

EVOTIX

Transformation
Starts Here

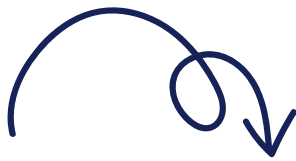


G-Cloud 15

Evotix Health And Safety Package For Emergency Services **Service Definition**

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1. Overview of Evotix Health And Safety Package For Emergency Services

Evotix offers **Emergency Services** customers a complete health and safety solution, based on our vast experience working with the **Emergency Services** sector and its specific health and safety challenges.

We are our customers' long-term partner on your journey, and we share your passion for improvement. Over the last 28 years, we have built our customer base of over 700 organisations who are transforming their EHS management.

We continually monitor solution usage across every industry sector, including the emergency services. Based on this analysis and our combination of safety and technology expertise, Evotix has packaged a best practice solution that helps emergency services tackle their most pressing health and safety and wellbeing challenges.

By embracing innovation and collaboration, we instil confidence and empower customers to be a positive force for change. For the confidence to transform and to create a safer smarter future, organisations need dynamic EHS and wellbeing solutions that:

- Engages frontline users/workers.
- Empower colleagues to realise higher standard of workplace safety.
- Offers intuitive, mobile friendly user experience.
- Supports sharing of timely relevant information.

The Evotix Health and Safety Solution for **Emergency Services** package delivers the following capabilities:

- Incident Management
- Worker Participation
- Regulatory Reporting
- Safety Communication and Engagement
- Record Keeping
- Safety Observations
- Assessing Job Related Risks
- Managing Contractors
- Emergency Action Planning and Response
- Inspection Management

- PPE Management
- Managing substances
- Conducting audits
- Managing Equipment
- Safe Statement of Work (SSOW) and Standard Operating Procedures (SOPs)
- Fire Prevention and Protection
- Safety Policy and Programme Management
- Permits to Work
- Ergonomic (DSE) assessments
- Lone worker assessment

As an Evotix customer, you will enjoy a true SAAS solution that is highly configurable, scalable, future proof and provides an intuitive user experience. We release updates (fixes, new functionality etc.) to the platform every 2 weeks.

2. Security

Evotix provides the highest levels of security, availability, responsive support and scalability, in line with the NCSC cloud security principles.

We take all security threats seriously and through risk assessment and implementation of appropriate controls, we work to protect all data. The security of sensitive company data is central to our approach and for this purpose we use Amazon Web Services (AWS) where cloud security is the highest priority. Best practice is used in the design, development and implementation of our software solutions to create the product.

The AWS infrastructure puts strong safeguards in place to protect customer data and privacy. All data is stored in highly secure AWS data centres which meet ISO 27001, Evotix is also certified to ISO 27001.

3. Onboarding Process

We understand that buying software can be the easy part – value comes through getting that software adopted by your organisation. Assure is easy to use and highly configurable so that you can ensure a complete and comfortable fit with your technical, process and information needs. Our onboarding process builds on the understanding that we have gained during our previous discussions of what you are trying to achieve so that we can work together to configure our software to provide the best possible fit.

We know from experience that it is difficult to specify every detail of the solution up front – some options and opportunities only get discovered as we begin to work through the detail, and you use the software. That is why we treat implementation as an iterative process in which we can configure and re-configure the solution until we are both happy with the result.

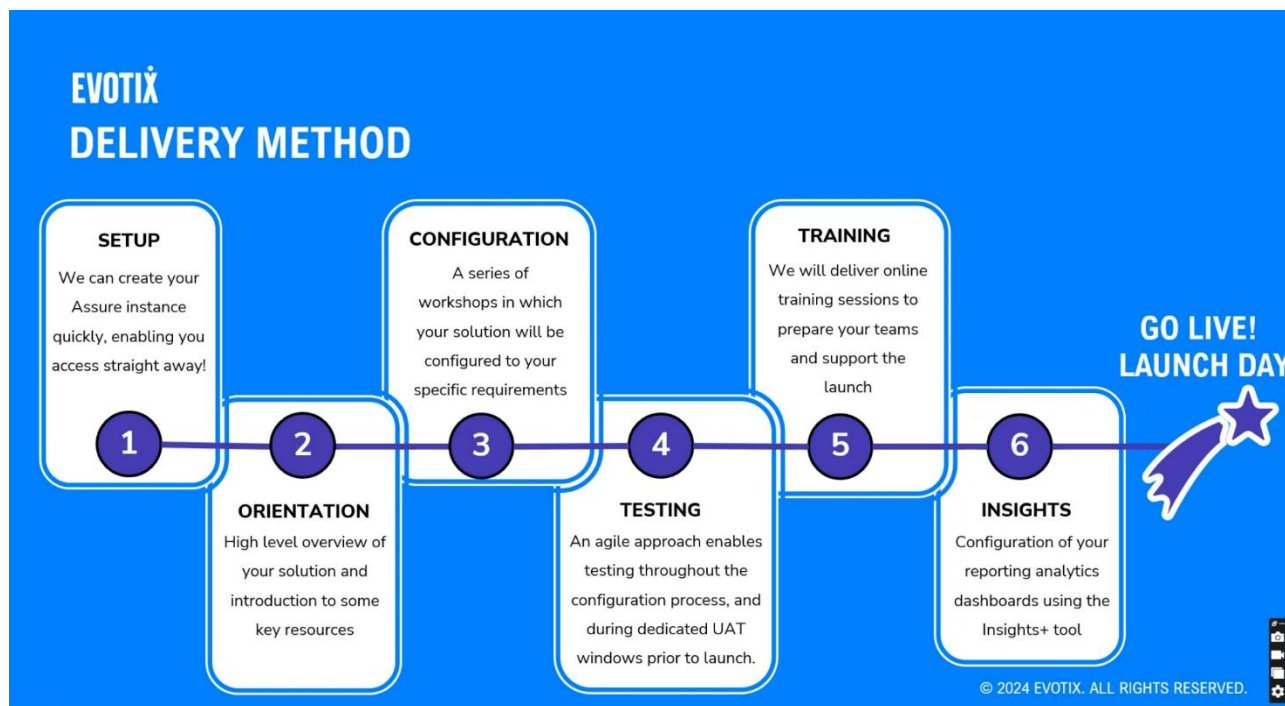
The first stage is a kick off call to set the scene for the project, and confirm the who, what, when and why of the implementation.

