

**Abavus Ltd**

# **Cloud Services** (Service Definition Document)



## **Contact Information**

[info@abavus.co.uk](mailto:info@abavus.co.uk)

07786 830806

## Overview of Cloud Services

Abavus Cloud Services are designed for customers to use as part of an implementation of our cloud-based products. Cloud Services can be taken in the form of consultancy, technical product configuration, and skills transfer. Delivery of Cloud Services is tailored to meet the requirements of each specific implementation.

### Service Features

- Tailored onsite or remote consulting
- Tailored onsite or remote configuration support
- Tailored onsite or remote training

### Service Benefits

- Ensure rapid and efficient implementation
- Tailor service delivery to match requirements

### Does your service help buyers migrate to the cloud or between cloud services?

In some cases, we are supporting customers as they move a set of key processes to the cloud for the first time. It may also be that a customer is moving from an existing cloud platform to one supplied by Abavus. Typically, there is not a standard set of delivery components when migration is required. We instead review the different aspects of the end-to-end process and then work with the customer to agree specific migration steps as part of the project. These considerations usually fall into the following categories:

- Data to be transferred (quality, completeness and suitability for migration).
- Process mapping (an exercise to ensure we understand the current state of the process).
- Process redesign (an exercise to identify opportunities for process improvement and simplification).
- Agreement of a structured project plan to ensure smooth migration in accordance with agreed timelines.

### List of Supported Services

All cloud services offered by Abavus Ltd.

## **Quality Assurance and Performance Testing**

As part of all implementation activities and delivery of our cloud services, we build a set of user acceptance testing activities (UAT) into every plan. UAT covers quality assurance and acceptance of digital processes we have configured for the client on our cloud platform. In addition (and as part of UAT), we ensure the system is performing in an acceptable way and to the expectation of the Council and the Council's customers.

## **Training**

We provide classroom training for our cloud software. Training can be delivered onsite at the client's premises with up to 12 delegates. Training can also be delivered remotely using screen cast technology. We recommend smaller group sizes of 2 to 5 for remote training delivery. For remote delivery, we would also recommend shorter duration sessions (e.g. 2-hour episodes).

## **Client services, setup and onboarding**

When UK public sector organisations adopt this module as part of a commercial subscription, Abavus will fully support clients through a documented and straightforward onboarding process. Elapsed time for onboarding is usually 6-8 weeks. These times can vary based on client-specific circumstances and requirements.

## **Hosted service maintenance windows and other constraints**

Abavus warrants that (i) the Service will operate in all material respects at least in accordance with the applicable Feature Listing as of the Subscription Start Date, and (ii) the Service will be available to customers for normal use for at least 99.97% of the time each quarter, excluding any downtime during a Standard Maintenance Window. In the event of any breach of the warranties under the contract, Abavus' sole and exclusive responsibility shall be for Abavus to make all reasonable efforts to have any reported failure of the Service causing a breach of this warranty corrected as soon as practical. However, if within 10 business days, such defects are not corrected, then Customer's sole and exclusive remedy shall be to terminate this Agreement and to receive a refund of the prepaid fees. Please refer to our Hosted Services Agreement included within this document for further information.

## **Service level agreement for support**

There is a comprehensive customer support service level associated with the delivery of My Council Services, providing support consisting of telephone help desk or online support to the Customer's two designated support contacts. Please refer to our Standard Support Protocol included within this document for further information.

## **Delivery of service, and information assurance and security**

The target Impact Level (IL) of My Council Services is IL3 to hold and process information. My Council Services does not currently hold IL accreditation. Our data centres are ISO27001 accredited. We hold Cyber Essentials accreditation.

## **Training**

Training can be provided and is charged separately. Details of pricing for training are provided in the Skills Framework rate card. Training can be delivered on the client's premises, and can be further supported by remote web-based refresher and support sessions. All training resources are UK-based and available to come onsite.

## **Ordering and invoicing process**

Orders can be placed by means of the client organisation's official purchase authorisation number or procurement approval. Alternatively, completion of the Abavus "Purchase Authorisation Schedule" (the ordering documents representing the initial purchase of the Service as well as any renewals, or subsequent purchases agreed to between the parties in writing from time to time that are executed).

Payment terms are net 30 days, accepted by BACS transfer (preferred) or cheque.

## **Minimum contract term, and termination terms**

Minimum contract term is 12 months. A party may terminate this Agreement for cause: (i) upon thirty (30) days written notice of a material breach to the other party, provided such breach remains uncured at the expiration of the notice period; or (ii) if the other party becomes the subject of a petition in bankruptcy or any other proceeding relating to insolvency, receivership, liquidation or assignment for the benefit of creditors.

