Confirm Enterprise Asset Management

G-Cloud 14 Service Definition

Prepared for:
Crown Commercial Services – G-Cloud 14

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Brightly

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Contents

Overview

Brightly Software Limited (Brightly) is a global provider of asset management software that enables asset owners to operate their assets more efficiently, reduce costs, and create safer, more reliable and more sustainable environments for the communities they serve.

Brightly has more than 25 years of experience in asset management and today solves some of the most advanced asset management challenges for large cities, counties, regions, critical national infrastructure and public infrastructure operators.

Asset management is being pushed beyond simply being an asset register, to more strategic roles such as a hub for connected devices or an analytics engine using data to power predictive maintenance, real-time optimisation and proactive citizen communication. These use cases spread beyond traditional asset management functions.

We offer a modern, integrated asset management platform – Confirm, that enables clients to overcome a spectrum of challenges, from the most fundamental need to reduce costs through centralising asset data and automating workflows, to the most advanced requirements to integrate with IoT data to take real-time action and automate communication. We provide the platform to help clients realise solutions to challenges today and in the future.

Key Outcomes

Throughout our history clients have relied on Confirm as a business-critical system to:
- Provide the foundational platform to support critical processes in their organisations.
- Provide a safe, effective services to stakeholders and communities.
- Support compliance with legislative and organisational requirements.
- Provide robust implementation and support to ensure they can deliver ongoing, critical services to their communities.

Brightly are a safe, proven provider of Enterprise Asset Management solutions. We deliver value to our customers by providing:
- A single source of asset, operational performance and investment requirements.
- Options to make the most informed decisions to optimise asset and operational performance.
- Information to achieve enhanced return on investment from their assets.
- Reduced total cost of risk related to their assets (e.g. insurance, failure, replacement).
- Improved customer/citizen experience when engaging with their assets and environments.

Typical assets managed in Confirm include (but are not limited to):
- Road networks
- Electrical apparatus (Street Lighting, EV Chargers etc)
- Drainage and waterways
- Community places
- Physical structures
- Parks and organic assets
- Commons and Village Greens
- Public Rights of Way

The Confirm Offering

The Confirm product suite forms the core of our offering from foundational asset management to smart. Confirm has defined and embedded global best practice asset management processes informed by ISO55001. We understand the details that are specific to each client/asset type that need to be configured into the system. The flexible suite enables localised configuration to monitor and manage organisational objectives and outcomes for the client. Confirm is designed to support local process and variables enabling:
- Organisational asset management processes and risk-based frameworks (e.g. Well-Maintained Highways).
- Lifecycle costing measurements and prioritisation of actions and interventions.
- Asset policies, strategies and governance to manage, monitor and achieve corporate aims and objectives.
- Streamlined operational processes to reduce cost and improve effectiveness and efficiency.
- Enhanced Customer/Citizen engagement to enable interactive, proactive services.

Confirm enables collaboration across all stakeholders and partners in delivering a structured approach to asset management. Our market-leading, full-cycle visibility enables all asset stakeholders to monitor, manage and thereby ensure the necessary outcomes for their part of the asset cycle. At a strategic level, this process supports any business area or asset type in achieving their aims, objectives and outcomes across the full spectrum of the Asset Management cycle:
- Financial budget allocation
- Discharging of statutory and local obligations to ensure their stewardship of assets
- Asset integrity and safety (mitigating risk to people and business continuity)
- Optimised intervention programming and monitoring
- Financial, policy and quality compliance.

Confirm Enterprise Asset Management

Enabling connectivity to the core Confirm products, the Confirm Platform brings smart, IoT connected asset management to life for our clients' stakeholders, partners, users and

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communities. The world is becoming more connected and interconnected, as enabled by the implementation of Smart/Internet of Things (IoT) technology which connects:

- people to assets,
- assets to assets, and
- most importantly, people to their environments.

This means more data, from new and ever-increasing sources, often driven using assets in the community. The measured value of this interconnectivity can only be realised when these connections add value to stakeholders and citizens/users of these environments.

