

# Callmy Alert SOS

## Service Definition and Service Level Agreement.

## Document Management:

### Revisions Table

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Version	Reviewed By	Date	Section Changed?
1.04	Clare Haynes	12/05/2020	

### Associated Documents

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Name	Version	Owner	Date
Callmy Alert Pricing	2.10	Clare Haynes	07/06/2020
Callmy Alert Terms & Conditions			

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## 1 What is Callmy Alert SOS?

The Callmy Alert SOS provides solutions for lone working and personal safety requirements.

The solutions are cost effective, simple to use and BS8484 certified.

personal SOS service, which provides a great alternative to hardware based solutions.

The service can be managed from within your organization or supplied as a fully managed capability; with SOS activations triaged by a BS8484 certified Alarm Receiving Centre.

## 2 What is Callmy Alert SOS used for?

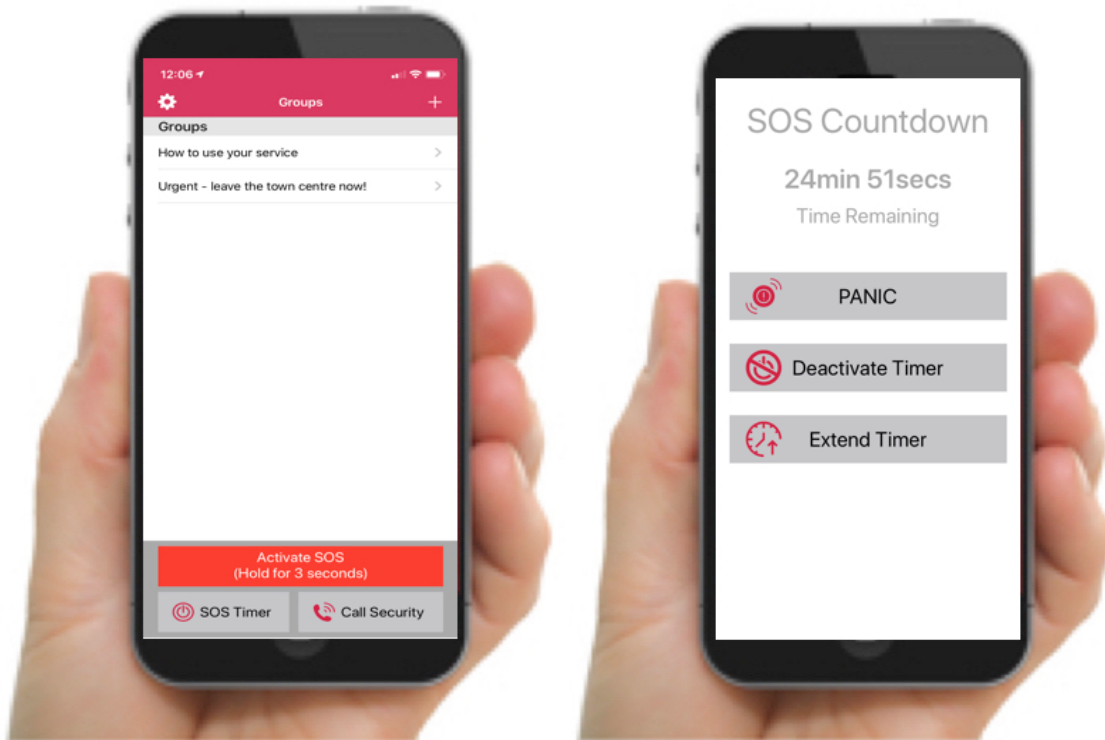
Callmy Alert SOS will aid compliance with the Health & Safety at Work Act, and help to deliver duty of care and enhanced levels of personal safety.

The service enables users to:

- Activate an SOS Alert.
- Press a button to call for help, with hunt group and call recording options.
- Set a timer which activates the SOS alert if it is not cancelled or extended.
- Add “notes” to provide the response team with information of what circumstances the user is in.
- To provide fall detection\*
- Deliver critical messages directly to the end user, with real-time reporting on messages open rate, responses etc, via a web based management console\*\*.

\*device only.

\*\*when used in conjunction with the Callmy Alert Mass Notification Service.



