

Service definition document - DataGardener

- **Service definition**
 - DataGardener is Business intelligence platform on UK business to search via location, financials, risk assessment and other 100 search criteria. Granular report on a company - Including company house, CCJ, land registry, import/Export, grants, patents, Environment agency. Help in customer onboarding and assessment All available via Platform and APIs
- **Data backup and restore, and disaster recovery, business continuity**
 - We are hosted on AWS and automated backup and restore is used via AWS. We have a business continuity plan as per ISO 270001.
- **Recovery plans**
 - As per ISO 27001, we have a recovery plan in place.
- **Any onboarding and offboarding support**
 - We have documentation, training videos and personalised demo.
- **Service constraints**
 - If buyer need any bespoke service or development then we estimate the work and on mutual agreement we build and deploy.
- **Performance, availability and support hours**
 - We are 95% faster than our competition and we seek 99% availability and UK business hours support from 9 am to 5 pm.
- **After sales support**
 - We designate a personal account manager who will assist in everything and we seek good customer satisfaction.
- **Technical requirements**
 - RAM 4GB and browser access.
- **Outage and maintenance management**
 - We notify via email alert and dashboard and give ample notice.



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- **Hosting options and locations**
 - We are hosted in London cloud zones.
- **Access to data (upon exit)**
 - Upon exit, you can export data into excel files.
- **Security**
 - We provide authorised access and monitor system. Our servers are MFA protected and also, we use cloud watch to monitor the servers.



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