c365cloud

Service Definition Document
G-Cloud

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1.0 C365Cloud Overview

C365Cloud are an industry leading, award-winning compliance software provider based in Wakefield, West Yorkshire. Our team of experts are ideally placed to help you achieve the working efficiencies and cost reductions that have been proven within a growing customer base. Our service achieves very high levels of customer satisfaction, and our clients are always happy to share their experiences of the significant benefits that C365Cloud have delivered to their compliance performance.

The system is modular in design with the annual subscription charges based upon the number of compliance modules and number of properties managed by the system, making it both scalable and affordable for all sizes of organisations.

Our solution assists with management of your water logbooks and legionella risk assessments covering an array of checks equipped with live updates. Our system provides legally defensible evidence as water logbooks are regularly updated and enables a quality control checks and specific work orders.

It utilises a hierarchal real time standard and bespoke Dashboard system RAG (Red, Amber, and Green) to quickly display a company's current compliance status. When an exception is identified, internal users and 3rd party suppliers are alerted by email of the action required. Any exceptions and recommended actions can then be tracked to a conclusion. The data generating these dashboards is exportable into Microsoft Excel should a more detailed analysis be required.

C365Cloud provides users with the ability to request automatic notifications and ad-hoc user reports. These can be sent via email and can include escalations based upon risk and RAG. More detailed summary reports e.g., Board Reports, Budget Forecasts, and supplier KPIs can be automatically produced for each specific user, based upon their specific needs.

C365 is a secure Cloud compliance management repository for all authorised internal and external stakeholders, that stores reports, certificates, site plans, training records, policies, guidelines, photographs, approved supplier information and other organisational specific documents such as O&M Manuals, Floor Plans and Warranty Certificates.

There are several search features including an advanced property search, map search and document search. The document search scans the content of documents by key word. This allows users to quickly locate essential compliance information.

The system is charged on an annual subscription service, therefore there are no hardware or server and user licences required. All that is needed to login is administration authorisation, an internet connection with a supportable web browser.

The properties, information, and dashboards that each user will see is dependent upon the login rights set by the administrator. An audit trail function allows authorised personnel to validate which users have logged in, what they have viewed and when.

The service subscription includes 1st Line Help Desk support and service management to ensure that all users are supported and that the C365Cloud configuration evolved alongside with the customers' requirements.

It has been designed with integration in mind. It is a non-proprietary Microsoft based platform so that data can be easily downloaded into Excel and integrated into other existing back office, asset management and service desk software systems.

1.1 C365Cloud Benefits
- Modular design: cost-effective, flexible, and scalable
- Fully auditable, evidence-based management of numerous compliance and PPM programmes - with options of up to 100 available modules.
- Generates efficiencies from intuitive automation of compliance management processes (and more so with mobile working)

- Automatically manages multiple risk registers in real-time – one version of the truth
- Live and dynamic dashboards and MI reports – tailored to each individual's needs or to their role/authorisation level
- Highlights and pro-actively manages risks and associated remediation to completion
- Identifies and plans staff workload – scheduled inspections and subsequent actions
- Flexible, proven, and adaptable mobile working options available for potentially all regimes
- Reduces the risk of future non-compliance
- Easy to integrate with legacy and business critical systems
- Improves Supply Chain SLA and KPI performance
- Promotes a Supply Chain "self-service" methodology
- Fully supported 365 days a year
- Unlimited users at no extra cost
- Minimal training requirement and designed to be very easy to use
- No Infrastructure or hardware investment required
- Fully consultative implementation service and rapid deployment within 90 days
- Dedicated Account Management with frequent scheduled service review meetings

2.0 Data Backup, Restore and Disaster Recovery

C365Cloud's Information Security Policy (ISP) sets out its commitment to preserving the confidentiality, integrity, and availability of all physical and electronic information assets. Our current strategic business plan and risk management framework provide the context for identifying, assessing, evaluating, and controlling information-related risks. Business continuity and contingency plans, data backup procedures, avoidance of viruses and hackers, access control to systems, and information security incident reporting are fundamental to this policy. To implement the policy, we've established and maintained an Information Security Management System (ISMS) as an enabling mechanism for reducing information-related risks, to ISO27001:2013 equivalent standard. All Employees are expected to comply with the company ISP and with the ISMS.