Our technology enables us to interconnect with external systems and data sources to enhance process and deliver extended value to our clients. The Confirm products are as follows:
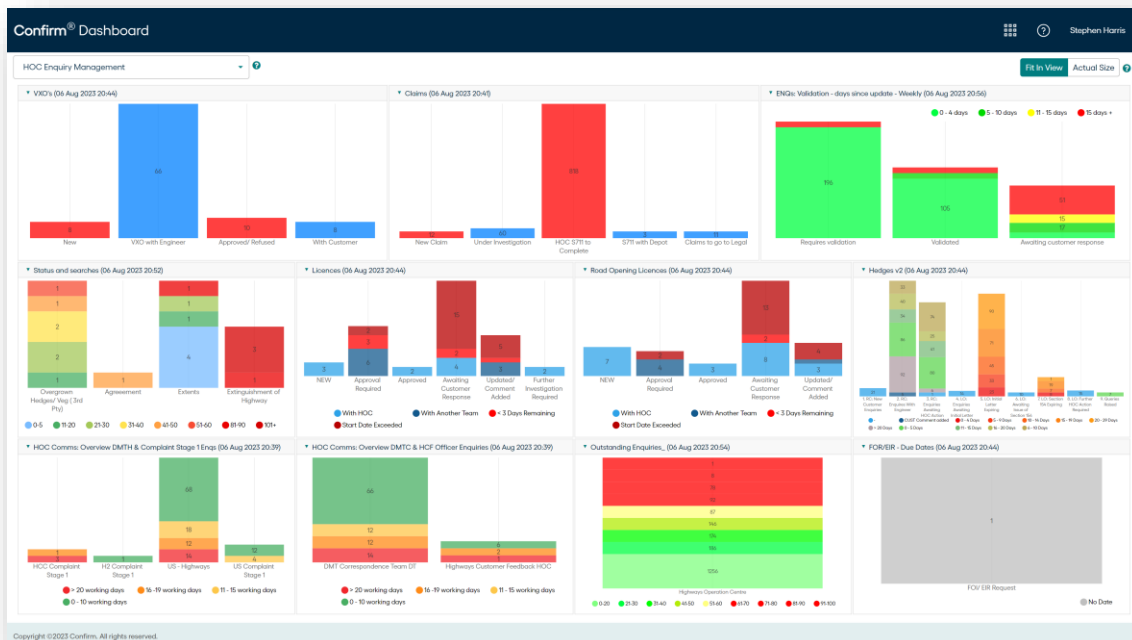
- Confirm EAM
  - Confirm EAM
  - ConfirmConnect Mobile
  - ConfirmWorkzone Scheduling Utility
  - Confirm Data Warehouse
  - Confirm Smart Assets
- Confirm Lifecycle Modelling
- Confirm Community Central
- Confirm Essentials
- Confirm Mendix Apps & Web Forms
- Confirm Carbon Accounting

The strength of Confirm is data collation and reporting, enabling asset management from creation, maintenance and investment planning through disposal. The platform provides tactical and strategic visibility of assets and engages all asset stakeholders in the effective asset management process. Providing one source of truth for asset inventory with clear reporting for asset condition, finance and performance against local and statutory compliance enables holistic asset management in line with ISO 55001.

It is designed to support the management of all asset environments requiring data visibility and reporting functionality, specifically those with statutory obligations to maintain compliance and archive inspections, interventions and asset valuation. The suite is fully scalable, enabling clients to add new asset types to their existing implementation as assets grow by number or new asset types are identified that would benefit from the visibility provided.

