

SERVICE DEFINITION DOCUMENT

G-CLOUD 14

v1.0

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<https://adsp.ai>

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1. Service summary

Applied Data Science Partners is an AI and data science consultancy with proven experience developing innovative AI and analytics solutions.

We offer services including Generative AI, machine learning, NLP, logistics optimisation, customer segmentation and dashboard deployment. We also build the ETL processes that feed our solutions and deploy using best-practice methodologies and production-grade APIs.

2. Data backup plan

The majority of services we build are bespoke, and often deployed within a customer infrastructure. We provide a level of service and support for business continuity and disaster recovery that is relevant and proportional to the solution developed. Required levels of support are agreed before contracting.

3. Onboarding support

We will provide your teams with any technical onboarding that they may require in order to understand, maintain and develop the bespoke solutions that we implement.

4. Implementation plan

We specialise in designing bespoke data science solutions to fit your business and technology needs. We approach the design of the solution in a collaborative way; to make sure that end-users and key stakeholders are satisfied with the plan, both in its delivery process and outputs. Plans often include discovery phases through workshops and iterations of the proposal. We offer rapid development of proof of concepts so that our clients are not committed to a solution that has not proven its value.

Once we have completed the proof of concept we build the full production version of the product or service using the agreed technologies. To implement the product or service we would work with your IT teams to hand over the (for example) container image and code base of the solution. The service is fully documented and source controlled. We work with your end users (e.g. Analytics team) to ensure they understand the solution, and know how to maintain it and how to develop it further if required.

5. Pricing

	Strategy and architecture	Change and Transformation	Development and implementation	Delivery and Operation	People and skills	Relationships and engagement
1. Follow	-	-	-	-	-	-
2. Assist	£675	£675	£675	£675	£675	£675
3. Apply	£850	£850	£850	£850	£850	£850
4. Enable	£1,000	£1,000	£1,000	£1,000	£1,000	£1,000
5. Ensure / Advise	£1,200	£1,200	£1,200	£1,200	£1,200	£1,200
6. Initiate / Influence	£1,500	£1,500	£1,500	£1,500	£1,500	£1,500
7. Set strategy / Inspire	£1,950	£1,950	£1,950	£1,950	£1,950	£1,950

6. Service constraints

Scope constraints are established during initiation and discovery phase of the project. Proposal will clearly define the scope of the deliverables and outcomes of the project. We follow a strict IT security policy and ensure GDPR compliance throughout.

7. Service levels

Phone support availability; 9 to 5 (UK time), Monday to Friday

Support contracts are based on a drawdown basis.

The customer purchases a number of days that are valid for 12 months from purchase, those days can be used to address incidents of any severity which are managed on a typical priority basis. You will be assigned a single point of contact for all issues and specific service levels are in line with industry standards and will be formally agreed at the time of contracting. The days can also be used for development support of other enhancements.

Drawdown contracts start from £24,000 for a 12 month period.

Maintenance contracts for supporting delivered services start from £3,000 per quarter for a 24-month period.

With the bespoke nature of the products and services that we build for our clients any compensation agreement if service levels are not met will be proportional and agreed before contracting.

8. Support

All support requests must be communicated via email to support@adsp.ai. Each ticket should include a detailed description of the issue, impacted services, and any relevant screenshots or logs.

Ticket Categorisation: Upon receipt, tickets will be categorised based on urgency and impact. The categorisation will determine the response and resolution times.

Ticket Category	Definition	Response Time	Resolution Time
Business Critical	Issues causing significant business impact or downtime. Requires immediate attention.	Within 2 business hours	Within 1 business day
High	Issues with considerable impact on business operations but not causing complete downtime.	Within 4 business hours	Within 2 business days
Medium	Issues causing minor disruptions or non-critical functionality problems.	Within 1 business day	Within 5 business days
Low	Minor issues, general inquiries, or requests for information.	Within 2 business days	As per mutual agreement

9. Ordering and invoicing

Our standard contract consists of an Order Form, Specification and Terms of Business, together which form the contract.

1. The Order Form includes primary contacts, pricing and invoicing terms and any special terms agreed.
2. The Specification is the detailed scope of works, ways of working, data requirements and other terms relevant to the project.
3. The Terms of Business is the legal framework that governs the agreement.

10. How to terminate

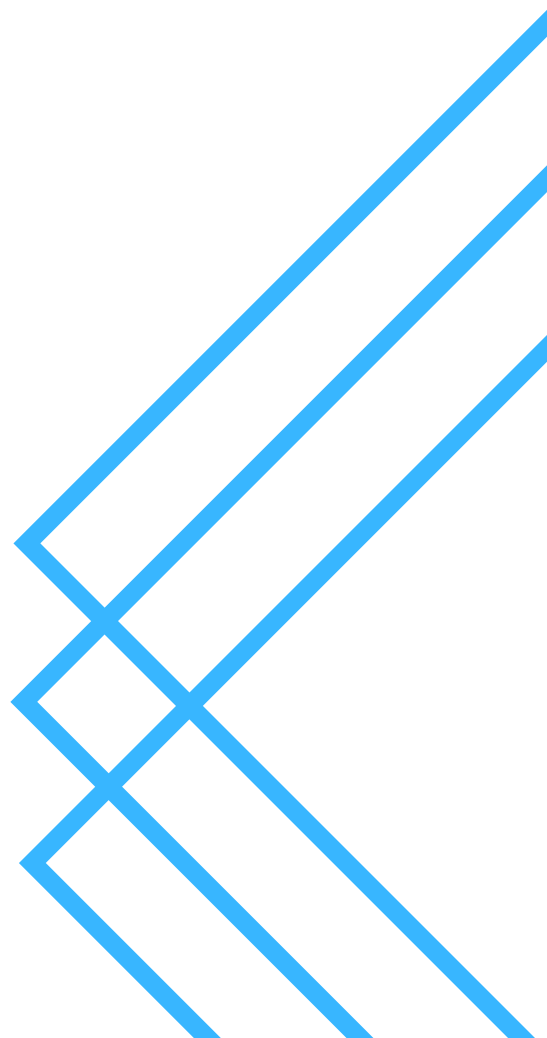
Depending on the nature of the engagement the ability of either party to terminate the agreement is included in the Terms of Business and can be varied as required in the special terms in the Order Form.

11. After sales support

Due to the bespoke nature of the products and services that we build, required after sales support is defined in the ordering process and forms part of the Specification for the engagement.

12. Technical requirements

Technical requirements depend on the engagement. Where we are providing purely consultancy services there is typically less requirement for you to have specific technologies in place, although this can vary by engagement. We typically work with your IT teams to ensure that any solution we build would be deployable and maintainable using technologies that they are proficient in.





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