Callmy Alert SOS app with buttons and timer options



Callmy Alert Lone Working Device

### 3 Callmy Alert SOS features:

The Callmy Alert service includes a management portal that enable administrators to manage and configure their service, and triage SOS activations. The features include:

#### Location Monitoring:

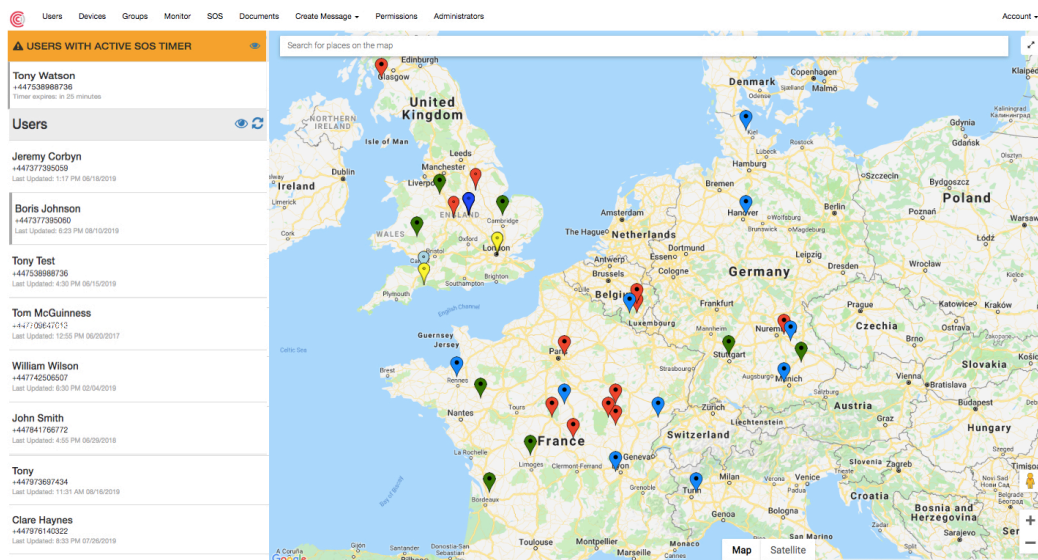
The Callmy Alert SOS service includes a range of location features to help support response to activations. *There are also options to preserve the privacy of users.\**

The responding team can see the precise GPS location of users who have set their SOS timer or have an active alert. Last known location is always accessible.

When activated the user's location becomes visible and the Management Portal displays a "breadcrumb trail" to illustrate the direction of travel. Administrators can check users proximity to incidents, safe refuges or other assets.

The app is also optimised to minimise battery consumption and to work in locations where there is poor data reception.

The pins, which show the location of each user, can be colour coded to illustrate their job function.



User location map

\*For privacy the Callmy Alert app based service enable users to control visibility of their location. The Callmy Alert SOS device enables location monitoring all the time unless the device is turned off.

## **Live Audio**

When the SOS alert is active, the responding team can access the microphone on the end user's device to stream audio from the scene. Responders can hear what is happening at the incident or listen for “duress words”, providing vital information to help mobilise the most appropriate response.

The audio can also be exported to enable it to be shared with other agencies and teams.

All audio recordings are encrypted and stored on the Callmy Alert service for audit and evidential purposes.

## **Battery Information**

When the location service is activated and the user is being monitored, battery consumption will increase – in normal operation the service is optimized to minimize battery consumption.

Within the Callmy Management Portal, details of the user's available battery are displayed. This can help prioritize response.

## **Auditability**

The Callmy Alert Management Portal provides administrators with real time and historic data on all information relating to SOS activity.

Activation data includes location details, audio recordings and any notes added by the responding team.

Details of which users have set their SOS timer, how long it was set for, if it was automatically activated or extended are also available.

This is important to not only mobilise a response but to also benefit resource allocation and user training.

These details can be exported to Excel for detailed analysis.

## **4 Managed Service Option**

Not all organisations have a dedicated control room or security staff available on a 24x7 basis. This is why Callmy SOS Alert can be offered with a managed service option.

SOS activations are triaged by a dedicated Alarm Receiving Centre (ARC) that operates on a 24×7 basis.

The Callmy Alert ARC is certified by NSI to the required BS8484 standard and the security-cleared staff are authorised to mobilise the emergency services on behalf of third parties, if required, nationally.

The ARC is hosted in a highly secure location served by a resilient and business continuity ready infrastructure.

## **5 Security Classification**

The Callmy Alert SOS service holds and process information to the OFFICIAL level of security classification.