## Technical requirements and integration

There are no specific local technical requirements regarding hardware, and there is zero client footprint in terms of normal service usage and access to standard and extended functionality. When integrating My Council Services with other third-party applications (e.g. CRM tools), or other back-office tools (e.g. open standards), Web Services are the preferred approach. For guidance, a standard integration using Web Services to a third-party application would enable a dynamic two-way data exchange between My Council Services to a third-party application. A standard integration and its delivery components offer:

- Access to our full set of Web Services, fully supported by Abavus.
- Development of a mutually agreed functional specification, defining how the integration will work between My Council Services and your chosen third-party.
- Any reasonable/required additions to our Web Services allowing the integration to meet requirements. We agree any required changes with the client in conjunction with our technical team as part of the functional specification.
- Remote technical project support from our technical team for your internal technical resources, to ensure integration is completed successfully.

Note: The standard Web Services integration does not include onsite technical consulting/development activity, or custom changes/additions to core functionality. These services can be provided, with pricing based on specific requirements.

## Support Channels

We provide support during the following hours of operation for My Council Services:

Zone	Coverage Hours	Coverage Days	Contact Information
UK	08:00am to 06:00pm GMT / BST	Monday to Friday, excluding UK holidays*	support@abavus.co.uk

*\*UK holidays are: New Years Day, Good Friday, Easter Monday, First Monday in May (Early May Bank Holiday), Last Monday in May (Spring Bank Holiday), Last Monday in August (Summer Bank Holiday), Christmas Day, Boxing Day, and any other UK public holiday not on the list above that is announced by the UK government.*

## Issue Clarification and Escalation Procedures

All support issues are given a **High**, **Medium** or **Low** classification depending on the impact to the customer operations.

- A **High** severity level requires communication with the customer within one (1) hour, and thereafter a minimum of every four (4) hours until the issue is resolved.
- A **Medium** severity level requires communication with the customer within one (1) hour from the start of coverage hours, and thereafter a minimum of every twenty-four (24) hours until the issue is resolved.
- A **Low** severity level required communication with the customer within four (4) hours from the start of coverage hours, and thereafter a minimum of every five (5) business days until the issue is resolved.

The following table provides further descriptions on each severity level:

Severity Level	Customer Impact**	Response Time to Customer**	After Hours Response Time	Incident Status Communication
High	Severe impact on customer operations	Within 1 hour	By 08:00am next business day	Every 4 hours until resolution
Medium	Moderate impact on customer operations, but still functioning	Within 1 hour	By 10:00am next business day	Every 24 hours until resolution
Low	Little to no impact on customer operations, or a product request	Within 4 hours	By 12:00pm next business day	Every 5 business days until resolution

*\*\*These service level response times do not apply to integrations with third-party applications if the issue originated and/or the resolution is required from the third-party.*

## Severity Definitions

### HIGH

- Definition: A problem has been identified that has a severe impact on the use of the product, causing significant business impact to the customer.
- Response Time\*\*: Customer Support will respond to a customer call within one (1) hour of a request during normal support hours, and before 08:00am GMT/BST the next business day for requests received after normal support hours.
- Target Resolution Time: Until restored using best efforts



## MEDIUM

- Definition: A problem has been identified that moderately affects or restricts major functionality. The problem is time-sensitive and important to long-term productivity, but is not causing an immediate work stoppage. Operations can continue in a restrict fashion.
- Response Time\*\*: Customer Support will respond to a customer call within one (1) hour of a request during normal support hours, and before 10:00am GMT/BST the next business day for requests received after normal support hours.
- Target Resolution Time: Upon receipt of the problem report, Abavus will commence verification, diagnosis and replication of the reported problem. Abavus will communicate to the customer every twenty-four (24) hours until resolution.

## LOW

- Definition: A minor problem that does not have a major effect on business operations, or a problem for which an acceptable workaround exists.
- Response Time\*\*: Customer Support will respond to a customer call within four (4) hours of a request during normal support hours.
- Target Resolution Time: Upon receipt of the problem report and initial contact with the customer, Abavus will communicate to the customer every five (5) business days until resolution. All issues considered as product enhancement request will be forwarded to Product Management for further consideration.

## Service Tracking and Reporting Procedures

All requests are tracked via our CRM ticket tracking system. Call records will be recorded by Abavus Customer Support, and will be forwarded to the appropriate level for completion. Customer Support is responsible to ensure timely call closure per stated service objectives. Customer Support, operations and development teams meet regularly to communicate support issues and determine shortest path to resolution and/or enhancements.



## Issues not included in Standard Support

The following issues are not part of Standard Support for My Council Services:

- Configuration or installation of hardware, including but not limited to computers, hard drive disks, networks and printers.
- Assistance with third-party application configurations (e.g. Outlook, Lotus Notes, Adobe Acrobat Writer).
- Troubleshooting of network or PC performance.
- In-depth telephone product training, although we will assist with 'how to' questions if we can resolve these for clients within 30 minutes on the support line.