On each system deployment our PRINCE2 methodology framework includes the setting up of several project logs including the Risk Log, which is reviewed with the client at all implementation meetings. Should the customer have one in situ, any relevant risks can be transferred and assessed in the context of the implementation. If not already developed, we will set one up at the Project Initiation stage, and we typically do this in a workshop style environment.

The Risk Log will be controlled by the C365Cloud Account Manager and contain the following information;

- Unique Reference Number
- Date Identified
- Description of Risk
- Risk Category (e.g., commercial, technical, legal, people/user, documentation, process)
- Impact Assessment (H, M, L)
- Probability (H, M, L)
- Proximity
- Countermeasure(s); options that define resources and costs required versus Impact/Probability reduction
- Appointed Owner
- Current Status – no change, increasing, reducing, mitigated

3.0 C365Cloud On-boarding and Implementation Plan

From the many years we have worked in this industry, we understand that you may not know all the aspects of the software you are looking for. Our dedicated Account Managers are on hand to help you discover options that you may not have even considered before, through live demonstrations so you can see the system in action before making your final decision.

During our on-boarding process, we will host a number of meetings to discuss your organisations requirements and to gain an understanding of your current processes and procedures and what you are looking for in a system. This allows us to provide an accurate proposal of the system and how it can benefit your organisation.

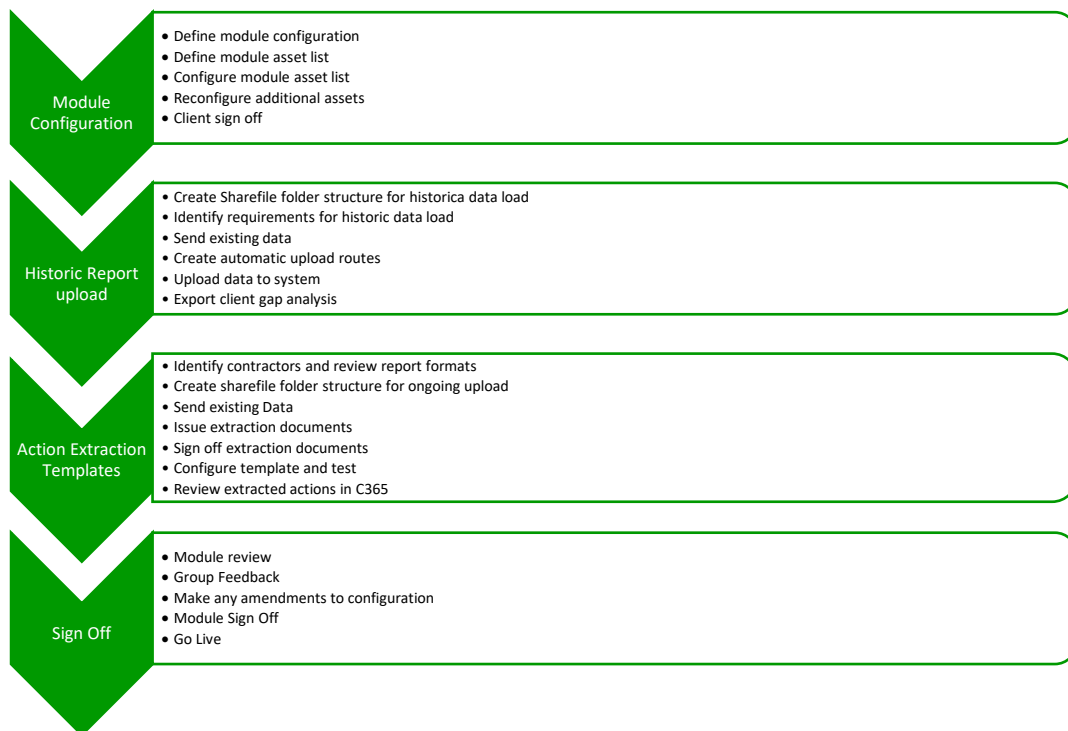### 3.1 Implementation Process

In partnership with the key stakeholders (and suppliers where required) we will prepare a draft project plan detailing the stages and dependencies for implementation of the service utilising a PRINCE2 methodology for project management. The agreed project plan will detail the information required at each stage and a timeline for consultation, configuration, migration & integration, user testing & acceptance, and training.