Example Confirm Dashboard

Example Confirm Customer Services Enquiry
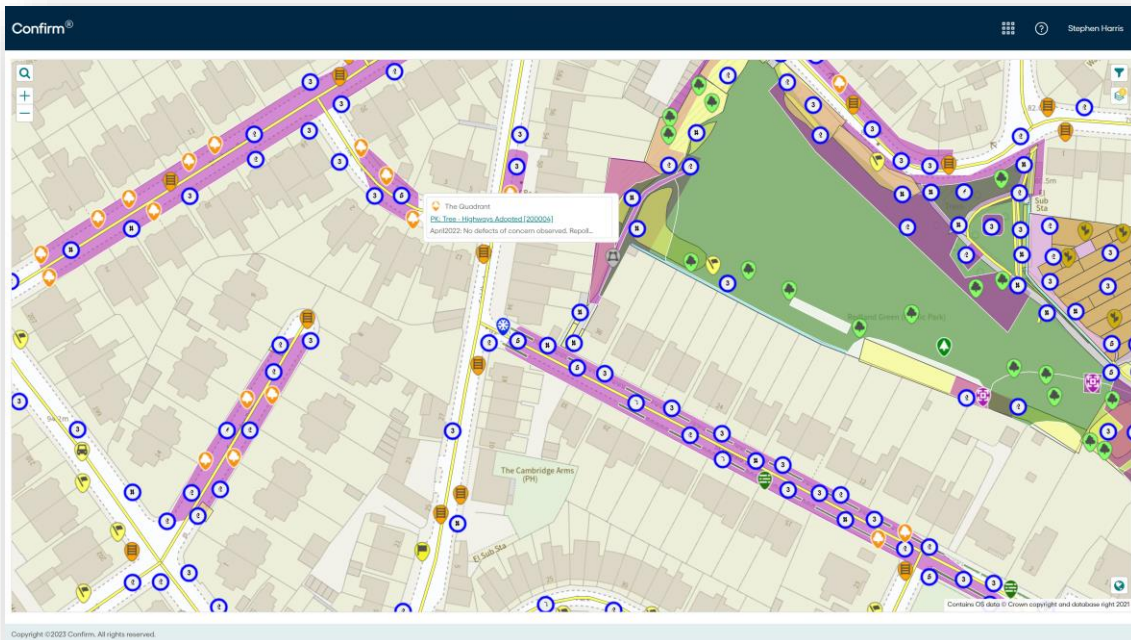
Example Confirm Mapping Interface
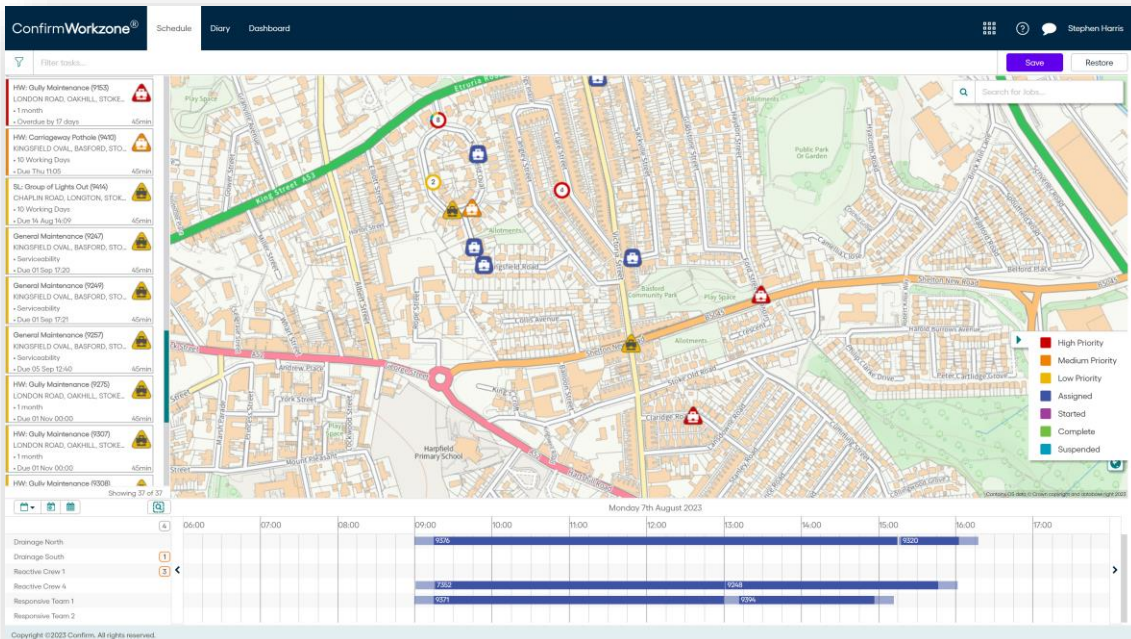
ConfirmWorkzone online scheduling board showing jobs to be allocated, jobs already allocated to onsite teams along the timeline, location of teams and the suggested route
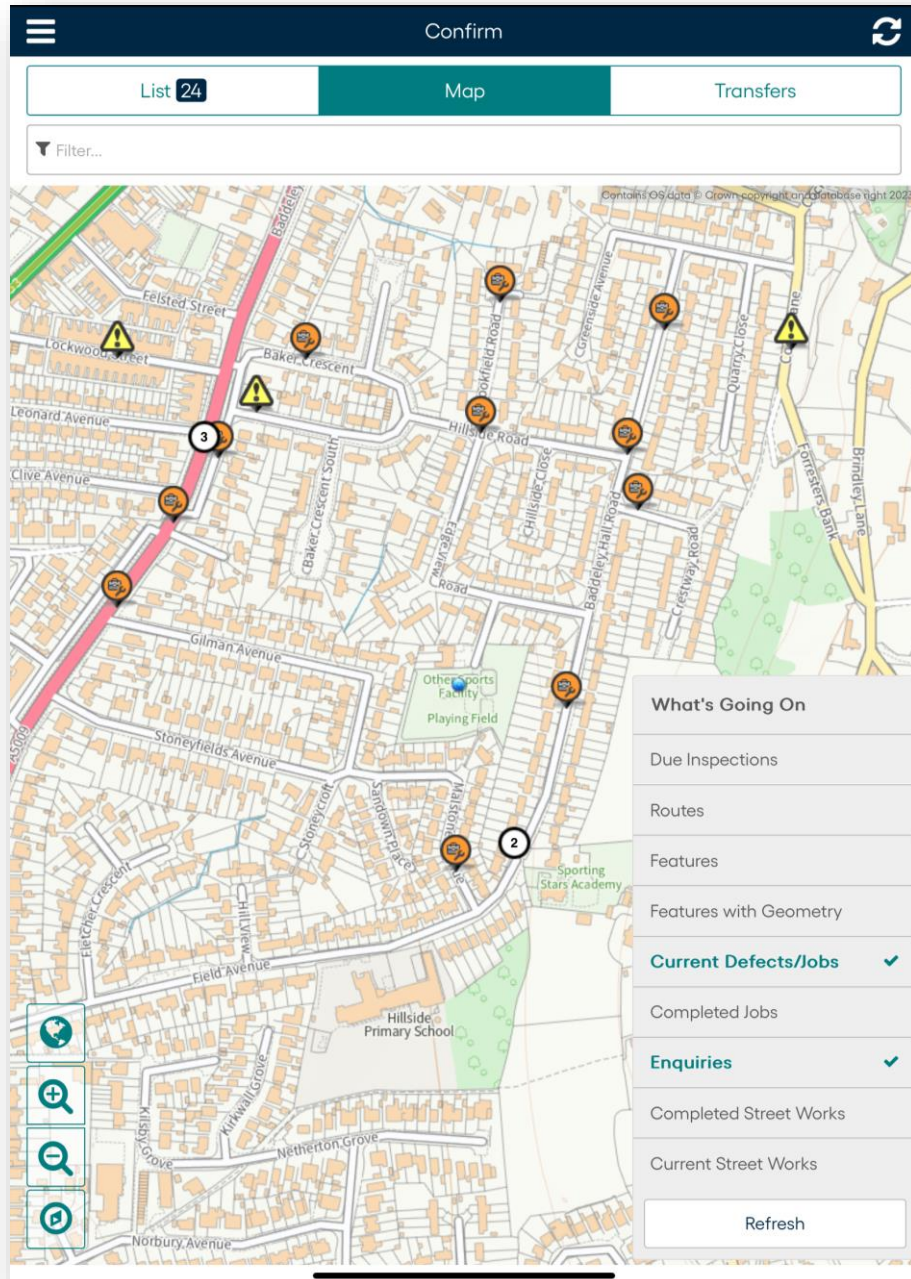
ConfirmConnect mobile application showing current GPS location including outstanding jobs, defects and enquiries