## **6 Service Resilience**

Callmy Alert is delivered from two Microsoft Azure ISO 27001 certified data centres and the application is operationalized to ensure there is no single point of failure. The Callmy Alert service backs up data in real-time and can automatically failover, should the primary data centre fail or a software component become unavailable. The service maintains 99.99 availability.

## **7 Provisioning and Off- Boarding**

The Callmy Alert service is easy to configure and implement. The customer will nominate members of staff to administer the service and Callmy will liaise with these contacts to support the implementation and ensure service objectives are achieved.

In terms of deploying the Callmy Alert app, advice will be given on the best method of installation, which suites the end user community and takes into account the required level of security.

The customer will act as the data controller and will have full control of deleting any aspect of the service and decommissioning, should this be required.

## **8 Service Model and Service Levels**

Callmy Alert is a SaaS solution and is supplied with a complete support package.



The dedicated Callmy Service Team (CST) will be responsible for processing all faults or answering any questions relating to the use of the Callmy Alert service, received from the customer's authorised contact(s) for the service.

Service issues can be reported to the CST by the authorised customer contact(s).

## Contact Details

Customer Service Team                      support@callmy.com                      020 3189 1250

All issues will be assigned a unique reference number to allow tracking.

Faults will be reported to the CST, who will complete the Structure Questions with the caller. The CST will advise the user and determine if the fault is Service Affecting (Priority 1) or a Configuration problem (Priority 5).

Priority 1 issues can be reported 24 hours a day, 7 days a week, 365 days a year and escalated if required. Please see descriptions below.

## Target Times

Acknowledging the fault with a reference number: <30 minutes

Investigate, diagnose and fix issue in accordance with the table below:

Priority	Target Time to Fix
1	<4 hours
2	5 hours
3	6 hours
4	4 hours
5	2 working days

Target Time to Fix (TTtF) is the time in which the helpdesk is targeted to restore 100% of the service to the customer.

## Priority Descriptions

Priority 1     -     A catastrophic service failure affecting all aspects of the service: portal access, DDI access and end user app/device.

- Priority 2 - Loss of the Callmy Alert Management Portal and/or DDI access and/or the Callmy App/Device – all users.
- Priority 3 - Loss of the Callmy Alert Management Portal but not DDI access
- Or
- Callmy Alert App/Device – all users. Problems that affect the performance of the Callmy App but are not classified as loss of service.
- Priority 4 - An issue relating to configuration or use of the service – Administrators only.
- Priority 5 - Fault affecting the Callmy Alert App/Device – isolated users
- This covers any problems that are affecting some users of the App but has not resulted in any loss of service.

## Service Availability

The “health” of the Callmy Alert service is proactively monitored. This assures availability by maximising service uptime whilst minimising the meantime between failures (MTBF). It is Callmy Ltd’s objective to ensure that a 99.99 availability is achieved for ALL components of the service.

## Service Credits

Failure by Callmy Ltd to meet the agreed service levels will enable customers to claim a service credit. This will equate to the days service charges for when the SLA was not achieved.

## 9 Training

Callmy Ltd offers comprehensive training to ensure customers get the best from their Callmy Alert capability.

For new customers initial training for service administrators can be undertaken at the customer’s site, or if preferred, via a conference call facility.

One day’s on-site training is included as part of the annual service subscription and training via the conference call facility is available as and when required – this may be suitable for new starters or periodic “refreshers”.

Callmy Ltd will also provide comprehensive training notes, video training material and access to a FAQ.

If a new software release is made available that includes additional features, Callmy Ltd will ensure the customer is made aware and is fully trained on the enhanced capability – this is also included as part of the annual service subscription.

Additional on-site training (mainland UK) will be charged at £300 per day.

## **10 Ordering and Invoicing**

The dedicated Callmy Service Team (CST) will be responsible for processing all orders, order changes and any consultation for service configuration and provisioning. All orders will be assigned a unique order reference number to allow tracking.

The CST will only accept orders via email from an authorised customer contact.

Invoices sent as a PDF via email with payment due, via BACS, end of the month following date of issue.

### **Contact Details**

Customer Service Team	<a href="mailto:support@callmy.com">support@callmy.com</a>	020 3189 1250
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## **11 Termination Terms**

The Callmy Alert service can be terminated with 30 days written notice before the end of the contract period.

## **12 Trial Service**

Callmy Ltd will provide a 30 day free trial of the service. Please contact: [enquiries@callmy.com](mailto:enquiries@callmy.com)