

## G Cloud 15 Service definition

### Service: Specialist co-authoring (and general) support in Microsoft Word

06/01/2026

**Levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans**

Any outage at Brochet would not affect the client.

Once we have developed any material or files it is handed over to the client and installed in their IT environment, either on local machines or Cloud linked areas such as SharePoint, OneDrive, Dropbox etc.

We do not hold any live client files at Kutana Brochet. Therefore if the client loses data we can resupply to the client with copies of everything we've previously supplied.

If we suffer an outage we use Dropbox which would cover the loss on an individual local machine. We also have an offsite daily backup so that in the event of a ransomware attack we can restore all files within 24 hours.

If we need to support a client during that period we can access a copy of any material from the client's environment and work on that.

#### Onboarding and offboarding support you provide

We can supply files for the client to roll out, and are available to work with them on any issues that arise. Alternatively, we can supply an MSI to help implement the installation

#### Service constraints like maintenance windows or the level of customisation allowed

There are no service constraints unless there is downtime caused by Microsoft which we can obviously not control.

We do not restrict clients from customising our work.

#### Service levels like performance, availability and support hours

Our support hours are 9 am to 5 pm on working days. However, if the client anticipates a requirement out of hours we would endeavour to arrange support.

Due to the nature of our work and products, performance and availability are generally down to Microsoft.

It is not untypical for a client to use our templates for two or three years without any issues

## After-sales support

We are happy to provide after-sales support to clients. If we have supplied files with code/macros then we would expect to fix bugs free of charge for up to six months from handover. For clarity, a bug is where software is not acting as originally designed/intended and the issue can be replicated.

## Any technical requirements

If we supply templates or files with code then they need to run from a Trusted location (a setting in MS Word).

## Outage and maintenance management

We would endeavour to support clients if they have an outage. If we have an outage at Kutana Brochet we should be able to support the client as normal from a laptop with internet access

## Hosting options and locations

Not relevant for our services. Any material supplied would be hosted on the client's servers.

## Access to data (upon exit)

We do not hold any client data.

## Security

We digitally sign any templates with code/macros that we supply.