Implementation is typically achieved within 90 days however this is subject to the quality of the data available. Upon award of contract, we will appoint a Service Delivery Team to implement the system. The following are key stages of implementation:

System Set Up
- Client Name, Client URL
- Company Logo
- Base System Load
- Configure Compliance Architecture
- System Functional Test

Property List Set Up
- Define & Issue Property List and Asset Structure
- Define Property Groups
- Configure Property List in C365
- Upload Front Elevation Photographs
- Apply Photographs to Properties ts in C365

Compliance Module Set Up
- Define Module Configuration
- Define Module Asset List
- Configure Module Asset List
- Send Existing client data
- Apply Module Configuration in C365, create Initial Compliance

Suppliers
- Identify Supply Chain by Module
- Introduce C365 to Supply Chain
- Contact Suppliers and Set Up Supplier Portal Access
- User Acceptance & Training

Key Personnel
- Identify all users who are to have access to C365
- Identify permissions level and module access by user
- Identify training requirements
- Set Up Users and communicate roll out
- Training

Notifications & Reporting
- Define Notification Types and dashboard reports
- Identify Users and required notifications and escalations
- System configuration
- Test and Deploy
- Implementation Sign Off

Annual Subscription
- Ongoing Service Management, Reports, Dashboards & Alerts
- 1st Line Help Desk Support
- System Feature Upgrades
- Supplier Performance
- Ongoing Configuration in line with cutomer requiremnents

3.2 Gap Analysis

As part of the implementation process each module will be brought into service through the following key stages. It is on completion of these steps that the initial gap analysis will be available.

Module Configuration
- Define module configuration
- Define module asset list
- Configure module asset list
- Reconfigure additional assets
- Client sign off

Historic Report upload
- Create Sharefile folder structure for historica data load
- Identify requirements for historic data load
- Send existing data
- Create automatic upload routes
- Upload data to system
- Export client gap analysis

Action Extraction Templates
- Identify contractors and review report formats
- Create sharefile folder structure for ongoing upload
- Send existing Data
- Issue extraction documents
- Sign off extraction documents
- Configure template and test
- Review extracted actions in C365

Sign Off
- Module review
- Group Feedback
- Make any amendments to configuration
- Module Sign Off
- Go Live

4.0 Training

Our service is designed to be easy to use and to maximise User familiarity with system navigation. The simple and consistent application of workflows and system functionality means that cross training Users on new Modules is very straightforward. This is crucial when considering the deployment of multiple Modules across a large User group.

We apply a "Just in Time" Training methodology to ensure maximum effectiveness in line with roles and responsibilities and relevant areas of C365Cloud. Our usual approach is train-the-trainer, which is typically the preferred approach of our clients. We complete induction training days for key Users after User Acceptance Testing (UAT) is signed off. A significant amount of training is also provided as part of our implementation process, including within the UAT procedures.

Tailored User training for the following groups is provided within the test system environment prior to going live:

- Those supporting the implementation
- Administrators and super Users
- Those producing management reports and performance indicators
- End Users (i.e., estates Staff and contractors using the various Modules)

Minimal training requirements are a key benefit of the service. User manual PDFs covering all functions are also issued at mobilisation and re-issued by automated email ahead of new version releases. Role Specific User Manuals and 'how to' guides are also available to individual Users based on their level of access and/or responsibility via their various dashboards. This ensures a handy and tailored approach which improves User experience.

