

PROTECT

Internal Security Messaging

Mobisoft Corporation Ltd.

Full service Definition PROTECT SMS platform

1.1 Service Definition

Overview of the PROTECT Mobile messaging platform government Service

The PROTECT Mobile Messaging platform allows Government departments to send and receive SMS (Text), MMS, Email messages quickly and easily, using our web based (SaaS) platform.

Mobisoft Corporation has been working closely with the UK Government for the past two years and is now making its approved G-Cloud SMS service available to all foreign Embassy's and High Commission's globally.

The PROTECT SMS system is the culmination of work carried out with missions on the ground, giving you a quality communication system designed by foreign missions themselves.

PROTECT's aim is to provide posts with a robust, easy to use and essential messaging platform to communicate with their staff and relatives in country. The system can be used to send emergency messages, security messages, important information and one-to-one communications via mobile.

The award winning PROTECT is the preferred SMS and Messaging platform used by Embassies, High Commissions, Police Forces, Local and Central Government clients.

Features at a glance:

- Have one to one SMS conversations from the system to single users.
- Send messages to large groups of people at once
- See which users have received the message and identify those that have not
- SMS to email module built in. The system team can have SMS responses from staff on the ground land right in their inbox as an email and respond to it, which in turn goes back out as an SMS.

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- Upload multiple contact lists
- Add single contacts
- Arrange contacts in to groups e.g. by region, position, job function etc...
- The system is unique in that it can send attachments within the SMS message.
- Inform spouses and partners of news, security alerts and general information they need to be aware of.
- It's a very cost effective and immediate way to communicate.
- Mobisoft are assured SMS system provider to government.

Functional Items:

PROTECT messaging system

This is the 'engine' of the system. Government staff are able to access the system via a secure web based logon. The system is designed to be Zero footprint (SaaS).

Dedicated international Long number/s

This is the number/s that people will text in to and you will send out from.

Keywords

A keyword is a short word deployed to notify and trigger SMS messages and associate the correct responses to a campaign or set of SMS messages

Reporting

A bespoke reporting system has been designed and implemented. This has been hard coded to the system

Search / Mobile Number

Enable search capability from the main web console using a mobile number

Search / By Name

Enable search capability from the main web console using a person's name

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Search / By Region/ Province

Enable search capability from the main web console using a region name or province

Search / Date registered

Enable search capability from the main web console using a date

Search / Date of Birth

Enable search capability from the main web console using a date of birth

Data export capabilities
Operator independent

Ability to export data via Excel/ CSV

We have designed the system in such a way as to eliminate the need for local mobile operator involvement

Bespoke data capture module

The system we have designed allows for data capture, such as Name, date of birth, location, how long in country or any other bespoke responses you wish to gain from your outbound messaging

Web access



HTTPS

We have designed the system in such a way so that it can be accessed from any secure web browser via logon and password inc. Fire crest

Web activated Multithread sms tunnelling

Secure webpage as access point
Allows our SMS traffic to flow seamlessly from a single web command over multiple international mobile networks

Instant inbound/ outbound traffic notification layer including web, email sms and phone dialler console notification.

This allows us to see message status and deliver that status in a number of different formats

SMS cleaning and truncating

Is a unique way in which we transport the messages increasing delivery speed and reliability

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Unrecognised inbound response module	Ensures that no message gets lost even if a key word is incorrectly entered
Multiple thread long message handling	this is how we manage long messages, over 160 characters long
Emergency 5 press message deployment	Enables you to send a message to multiple contacts in a emergency in just 5 button clicks
Test contacts	Ability to pre-issue messages to test contacts held within the system
Upload contacts	The government department can upload contacts via CSV file and send messages to those users instantly
OPT out	System has the ability for a user to opt out of receiving additional texts by replying STOP + a keyword associated with the message
Free Text	Gives the ability to add free text against an individual user - i.e. perhaps additional information about that person
Custom Fields	Provides the ability to report on custom fields by using inbound keyword Responses from the mobile user
Home screen	To clearly display Groups Campaigns (Messages) SMS Credit Balance
Drag & Drop message function	Allows the user to move components of their message with a mouse
ISO 27001 compliant data centre hardware and processes	Telecity Certificate has been supplied See File 1 at the end of this document.
Data held in the UK	On our UK data centre

