

## **Datasym Service Definition Document** **May 2022**

### Description of Service

Datasym Cloud Software Solutions provides a suite of cloud based products that allows the management of large scale catering, hospitality and retail environments across multi site estates without the need for manual collation of information. The Datasym solutions have the ability to handle complex nested ingredients within hospitality and catering environments or single line products split into order, issue and sales units for retail solutions. Our MenuMark enterprise catering solution can be extended further with the additional of MenuMate which allows individual meal choices to be recorded by person / meal taking into account allergens and dietary requirements. These meal choices can be made on a progressive web app across multiple platforms or entered via our 'Bring Your Own Device' solution on clients own smartphones and tablets linked to the local WiFi infrastructure. Links to Point of Sale terminals and self service kiosks as used nationwide by UK leading brands completes the offering and ensures all elements of the solution are able to be reported on comprehensively via our cloud based back office solutions and shown in realtime via dashboards. Online ordering is available via our branded click and collect solution delivered via a website or dedicated apps with third party delivery services such as UberEats, Deliveroo and Just Eat all being supported and reported back to Datasym's single enterprise solution.

### Features

- Security profiles split between cloud back office users and POS cashiers allowing different levels of access and control according to the role being performed
- Communications to POS and Kiosk via Signal R communications
- Single cloud based Microsoft SQL Server database forms the core of every Datasym solution
- Ability to schedule reports to be delivered automatically to your inbox
- MenuMark / MenuMate includes the filtering of meal options by allergen and dietary requirements
- Robust and reliable end to end solution
- Scalable from single sites to enterprise solutions containing thousands of sites

### Benefits

- Improve end to end efficiency
- Dramatically reduce wastage both at the point of production via ingredient control and ordering via just in time orders and plate waste
- Ensure clients with specific dietary needs aren't able to order unsuitable meal choices that could be detrimental to the clients health
- Improve average basket value with the use of self service kiosks
- Encourage clients to use your catering services by offering convenient collection points within a large venue such as a hospital
- Encourage healthy eating by offering loyalty points and promotions on healthier options

## Backup

Daily backups are made on shared servers and held for a period of 30 days. Data can be restored back to the last full backup upon request.

Datasym is able to provide enhanced backup solutions on dedicated servers with hosted solutions designed to match specific RPO (Recovery Point Objective) and RTO (Recovery Time Objective) levels.

Datasym has comprehensive business continuity and disaster recovery plans which are tested and reviewed annually.

## Onboarding

Datasym is able to offer a full data bureau service to ensure your system is delivered complete with data populated as well as providing ongoing data bureau services. Full project management services are available which would include a project kick off call where all aspects of the solution delivery and requirements on both Datasym and the client are established. A project overview document is provided to the client to present an overview of what Datasym believes is expected from the project and this forms a basis for discussion to ensure that all aspects of the solution have been agreed upon. For more complex solutions a project initiation document will be produced and a project plan with assigned resources, milestones and timelines may be produced.

Onsite or remote training is available and is tailored to your requirements. Remote sessions can be recorded and kept by the client to use for the training of future staff without the need for further training outlays with Datasym.

## Offboarding

Datasym is able to provide you with a copy of your Microsoft SQL Server data from the hosted server upon request as your data remains your own property. Data is taken offline and deleted when the contract reaches an end. Overall requirements can be discussed at the point of contract end and required actions costed.

## Service Constraints

Occasional maintenance will be needed to Datasym hosted servers from the perspective of security patches and potential essential hardware maintenance. Datasym will provide advance notice of such planned outages which will usually be undertaken outside of office hours.

Should data be stored on non Datasym hosted servers, access to that data will be outside of Datasym's control as will any maintenance performed on the non Datasym hosted servers.

## Service Levels

Datasym operates a fully manned helpdesk operating a call logging system with knowledge base and access to historic incidents per client.

Helpdesk are able to utilise multiple remote support options if required including Goto Assist. We are able to use other options with any incurred costs covered by the client.

Datasym's standard support services operate between 8:30 and 17:30 Monday to Friday.

Additional Emergency Out of Hours support contracts are available to extend weekday cover to 23:00 and to add emergency cover over weekends

All email incidents are handled according to priority and to reasonable endeavours. Internal escalation processes are in place.

## After Sales Support

Datasym provides account managers that are able to provide extensive after sales services. These include:

- Solution reviews to ensure that your Datasym solution is offering the features required
- Reviewing changes to the solution to bring it into line with changes that may be occurring away from the initial requirements
- Ongoing customised training (onsite or remote)
- Report customisation
- Upgrades to relevant areas of your solution
- Discussions and addition of new modules as they become available
- Data bureau to ensure your data is kept up to date
- Cleansing of data

## Technical Requirements

Datasym cloud based solutions will run on most industry standard web browsers.

Broadband access will be required.

Additional technical requirements will be dependant on the features and hardware used within the Datasym solution. For example a network linking POS hardware and kiosks to allow payments and sharing of information between devices on the local site and the cloud based back office data.

## Hosting Options

Datasym is able to offer a wide range of options for the hosting of the Datasym solution which can be tailored to your cost and security requirements. The entry point would be hosting on a shared data hosted server. You can be assured that backups are taken daily (held for 30 days) with an option for log backups which allow point in time recovery to occur. Shared servers are kept patched and secure but are not able to have security tailored to clients requirements (eg white listing specific IP addresses). Dedicated servers are able to be offered where full flexibility is needed from a configuration and security perspective together with the option for using virtualised hosted servers which allow for scalability (both storage and performance) as your solution grows