakeholders

Go Live

- Client training
- Complete internal go live procedure
- Documentation produced
- Deployment from staging to live environment
- Initiate support agreement and Service Level Agreements
- A smooth and rapid return to business as usual
- IT Audit and Quality Assurance review

Offboarding

Once the signed contract date is up, the customer may wish to extend the contract on a rolling basis. However, should you wish to terminate once the contract is expired you must provide a 30 day written notice. Upon receipt we will book the termination date in to suspend any further access to the system, allowing sufficient time for the customer to download directly from the BookingLive platform any data required. Any data outside of our built-in reporting tools can be requested prior to the suspension date for further review and assistance.

Following a further 30 days from the date of suspension we will then action an account deletion whereby the system is wiped, however a further 7 days will be required for all data to be permanently deleted due to our Amazon Web Services backup & recovery protocols.

BookingLive is fully GDPR compliant and will ensure any data requests from you (our client) or your end users are handled accordingly.

Service and Support

General Support Information

We believe that being a great booking software provider requires more than just the best technologies, but the best support and service too. The purpose of this document is to set the expectations for your relationship with BookingLive technical support and service team.

Support Channels

Support is provided in English from our headquarters in UK via the following channels:
- User Manual & Webinars
- Ticket Support Helpdesk
- Telephone
- Dedicated Account Manager

Support Eligibility

Technical support is available to all customers who have a BookingLive software licence. When you contact Technical Support, you will be required to provide information that identifies you as a licensed customer. Failure to provide this information might preclude Technical Support from taking action on your issue.

Support Staff

The BookingLive support team consists of Support Engineers, Engineering Manager, Senior Developers and Account Managers.

Qualifications and Training

Support Staff are trained for first line support and senior staff are deployed for major support incidents. Internal procedures and training are in place from customer communications to disaster recovery.

Change Log Notifications

Prior to any release or upgrade, BookingLive documents maintenance periods, issues, problems and product change notifications directly to clients via email.

Support Cost

We are committed to providing the best possible customer support while keeping our service affordable.
Therefore, the varied support of our software is considered a part of the agreed support plan as detailed below.

Hours of Operation

Standard support hours are available 09:00 - 17.30GMT excluding weekends and UK bank holidays. Access to recover passwords and access to the customer support ticket helpdesk is available 24 hours a day.

Out of Hours Support

BookingLive accept out of office hours support calls via a Support Engineer for all P1 incidents, who will attempt to resolve any issues. Any other out of hours support can be requested at an additional cost.

Uptime Monitoring

Server and system monitoring is in place allowing the support team to be alerted of any potential issue and respond accordingly, before it happens.

Support and Hosting

All BookingLive products and product versions are fully supported however it's important you choose a plan that is in-line with your support and hosting expectations, and takes into consideration the complexities of your business.

TIER 1	TIER 2	TIER 3	TIER 4
SHARED SERVER	DEDICATED SERVER	TIER 2 PLUS:	TIER 3 PLUS:
LARGE STACK	STAGING UAT SITE	MULTI REGION	RAID SETUP
PHONE SUPPORT	24/7 SUPPORT	99.9% UPTIME	SLA SERVICE CREDITS
ACCOUNT MANAGER	SLA	AUTO SCALING	
£6,000/yr	£18,000/yr	£24,000/yr	POA
12,000 BOOKINGS / YEAR OR HOSTED WEBSITE	50,000 BOOKINGS / YEAR OR 1,000 CONCURRENT	250,000 BOOKINGS / YEAR OR 5,000 CONCURRENT	1M BOOKINGS / YEAR OR 25,000 CONCURRENT

User Manual and Webinars

The User Manual guide contains documentation, reference materials and tutorials for editors and administrators of the BookingLive software. You can access the online user manual when you are logged into the software. You will see a help icon located on the bottom left of the software.

With live chat you can hold a conversation with a BookingLive member of staff in the middle of a conference call or in the middle of checking your email. It allows you to get the most out of your time while getting real time answers to your questions. Live chat is available during standard working hours and can be accessed via our website at http://www.bookinglive.com

Ticket Support Help Desk

The BookingLive Online Ticket Help Desk support is the absolute best way to obtain assistance with your questions and problems. Support tickets enable us to build a comprehensive case history for your account. Our support engineers are able to look back on previous cases and tickets if they haven't worked with you in the past. This allows for the fastest ticket resolutions to get you back to running your business quickly and efficiently. A support ticket is only closed when the issue is resolved. Information is not lost when a ticket is closed. If for any reason in the future you need to discuss the specific ticket you can login to access all tickets or otherwise open a new ticket.

We reserve the right to refuse support, or charge for excessive requests not in-line with your subscription, overly complex configurations, or those out of the scope of and understanding of

our general support staff.

You can access the support system at: https://support.bookinglive.com/support/login

API / JSON Feed

The BookingLive API allows developers to expand and build on the booking software. The API makes it easy to create web, desktop & mobile applications that directly integrate and interact with BookingLive. This API is built around open standards and secure technologies to streamline development and maintain the integrity of your data. Also available is a JSON feed to collate various particulars on products, events etc and through Webhooks, you can post details of new or modified bookings via a SSL-secured connection to a URL of your choice. To setup and gain access to the API and / or JSON feed, please contact us at http://www.bookinglive.com

Phone Support

Available on all Enterprise Tiers, issues reported via telephone are initially handled by staff who work with you to identify and (in many cases) solve the reported issue. A ticket will be created with all information logged, if the issue is not resolved during the primary contact, the staff member will continue to progress via the ticket with further updates. To allow us to provide the best support possible, please have available full details to reproduce any issue in advance. We reserve the right to record calls with prior warning or permission. You can contact BookingLive support on: +44 (0)800 1310 342 during standard opening hours.