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Full system audit capabilities	The ability to run a full audit sits within the Campaign Manger web console. This allows drill down to individual activities and task level.
Secure log-in and password entry	Secure access to the system is provided. You are able to control (activate/ disable) accounts as required
Password expiry and reset	A password change is forced, requesting a user selects a new updated password every 60 days. Passwords can be reset ONLY by Mobisoft Corporation
Multiple phone types	The system works on all types of mobile phones and smart phones capable of receiving short message service (SMS)
Two way SMS communication	We provide the ability to send and receive SMS messages from the same PROTECT console
Email messaging function	We have the ability to 'turn on' email functionality to the system upon request
System / Hardware	This is where the PROTECT system resides. Our systems are fully redundant with hot standby second site fail over

Non functional Items + Options

Support level 1*	9-5pm GMT Mon-Fri (Excludes weekends and public holidays)
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Support level 2*	24hrs Mon-Fri (Excludes weekends and public holidays)
Support level 3*	24hrs 7 days per week
Dedicated Support email address	Optional with all support levels 1&2
Dedicated Support telephone number	Optional with all support levels 1&2
Out of hours emergency support	Call off emergency support should a full 24/7 package not be adopted
Maintenance	System maintenance
Global SMS premium route sourcing and Management	Ensuring that levels of texts are monitored and procured enough to satisfy needs + buffer.
Text messages	Text message bundle available in 200k lots
Training via webex	2hr Webex training session
Report Generation	Charged per report
Day-to-day Account Management	An account Manager is allocated
Commercial Contact	Will be allocated upon contract

Information assurance – Impact Level (IL)

We adhere to requirements under levels - BIL0, BIL1, and BIL2

IL2 (Protect) is the minimum security level which all our services operate at this implemented across the organisation.

Backup/restore and disaster recovery

We adopt a full ‘hot standby’ mirrored infrastructure at a secondary location. In the unlikely event of a total site failure situation, the system automatically switches to the secondary site; users will have no interruption to services.

Real-time backups are performed on all of our systems and databases. Our secondary site is a mirrored hot standby clone of the primary – each site has its own backup running.

In a total site failure event we have the ability to recover data right up to the point of failure automatically. Additionally we run heartbeat software between the *two sites*, which constantly monitor the health of the other. Should there be a P1 issue an automated failover is triggered.

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On-boarding and Off-boarding processes

Our web based identity and access management (IAM) system provides the ability to grant access to the system under various levels.

As new staff join they can be made a user by the administrator. This will grant access until such time the account is terminated by the administrator, who has full control over access rights to the system.

User names are emailed to the user and a separate password.

Passwords must adhere to minimum complexity i.e. uppercase/caps/symbols combination.

Passwords must be changed every 30 days.

As staff leave or access needs to be revoked, the administrator can disable an account easily from the web based console provided.

Pricing schedule

PROTECT Messaging Platform: £280.00 per month (Paid annually 12m in advance)

System Maintenance: £Included

Pricing Options

Text Messages : £0.04 to 0.06

Training (Via Webex): £150.00 per session (2Hrs)

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Service management details

-Global support and Management (Managed services) – is available 24/7 by using the support package required. This can be a dedicated team, dependent upon requirements.

- Keep and provide full audit capabilities
- Manage user access. Provide a user with access or revoke access as necessary.
- Manage the 'global message pot' i.e. always ensure that levels of texts are monitored and procured enough to satisfy needs + buffer.
- Generate reports upon request
- On- hand for real-time help and training
- Potential for staff on-site with client

Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)

Note: no service constraints are to be advised at this time additionally:

Full system maintenance is undertaken by Mobisoft Corporation Ltd. Our infrastructure allows for us to 'test' new builds/ updates to software versions before provisioning upon live environments.

Upgrades and maintenance to live systems and servers are conducted in such a way to eliminate the need for service downtime by switching to a hot standby mirrored environment while work is completed.

Service Levels (e.g. performance, availability, support hours, severity definitions etc.)

Systems are expected and designed to yield 99.9 uptime (excluding scheduled maintenance).