Confirm Data Warehouse

Confirm can integrate with corporate reporting platforms such as PowerBI, SAP, Tableau etc. to provide tactical and strategic reporting for the wider business to consume.

The Confirm Data Warehouse allows you to fully integrate Confirm data with other corporate systems. It provides read-only access to a replica of the Confirm production database. This enables a direct query of data from Confirm using your preferred reporting/BI tool and does not require the use of Confirm's Data Miner module.

The Data Warehouse can be used to incorporate data from Confirm into reports and dashboards which incorporate data from all the Council's systems, enabling true organisational reporting without limitations that can often be imposed with SaaS/Cloud hosted solutions.

Confirm Smart Assets

As the Internet of Things has grown in scope and scale, a high level of interaction between assets and users has developed. In these relationships increased data and analytics provide multiple opportunities to improve safety, efficiencies and/or user experience.

Confirm Smart Assets enables automation between IoT connected assets based on intelligent analytics to provide outcomes for multiple asset environments or individual asset types.

Confirm Lifecycle Modelling and Investment Planning

Brightly Predictor enables organisations to reduce their renewal gap and optimise service levels across an infrastructure asset portfolio under constrained budget scenarios.

Predictor is a modelling tool that is designed to cater for the long-term planning of infrastructure assets. It has been developed with an embedded optimised decision-making framework that enables the evaluation of typical long term (25 year plus) scenarios including:

- The cost to deliver a service level over time
- The service level that will result from increases/decreases in funding
- The potential impact of alternative treatment strategies
- Year by year capital works plans to support the budgeting process
- Scenarios include capital costs, operating and maintenance costs and therefore incorporate true life cycle costing model

The outcomes achieved when using Predictor include:

- It provides Council's with the opportunity to demonstrate deep capability in long-term asset management planning.
- It will form a strong foundation for Council's to sustainably manage their infrastructure portfolio into the future
- It provides councils with a transparent infrastructure investment framework, demonstrating the trade-offs on decisions between changes in service levels, financial strategies and risk profiles.

Confirm Community Central

Community Central surfaces any data in Confirm to your residents and stakeholders enabling them to easily digest the information and remove the need to contact the authority. In addition, the solution allows you to present and educate the community on asset policies, consultations and even apply and pay for licensing and dropped curbs in a fully digital and secure solution bringing your workflows to life in the digital world. Community Central is focused on supporting Authorities in:

- Proactive engagement with the community to remove failure demand
- Removal of duplication providing clarity on network condition and service requirements
- Effectively communicating policy and "why/why-not"
- Automation of business process to reduce pressure on limited resource
- Clearly defining resident and stakeholder demands to "crowd source" community priorities.

Confirm Essentials

Confirm Essentials provides organisations with all the power of Confirm EAM but is limited to a single asset type. Alternatively Confirm Essentials can be purchased to run either a Street Works / Permitting or UKPMS process. Confirm Essentials is limited to a maximum of 15 users. This provides organisations the ability to implement Confirm EAM for a specific, limited requirement at a lower price per user. If organisations wish to expand their use of Confirm, Confirm EAM licenses can be added.

Confirm Mendix Apps & Web Forms

Mendix is an industry-leading low-code application development platform. Since 2005, they've helped thousands of organizations around the world reimagine the way they develop applications with their platform's cutting-edge capabilities.

Brightly have partnered with Mendix, also a Siemens owned business, to provide app and web form solutions built on the Mendix platform to enhance business processes and to accelerate the digital transformation of government organisations using Brightly products.