Service Level Agreement

Available on all Enterprise Tiers 2 and above, our Service Level Agreement (SLA) is our commitment to giving you the highest standard of customer service, support and care.

The following table displays the targets for initial response and resolution targets for issues with different severities. Technical Support will attempt to make contact within the response time goals described below.

Security Level	Condition	Response Time	Target Resolution Time
1	A critical issue where the system does not function. A large number of users are affected.	1 hour	24 hours
2	An issue that is creating a significant operational impact. A large number of users are affected.	4 hours	5 business days
3	A non-critical issue where there is moderate or minor operational impact. A small number of users are affected.	1 business day	20 business days
4	Questions that pertain to usage questions or clarification of	5 business	60 business

	documentation.	days	days

Response Times

Priorities are assigned to issues reported via the ticketing system, based on the conditions set out in the table above. All issues reported electronically receive an immediate automated email confirmation and a tracking number. Technical Support will respond to the reporter by phone or email. As BookingLive cannot guarantee less than 24-hour response on issues tracked electronically, you should report Severity 1 issues by phone.

Resolution Times

Due to the complex nature of software development and operating environments, BookingLive cannot guarantee the time that it will take to resolve a ticket. In addition, our response times may be affected if a customer fails to provide requested information as applicable. We make our best effort to resolve issues as expeditiously as possible and while we attempt to provide fixes for serious issues, there might be cases where it is impractical or impossible to generate a fix, due to compatibility issues or the potential for introduction of unwanted side effects.

Customer Success Manager

Your Customer Success Manager (CSM) is your single point of contact at BookingLive and is accountable for ensuring all of your needs are met. Not only that, but your dedicated account manager is also on hand to ensure that our team all work with one purpose, to give you peace of mind. Regular account reviews are one of many standard practices to continually provide and improve our customer service as well as reviewing any technical concerns, bugs or feature requests that your business requires.

You can contact your account manager during standard opening hours on: +44 (0)800 1310 342

Out Of Hours Support

Available on all Enterprise Tiers 2 and above, our out of hours emergency support comes with a guaranteed 24 hours a day, seven days a week availability, to raise any P1 emergencies like system outages.

We also offer out of hours support should this be required at an additional cost and can be arranged via contacting your Customer Success Manager.

Business Continuity

BookingLive ensure that all staff have kept up to date with the latest policies & procedures that allow us to operate effectively no matter the occasion. Whilst most parts of any business are

considered important if an incident did occur, priority must be given to the restoration of the processes that are deemed to be business-critical to the performance of the company.

Business-critical processes can be defined as:

- Critical operational or support activities without which the business would rapidly be unable to achieve its objectives"

The plan illustrate how the business can reduce the potential impact of an incident by being prepared to maintain services in the event of the:

- Loss of key premises
- Loss of key staff
- Loss of IT / data
- Loss of telecommunications
- Loss of hard data/paper records
- Loss of utilities (electricity, water, gas)
- Loss of a key partner or supplier
- Disruption due to industrial action
- Disruption due to severe weather
- Disruption due to a global pandemic

Back Up, Restore & Disaster Recovery

Technical Information

The services BookingLive provide via GCloud are offered as a software-as-a-service (SaaS). We deliver the complete package: fully managed applications and supporting hardware with 24x7x365 availability, hosted for you in UK-based data centres. As such, BookingLive customers do not require a heavy technical presence, any system administators and users must have access to a computer or laptop with a stable 2Mb or above internet connection in order to access and manage the platform. Our system is optimised for Google Chrome on the latest version and has support for all other main-line browsers also on the latest version.

Item	Comments
Hosting	Amazon Web Services (AWS)
Location	Our data centers are located in London with a separate offsite backup also within London
Retention	BookingLive do not automatically delete or archive data unless requested by our client as booking information and history is always required

Recovery	BookingLive take a database copy each evening and store this for 7 days rolling. Therefore any catastrophic failure will be rolled back to the last save point - ie the previous day.
Encryption at Rest	Encrypted at AES-256 as standard
Encryption in Transit	All data in transit is encrypted to TLS1.2
Security Certifications	● ISO 27001 ● PCI DSS ● Cyber Security Essentials Plus
ESCROW	Available as a separately purchased module

Disaster recovery

BookingLive operates as a SaaS company and as such utilises the Amazon Web Services cloud based infrastructure using availability zones, with all data is stored within the AWS. Should any issue occur we are easily able to switch between multiple zones for best uptime. BookingLive utilise the AWS industry best practice standard found here: https://docs.aws.amazon.com/whitepapers/latest/disaster-recovery-workloads-on-aws/disaster-recovery-options-in-the-cloud.html

Maintenance

BookingLive provides regular updates to our system to resolve any bugs raised via the support channels or otherwise, to deploy enhancements to our system and to improve the stability of the platform based on ever evolving technical improvements. As such these will be done out of hours to minimise customer disruption.

Should any period of extended downtime be required either overnight or working hours, any affected clients will be notified 1 week ahead of the planned maintenance period with dates and timings.