Provisioning new accounts	Account Set up (New Post) 72 hours
Allocation of credits (SMS, EMAIL, MMS)	24 hours
P1 - Urgent = Major service loss	Target initial response time 2 normal business hours Target resolution time 6 normal business hours
P2 - High = Major service affecting	Target initial response time 4 normal business hours

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P3 - Medium =Minor service affecting	Target resolution time 2 normal business days after initial response Target initial response time 24 normal business hours Target resolution time 7 normal business days after initial response
P4 - Low =Not service affecting	Target initial response time 24 normal business hours Target resolution time next software release

Support

Management Support level 1:

Mon-Fri 9-5pm (excl holidays)

Management Support level 2:

24 hour support 5 days per Week (excl holidays)

Management Support level 3:

24 hour support 7 days per Week (inc. holidays)

Financial recompense model for not meeting service levels

We do not currently operate a financial recompense model. If a serious outage were to occur affecting service, the Directors of Mobisoft Corporation Ltd. have sole discretion and final decision to award or not any recompense caused by the outage.

Training

We offer a full training program, which include:

- Training via webex
- On-site training
- Bespoke training events
- Off-shore training

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-One to One or Group training

Ordering and invoicing process

Mobisoft Corporation requires a valid purchase order from the customer. This order should also include the price agreed along with clear details as to where to issue our invoice.

Upon receipt of a valid purchase order an Invoice will be submitted for payment under the terms agreed within.

By placing a purchase the customer fully accepts the terms and conditions of Mobisoft Corporation Ltd in relation to the invoice and associated Contract. Terms and Conditions are supplied upon request.

Termination terms

- By consumers (i.e. consumption)
 - Consumers can terminate the service immediately but replying to your messages with the word 'STOP'
- By the Supplier (removal of the G-Cloud Service)
 - If the Customer:
 - a fails to pay when due any sum payable under this Contract, including any sum required by way of deposit;
 - b is the subject of a bankruptcy order or commits an act of bankruptcy or is declared bankrupt or becomes in the opinion of Mobisoft insolvent or makes any composition or arrangement with or assignment for the benefit of creditors or suffers execution, distress or any form of seizure to be levied or effected on or against the Customer's premises, assets or effects or being a Company goes into liquidation whether voluntary or compulsory, or has a receiver or Administrator appointed over any of its assets or has a petition presented a resolution passed for its winding up or for the appointment of a receiver or administrator or anything analogous to any of the same occurs in any jurisdiction; or
 - c fails to observe or perform any of the provisions of this Contract or provides inadequate or misleading information to Mobisoft; then, Mobisoft may (without prejudice to any other right or remedy)
 - (i) Without notice, temporarily suspend Service without prejudice to the liability of the Customer to pay charges for any period of suspension; or
 - (ii) Summarily terminate this Contract by written notice to the Customer.
 - d. Upon termination by either party all outstanding sums for the duration of the contract period become payable within 14 days.

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Data restoration / service migration

Our government facing systems are deployed as a private cloud service.

The private cloud infrastructure is managed and operated exclusively by us for one organisation in order to keep a consistent level of security, privacy, and governance control. This also enables us to quickly restore data or migrate the full system elsewhere, as required, without impacting other systems.

For our Private Cloud customers we support a separate hardware environment in the datacentre. A Private Cloud is best suited for sensitive data and high degree of security.

Note: All our systems for government cloud services are hosted at Telecity's London location. The platform environment is fully ISO27001 certified (UKAS). A copy of the certificate is enclosed at the end of this document 'File 1'

Consumer responsibilities

In order to use the service the consumer must own and maintain a suitable mobile device that can receive SMS (Text messages).

Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.)

The system requires that a device can accept and receive SMS (text messages). A device will also need to be connected to a mobile operator's network in order to receive messages.

In case of mobile network failure PROTECT will hold the message, for a period of time set by you and keep attempting delivery until network services are restored.

Details of any trial service available.

A chargeable trial is available via prior agreement.

1.2 Data extraction/removal:

If the contracting authority desired us to remove the service and transfer it the process would be as follows:

- All data (The database) held within our system can be exported via either csv. Or Excel.

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- A list can very quickly be produced via the web based system of all data residing within the system. Furthermore once exported the raw data can be further manipulated to work with additional formats.
- The cost for extracting data is dependent upon data levels at that time, but we envisage no longer than 2 days at our standard daily rate.
- Following satisfactory data extraction and hand over we will purge and destroy (as defined in security accreditation for different ILs) ALL consumer data from any computers, storage devices and storage.