Confirm Apps, powered by Mendix, are specialized applications tailored to specific domains, seamlessly integrated with Brightly's Confirm solution. They empower users with domain-specific workflows, whether they're in the field or at the office. The value of Confirm Apps lies in their integration with Confirm, offering unparalleled efficiency compared to other low-code app providers in the market.

Confirm Web Forms, also powered by Mendix, empower users to seamlessly integrate both asset and non-asset specific workflows with Confirm products. Whether accessed via ConfirmConnect in the field or the Confirm Web interface in the office, these forms offer a cohesive experience. The distinct advantage of Confirm Web Forms is their seamless launch and delivery within the ConfirmConnect mobile application, setting them apart from other low-code web form vendors on the market.

Confirm Carbon Accounting

The Brightly Carbon Accounting tool, built from the learnings of the FHRG's Carbon Analyser research tool, allows you to record the carbon generated by your business - including the 4 key inventories:

- Staff and Operatives
- Vehicles and Plant
- Depots and Premises
- Purchased Goods and Services

The top down, inventory approach provides you with an accurate view of your Carbon Footprint, setting a baseline across the business and providing valuable insights into the top carbon contributors through the inbuilt data visualisations helping you to understand the Scopes of your emissions as well as the lifecycle stage where the emissions are created aligned with PAS 2080.

Brightly's Carbon Accounting tool includes a bottom-up, activity based carbon analysis to understand the impact of individual activities and their carbon footprint over the year, helping you to see which of your business activities contribute the most carbon and tools to analyse methods of carbon reduction and their impact.

Confirm Services

Our experienced and qualified Professional Services team have a diverse array of software, training, engineering and asset management backgrounds. We implement the vision and business outcomes of our clients, working collaboratively across all relevant teams, and provide a seamless experience for our clients whether they need one-off consultancy or a large-scale implementation.

Further details can be found on our Lot 3 – Cloud Support listing.

Highways Asset Management System

Overview

This section details typical functionality offered by Confirm EAM for a Highways Asset Management solution providing a fully integrated, end to end, mobile platform for internal use, with contractor and customer engagement.

- A cloud hosed/SaaS solution
- Management oversight of the Highways Maintenance service
- Legislation(s) and codes of practice compliance
- Asset Management and Asset Valuation
- Mobile working capability with real-time communications
- Provision of Production, Test and Development environments

Works Management

An effective works management module which provides tools for:

- Budgeting & costing
- Planning
- Performance & inspecting
- Asset data capture
- Street History to enable defense of 3rd party claims
- Managing operational contractor activities

Inspections

The system must provide a means of creating, executing, and monitoring a programmed schedule of activities for works which are required to be carried out on a cyclic basis such as:

- Safety inspections
- Asset surveys
- Condition assessment surveys
- Rolling programmes for preventative treatments

Street Lighting

Provides functionality to support the management of Street Lighting and other illuminated and electrical (e.g. EV Charger) assets. This can be provided either as part of the core highways system or as an interface to a third-party application.

Gully Management System

Provides a management system that is capable of collecting all drainage assets and inspection data, including routine cleansing of gullies, catchpits, soakaways, weir kerbs, grips, cattle grids.

Mapping (GIS) Interface

Provides the ability to link to other external data sources, including data in MapInfo / ArcMap / ArcGIS Pro mapping layers or other GIS formats.

Confirm enables embedded graphical, map-based interaction with assets, plus access to GIS spatial modelling and data analysis capabilities using GIS technology.

Confirm is also able to export spatial data in MapInfo TAB or ESRI SHP format to enable external analysis within the relevant GIS package.

Local Street Gazetteer (LSG)

Confirm is able to maintain the LSG to meet GeoPlace data entry requirements and provide functionality to upload this data to the National Street Gazetteer hub. It also facilitates the upload of Additional Street Data (ASD).

Public Right of Way (PRoW)

Confirm facilitates PRoW information management including the ability to extract a Definitive Map. It provides the facility to interrogate and to create and export reports on different assets, e.g. how many times complaints have been made about obstructions on a particular PRoW.

Asset Management

Confirm provides the ability to manage all asset types mentioned in this document efficiently in a single, dependable platform. It facilitates simple functions enabling assets to be captured, stored, searched and managed.

UKPMS

Confirm is UKPMS accredited and has successfully passed the UKPMS Annual Heath Check each year since the introduction of the process.

Confirm supports loading of condition data from all the UKPMS visual and machine survey types in HMDIF, comma or tab delimited formats. It is also possible to configure any number of other visual and machine survey types through the user interface or loading the configuration from text files.

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- Automatically determine appropriate strategic treatment(s) for each road asset depending on its condition
- Create a number of scenarios for the asset, e.g. do nothing, carry out strategic treatment in first year, carry out strategic treatment in second year
- Project the condition of the asset forward 20 years for each scenario, consider any required maintenance treatments triggered by future deterioration

Confirm contains standard reporting for all UKPMS KPIs including:

- 130-01
- 130-02
- BVPI224b
- BVPI187

Mobile Device Interface

Confirm provides the ability to streamline field operations and boost productivity by providing mobile workers with access to the most recent asset information, data collection, inspections and customer management using mobile technology.