The ease of using the system, our proven training methodology, and the provision of accessible User guides and webinars, in addition to telephone and email help and support all Users via our Service desk, ensuring we meet your support and training requirements, both prior to going live and beyond.

5.0 Pricing

Please see our pricing document.

6.0 Service Constraints

6.1 Customisation

Unlike many software systems C365Cloud has been designed to be easy to use and intuitive. The system can be professionally branded with your organisation's logo if required.

It has been designed to be configurable in line with specific organisational policies and procedures. Each user is individually setup by property group and access rights, based upon their role and responsibility.

6.2 Maintenance

As C365Cloud is on a SaaS subscription, new features and functionality upgrades are continually being developed. These features and upgrades will be made available to all customers. We will notify each customer via email when any system upgrades are due to be implemented and if there will be any system disruptions.

7.0 Service Levels

Once the system has implemented, the C365Cloud Help Desk manage the software's service levels in accordance with the following Key Performance Indicators;

No	Description	Measure	Performance Target
1	System Uptime	System available for user login 24 hours a day, 7 days a week, and 365 days each year.	99% uptime
2	Change Management - Standard BAU Processes	Service Desk Available M-F 8.30am to 5pm (excluding Public & Bank Holidays) Property List Changes: Updated on system from notification/on receipt of data (csv.xml.) Low Impact Changes - User Change - Joiners, Movers & Leavers - Supplier Portal access & Configuration - Document Upload related - Action Workflows - Data Amendment Requests (property & module)	Changes completed within 2 working days of acceptance

		- Requests for standard data downloads	
3	System Support	Support Desk Available M-F 8.30am to 5pm (excluding Public & Bank Holidays) Email support capability available 24 hours a day, 7 days a week, and 365 days each year Telephone Support Helpdesk: 01924 669940 (option 1) Support Helpdesk Email: support@c365online.co.uk	
		• Priority 1 – Core System Critical: downtime affecting all C365Cloud service users	Respond within 2 hours and recover within 4 working hours (During Normal Working Hours) - 95%
		• Priority 2 – Incidents which result in an interruption to business performance but not causing major disruption	Respond within 8 hours and recover within 24 hours – 95%
		• Priority 3 – Bug Fix – Incident causing an individual disruption without a suitable work around being available	2 working days – 95%
		• Priority 4 – Minor Bug - Incident causing an individual disruption without a suitable work around being available	Next Feature Release

8.0 Financial Remuneration Model
Please refer to the included terms and conditions.

9.0 Ordering and Invoicing Process
If you want to find out more about our system and how it can benefit you, get in touch with our friendly team today on 01924 669940 or send us an email to: info@c365cloud.co.uk.
Alternatively, you can visit our website c365cloud.co.uk/request-a-demo and fill out the contact form provided.

We will discuss your requirements and provide a demonstration of the system in action before producing a tailored proposal based on your needs.

10.0 Contract Termination
Please refer to the included terms and conditions.

11.0 After Sales Support

Our Account Team and Service desk Team will be on hand 365 days a year by telephone or email to ensure the configurations are always relevant and appropriate, and to help all Users and Administrators alike make maximum use of the system's capabilities whilst maximising performance. Our Account Team's regular service review meetings with the Project Team will critically assess the system's performance as part of our commitment to continuous improvement.

Service requests to our Service desk are recorded, categorised, and reviewed monthly for trends, to highlight improvement areas, training requirements, and any system enhancements.

12.0 Technical Requirements

We refer to C365Cloud as 'Software as a Service' (SaaS) or on-demand software, meaning implementation and ongoing IT support for the service is provided by C365Cloud's Account Team and Service desk & Support Teams, rather than requiring the client's own internal IT resources. Furthermore, as all data is held securely in the cloud there is no need for any additional supporting infrastructure or data storage capacity on any client sites.

C365 is Browser based therefore can be accessed anywhere via a live internet connection. Although there are no minimum bandwidth requirements the speed of the system will be directly impacted by the speed of the internet connection. Users are provided with a unique username and password and can access the system with a unique username and password utilising any supported browser such as IE, Chrome, Firefox.