1.3 Data storage and processing locations

Each locale or server is a physically separate set of infrastructure, this ensures that if a failure occurs in one locale it will not affect another locale, nor can any information pass from one locale to another. In each of our data centres we operate multiple locale. Our entire 'locale' has been resourced to a security classification covering BL 0,1,2. Our data centres reside in the UK.

1.4 Deployment Models:

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1.5 Service Models:

The Mobisoft Corporation 'PROTECT' SMS systems are provided as SaaS (Software As A Service). Zero footprint at the contracting department, accessed via HTTPS.

1.6 Burst versus elastic resources:

Not applicable in a SaaS model.

1.7 Guaranteed and non guaranteed resources:

Not applicable in a SaaS model.

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1.8 Persistence of storage

The PROTECT Messaging system deploys Persistent Storage architecture. This enables us to perform "snapshot" backups of data volumes. These snapshots can be used to create new volumes or to roll back stored data to an earlier point in time.

Furthermore, our secondary site is a mirrored hot standby clone of the primary – each site has its own backup running. In a total site failure event we have the ability to recover data right up to the point of failure automatically. Additionally we run a heartbeat software between the two sites, which constantly check not only the health of the other, but also that the storage in sync real-time.

1.9 Service provisioning:

We shall endeavour to complete a new account set up within 72 hours for G-Cloud services. Once the initial 'control' account has been created the contracting department can add/ deactivate additional accounts either by themselves (self-service) or by notifying us. We can disable accounts immediately should it ever be required.

1.10 Utilisation monitoring/reporting:

Within the system provided full utilisation reporting is available at both a consumer level as well as at a Crown level. Within the reporting module supplied "Real-time" online management information including, usage reporting by unit consumed can be viewed simply and easily, you can also choose to export this data should you wish. This will include information to help you understand and control consumption e.g. units that are, and are not, being utilised, trends and other variable metrics.

1.11 Data centre(s):

The platform environment is fully ISO27001 certified (UKAS). A copy of the certificate is enclosed at the end of this document '**File 1**'

Our datacentre runs at Level III Uptime Institute tier of the data centre used to provide the services.

Telecity Group UK Limited	Powergate Data Center Phase 1	United Kingdom	<ul style="list-style-type: none"> Tier III Certification of Design Documents
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1.12 Network:

Our PROTECT Services are built around an assured data transport mechanism, appropriate for the Services. Our entire 'locale' has been resourced to a security classification covering BL 0,1,2. We align our services to HMG PSN strategy.

1.13 Use by other suppliers:

If requested we will make our services available for purchase by third parties who intend to supply services to government.

1.14 Standard Configurations

The PROTECT system resides on servers with the following specification:

Computer:

Type	Value	Units	Notes
Processor	1	High Density Blade server	1.8 GHz Xeon processor.
Memory	4.0	Gigabytes	
Storage	500	Gigabytes	Local non persistent block storage

Storage:

Type	Value	Units	Notes
Size	500	Gigabyte	Persistent object storage
Data Durability and Reliability	1	Copies of data held	In logically and physically separate infrastructure

Content Delivery Network:

Type	Value	Units	Notes

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Data Transfer Out	1	Gigabyte	UK
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1.15 Service Roadmaps

PROTECT continues to evolve and develop. We strive to identify new features, often communicated via our clients. Updates are scheduled upon an importance basis. There is normally once major release every 18 months, which contains and major feature enhancements.

File 1.



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CERTIFICATE OF APPROVAL

This is to certify that the Quality and Information Security Management Systems of:

TelecityGroup
Masters House, 107 Hammersmith Road,
London, W14 0QH
United Kingdom

have been approved by Lloyd's Register Quality Assurance to the following Quality and Information Security Management Standards;

ISO 9001:2008
ISO/IEC 27001:2005

The Quality and Information Security Management System are applicable to:

Supply of secure, premium, data centre hosting and managed services and the management of information security in relation to these services.
Statement of Applicability Version 4.

This certificate is valid only in association with the certificate schedule bearing the same number on which the locations applicable to this approval are listed.


Approval
Certificate No: LRQ 4002188

Original ISMS Approval: 22 March 2005

Original QMS Approval: 13 January 2010

Current Certificate: 1 December 2011

Certificate Expiry: 21 March 2014


Issued by: Lloyd's Register Quality Assurance Limited



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