Financial Interface

Confirm is capable of interfacing with a corporate finance system so that financial transactions managed within the highways system can be reflected in the corporate finance system.

Confirm will be responsible for the generation of Work Orders with the Finance system authorising payments and generating the Purchase Orders. Confirm is primarily focused on managing department budgets, in-house jobs, inter-departmental jobs and revenue generating works. Your Finance system's function is to process the related accounts payable/contractor payments, general ledger and accounts receivable (invoicing customers).

Customer Management

Confirm enables the logging and management of customer reports, relating to the streets or assets managed on the same system. This can be interfaced with an online portal, providing direct updates on the progress of any reported issues to the portal.

With regards to CRM integrations, whilst the API is designed specifically to be agnostic of the target CRM system, we have integrated Confirm with numerous, wide ranging CRM systems such as Jadu, MS Dynamics, Lagan, Firmstep and Salesforce.

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Public Reporting portal

Community Central surfaces any data in Confirm to your residents and stakeholders enabling them to easily digest the information and remove the need to contact the authority. In addition, the solution allows you to present and educate the community on asset policies, consultations and even apply and pay for licensing and dropped curbs in a fully digital and secure solution bringing your workflows to life in the digital world. Community Central is focused on supporting Authorities in:

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Other System Integrations

Confirm includes several standard interface API technologies that fully support a range of 3rd party systems and processes, all of the integration methods are tried and tested technologies and deployed for all of our UK client base. Without any further development and using Commercial Off the Shelf (COTS) software, we are able to efficiently implement integrations with key council systems with the aid of our Consultancy team who are experienced in these areas. We have integrated Confirm with most commonly used third-party databases and applications using our standard interface API technologies, which are RESTful or SOAP based API's. API's include Confirm Web API, GraphQL API, CRM Connector API, Contractor Interface API, Financial Interface API, Mapping Link API (GIS).

BI and Reporting Functionality

The Confirm Data Warehouse allows you to fully integrate Confirm data with other corporate systems and reporting using systems such as PowerBI. It provides read-only access to a replica of the Confirm production database.

Data Management

Confirm allows for confidential data to be segregated from less confidential. Confirm includes as standard, capabilities to enable users to comply with the EU General Data Protection Regulation (GDPR).

These capabilities include:

- A 'Make Anonymous' button, which clears Customer (member of the public) details from existing Enquiries, is available on the Customer Services screen in the Confirm web interface.
- It is possible to delete Document Links e.g., documents containing personal data from an Enquiry via the Confirm web interface.
- The Clear Customer Details utility replaces the Surname of Customer records with the date of when it was cleared and the user who cleared them.
- The Clear Enquiry Details utility can remove Enquiry Location, Description, Text Attributes, Document Links, Status Notes, Contact and Commitment Notes from Enquiries.
- An Officer Location Cleardown utility is available which can delete historical location data of action officers who have used the spatial capabilities of our software e.g., mobile device location.

Statutory Requirements

We have initiatives running to keep pace with legislative and business changes around UKPMS, Street Manager and NSG requirements.

Confirm is compliant with the following government regulations:
- TMA Compliant – Traffic Management Act 2004
- NSG compliant – National Street Gazetteer
- NRSWA compliant – New Roads and Street Works Act
- DfT Street Manager
- UKPMS

System Administration

Confirm provide the system administrator(s) with all the facilities required to monitor and control usage of the system, including permissions and groups, plus enables configuration.

IT Support, Upgrades and Maintenance

Software maintenance releases are first deployed into the Development environment at least 30 days prior to production roll out. The Client has the opportunity to test the new software release before it is rolled out into Production. Upgrades to the hosted environment occur quarterly.

Confirm includes comprehensive support, configuration and technical documentation in the form of installation, configuration and user manuals.

Our Tech Support services consist of:

- Telephone support

- Product enhancements and updates
- Correction of technical errors or non-conformities
- 24/7 online support portal & case management

Appendix

- Scope of Service
- Service Levels
- Onboarding / Offboarding Support
- Implementation Plan
- Pricing Overview
- Ordering and Invoicing
- Termination
- After Sales Support
- Technical Requirements
- Fair Use Policy
- Data Storage
- System Usage
- Exclusions for Permitted Data
- Exclusions for Permitted Use

Scope of Service

The Confirm application and associated services are delivered in a Software as a Service (SaaS) model in a fully managed cloud-based environment, which is accessible from the public Internet and provides access from anywhere. This provides you with the necessary capability to securely and reliably deliver the application to meet the requirements of the business.

These are some of the key features of the service:

- High fault tolerance achieved by providing multiple physical locations in the UK.
- Includes Production, Development and Test Confirm environments.
- 99% System Availability SLA.
- Includes full disaster recovery (DR), with geo-redundant configuration.
- Accessed via the Internet (HTTPS), allowing multi directional interfaces via external web services.
- All hardware and software (current and future) requirements are managed by us and is therefore never a customer concern.

Service Levels

Confirm is available 24/7/365 which excludes Scheduled Downtime (pre-arranged maintenance), Service Disruption (beyond our direct control) or Unexpected Downtime (outside of Scheduled or Disruption). The actual Confirm availability for the year to date is

99.904%. Monthly reports are sent to all our hosted customers informing them of the previous month's availability and any forthcoming maintenance.

Disaster Recovery and Business Continuity

All client production data is replicated over two availability zones, thus minimising the possibility of any data loss that might result from a database server failure. In the event of any kind of failure the standby database is automatically engaged, thus minimising service downtime. For SQL Server Clients we use Always On Availability Groups to replicate data between the primary and standby servers. For Oracle we use Active Data Guard.

Non-relational data, such as linked documents and photos are protected using Distributed File System (DFS) Replication. All failover process is tested annually.

The following objectives are used internally in the service design to achieve high availability:
- Recovery Time Objective (RTO): The maximum time taken for the system to become available again after a disruption: 1 hour
- Recovery Point Objective (RPO): The maximum period during a disruption when data might be lost: 1 minute

User sessions are distributed over a load balanced farm of servers deployed in multiple Availability Zones. This provides resilience against both individual server failure and more severe failures that might apply to a whole Availability Zone, e.g. a network failure.

Backups

All customer data is replicated between at least two Availability Zones. Availability zones are physically isolated from one another as described in Amazon's Global Infrastructure documentation. In addition to continuous replication, all customer data is backed up nightly. All backups are kept on encrypted storage which is automatically replicated across multiple Availability Zones.

Availability

Subject to the terms of this Confirm OnDemand Service Definition, the Supplier warrants that the Service will be available 99% of the Expected Availability, as defined below. Availability will be calculated on a rolling calendar monthly basis.

The formula used to calculate Availability is:

Percentage Uptime = Actual Availability / Expected Availability

Where:

Expected Availability = (Hours in Month - (Scheduled Downtime + Service Disruption))

and:

Actual Availability = Expected Availability – Unexpected Downtime

Scheduled Downtime: The Service may be inaccessible or inoperable during certain periods to permit us to perform maintenance support services. We shall use reasonable commercial efforts to minimise any disruption, inaccessibility and/or inoperability of the Services in connection with the Scheduled Downtime or other disruption of Service.

Service Disruption: This is the downtime arising from causes beyond the reasonable direct control of the Supplier, such as interruption or failure of telecommunications or digital transmission links, hostile network attacks or a force majeure event.

Unexpected Downtime: any minutes outside of Scheduled Downtime or Service Disruption when the Service is unreachable by the Client. The Supplier uses external monitoring services to monitor Service Availability. If the Service fails to respond positively to the external monitoring service in over fifty percent (50%) of the tests, the Service is considered unavailable.

Onboarding Support

Onboarding is different depending on whether you are an existing customer or not.

Existing customers will use our standard packages available for converting from an on-premise deployment of Confirm to OnDemand.

New customers will need to be evaluated and resource estimates supplied depending on the amount of data to be transferred, training required, business processes to be implemented. We will use the G-Cloud rate card for this. Additional Professional Services offerings are listed as per Lot 3 – Cloud Support.

Implementation Plan

A detailed implementation plan will be provided as part of our proposal once we have estimated the resource and effort required. All our Professional Services engagements will follow our Services Methodology to ensure we are delivering consistent and quality solutions to our customers. Different resources will be required at different stages depending on the skills required. The roles and skills of our team are aligned to the Skills Framework for the Information Age (SFIA) levels and the rates are reflected accordingly.

Pricing Overview

Our pricing is available in the Pricing Document section of the G-Cloud service.

Ordering and Invoicing

Please contact us via our website or on the number or email below to discuss your requirements. Ordering is by Purchase Order only; we will invoice on receipt of a Purchase Order. Frequency of invoicing for subscription orders can be monthly, quarterly or yearly in advance.

- Email: ukgcloud@brightlysoftware.com

- Phone: 0808 167 4526

- Website: www.brightlysoftware.com

Offboarding / Termination

We will provide the Confirm data back in an agreed format to enable you to import into another system should there be a requirement to do so. Any Professional Services time required to assist in this exercise, are charged separately and not part of the subscription agreement. In terms of data sanitisation, at its end of life, all media is sanitised by Amazon in accordance with their Device Management process before disposal.

After Sales Support

Technical Support

Our software subscription & support services offer comprehensive coverage for software updates and fixes, product upgrades and technical support under a single, common set of agreements, processes and tools.

Technical Support is available within your subscription fees and includes access to our online case management system and phone support where you can log new cases, report on existing cases and find a vast array of useful information around how to use the product.

Our Technical Support Desk Hours are: Mon to Fri 09:00 – 17:30 (excluding bank holidays).

Communities

We also provide a number of online resources to answer your questions and provide information you may need to implement solutions, share knowledge, receive training and obtain technical or client service support.

- Documentation: Find all the product information you need in the form of user guides and technical documents.
- Ideas Portal: Submit your innovative ideas around Confirm's existing functionality and future development.
- Knowledge Base: Get answers to many of your Confirm questions. Our Knowledge Base is a vast library of technical and how-to articles.
- Community Forum: Connect with other users and discuss topics around Confirm.

Professional Services

Our trainer-led courses deliver high-quality training, at your premises or online. Training is delivered in your database, using your data, and can be delivered to your processes.

We are able to provide access to our Brightly Academy e-learning platform, which contains an engaging mix of process diagrams, written manuals and videos. The Brightly Academy content will be used throughout the implementation project to upskill users but will also enable your System Administrators to learn how to further tailor the system in future to maximize the value of your investment.

Our market leading Learning Management System contains over 300 videos covering all aspects of Brightly Software. Managed by you to enroll users, assign courses and monitor user learning, Brightly Academy provides anytime access to consistent and validated training.

Our learning paths are certificated by the CPD Certification Service. Established in 1996, the CPD Certification Service is the largest and leading independent CPD accreditation organisation working across all industry sectors.

We will use the G-Cloud rate card and Professional Services listing as per Lot 3 – Cloud Support.

Technical Requirements

The Confirm OnDemand hosted solution is accessed over the Internet, clients are required to provide their users with the appropriate Internet connectivity and browser support. There is also an option to install the Amazon AppStream 2.0 client.

Amazon AppStream 2.0

Amazon AppStream 2.0 is utilised for users accessing the Confirm Enterprise desktop application. Users accessing the Confirm Web application will not utlise Amazon AppStream 2.0.

Amazon AppStream 2.0 (hereafter referred to as AppStream in this document) is a secure, cloud-based application streaming service. It allows users to access desktop applications from any location via a web browser.

Access to the Confirm Enterprise desktop application is provided through the Confirm Web user interface, which uses the local internet browser. Users are then provided with an option to launch into the Confirm Enterprise desktop application via AppStream through their browser, or optionally download the AppStream client and launch the Confirm Enterprise desktop application from there.

No browser extensions or plugins are required to access the Confirm Enterprise application via AppStream in a web browser. The installation of the AppStream client is optional.

Confirm Web Access

Clients will need to provide compatible browsers in order to access the Confirm web solution, which is accessed directly through the browser. Details of supported browsers can be found in the Confirm user documentation from the following link:

https://help.brightlysoftware.com/Content/Documentation/Maintenance/Confirm/Confirm.htm

Mobile Devices (ConfirmConnect)

The Client takes full responsibility for their own mobile devices. Details of supported devices and minimum specifications can be found in the Confirm user documentation in the link provided above. We provide the URL for data transfers and advise when they need to be upgraded.

Fair Use Policy

The Confirm OnDemand environment is shared between all eligible Clients and therefore the resources are limited by physical restraints of technology as well as by reasonable limits of a shared environment. Hence the server technology limits the amount of available resources for use by all eligible Clients, including but not limited to disk drive space, CPU processing power, memory and access speed.

Clients are responsible for ensuring that their organisation adopts a reasonable 'fair use' approach to their use of the Confirm OnDemand shared environment in order to ensure that their actions do not adversely impact the service received by other Clients.

Data Storage

A limit of 4GB per concurrent or mobile user is applied across the Confirm OnDemand environment. This limit applies to the following components of Confirm OnDemand
- Production database
- Production file system (includes any specifically requested database exports)
- Development & test database

If any Client exceeds 90% of their allocated data storage their dedicated Account Manager will contact them and advise that remedial action should be considered by the Client to modify their disk usage in the shared environment.

We will impose a hard limit on disk usage once 110% of the Clients allocated storage has been used. Hard limits will not be imposed without an Account Manager first working with the Client to identify ways in which disk usage can be reduced.

We may charge the Client should there be a need for a technical expert to visit the Clients site or interact with the Clients source data in an effort to reduce disk usage. Such charges will be at the then current standard professional services day rate.

If no solution can be found to reduce the Clients disk usage, we will charge an additional fee for the excess data storage use at the then current applicable monthly rate.

System Usage
We will not impose hard limits on any component of the Confirm OnDemand environment where the primary metric of usage may be considered a form of bandwidth, CPU or network utilisation.

However, we may deploy appropriate technologies to balance or manage the use of the shared resources amongst Clients in a fair and non-punitive way.

Exclusions for Permitted Data
The Confirm OnDemand environment cannot be used to send or store the following types of data.

- infringing, obscene, threatening or unlawful or tortuous material
- Personal media not intended for use in the domain of Asset Management file including music, photographs and videos
- Person data files not intended for use in the domain of Asset Management or associated practices

Exclusions for Permitted Use
The Confirm OnDemand environment cannot be used for the following purposes:

- Load testing of any kind
- Penetration / security testing

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- Any activity which would compromise the security of the shared environment
- Sending unsolicited bulk/commercial email / SPAM