Next, we will provide a high-level orientation of Assure and introduce you to a library of self-learning materials available to help fast track your onboarding. We will then undertake a series of configuration workshops in which we look at your detailed requirements and build your Assure solution. We will work together to make configuration decisions, at the same time training you in the system to allow you to continue to build out the system independently. Once we are happy that the configuration is ready, we will help you coordinate User Acceptance Testing (UAT). Following sign off on the configuration, we will provide user training as required for the modules being deployed.

We encourage a phased approach to implementation and deployment, allowing you to realise value in the solution as quickly as possible. This can be achieved as quickly as 4 weeks!

In our experience, a project typically takes between 12 and 36 weeks – the pace is typically set by the level of engagement and commitment from your project team, and the efficiency of the rollout within your organisation (we have advice and materials to support you with this, too).

We will assign an Evotix Customer Implementation Consultant who will work with your project team throughout. We recommend that your team consists of a Project Lead, Key Decision Maker and System Expert (if customers play an active part in the configuration of the solution, this speeds up the delivery of the project and helps to ensure the system is well supported post-implementation).



4. Service Management Details

Working for our customers' success lies at the heart of our principles at Evotix. We are pleased to be able to provide customers with a dedicated Squad, made up of a Customer Implementation Consultant, a Solutions Consultant, Customer Success Manager and a Technical Support Team member, each responsible for an aspect of our relationship with you. Whilst these are important individually, the real strength lies in what they can achieve collectively.

Your Customer Success Manager will be introduced at the Implementation kick-off and will support the handover to Technical Support once you go live. They will continue working in partnership with you through the life of your journey with Evotix, to ensure the system and services continue to meet your needs as they evolve. You can rely on your Customer Success Manager to leverage the expertise in your Squad to resolve any queries you might have and help you to get the most out of Assure and the wider Evotix team.

The Assure solution has developed over a period of 28 years, guided by our dialogue with experts across our customer base and beyond. We constantly update our solution to meet latest regulations, add new features and take advantage of useful changes in technology. You will automatically benefit from these improvements via your hosted solution. You will be notified on upcoming updates and your Customer Success Manager can go through in more detail, as well as outlining the product roadmap to you when desired.

You will become part of the Evotix user community, including our User Group and access to customer-only social media discussion forums, including one for proposing and voting on product improvements. The User Group is a friendly network for information and experience sharing, problem solving and thought leadership that meets at least once a year in a central location.

5. Service Constraints

For full details, please refer to the included Terms and Conditions.

Following satisfactory completion of the implementation and configuration, Evotix will use reasonable commercial endeavours to provide average availability of at least 99.9% over any 30-day period. Availability does not include planned maintenance events (which are scheduled outside of using working hours), customer-caused or third party-caused outages or disruptions, or outages or disruptions attributable in whole or in part to force majeure events within the meaning of clause 16 in the included Terms and Conditions.

6. Service Levels / Customer Support

Our customers prize us for our expert and friendly support both at initial implementation and on an ongoing basis. 95% of our customers renew every year. We have a proven implementation approach that ensures that our solutions support your processes and we work in an honest and straightforward style.

We operate a 99.9% uptime SLA.

Evotix Customer Support Process

All cases, issues, or requests for change are, in the first instance, reported to the Help Desk as the central point of contact. The Help Desk can be contacted by the online ticketing system, Monday to Friday 8.30am–5.30pm. Tickets are recorded and monitored in our case management system which ties the request to your customer account to provide a complete history.

The stages of case management are:

1/2. Request and Classification: All ticket requests to the Help Desk are logged in the case management system. When you contact Help Desk, your case is raised as a Request, Problem or Question.

3/4. Investigation and Escalation: An answer will be provided immediately if a solution is known or a question can be dealt with. If the Help Desk is unable to resolve the case immediately, it will be investigated and escalated to the appropriate Support / Product team member.

5/6. Resolution and Close: Where requests are resolved without escalation, the customer will be given resolution details via Help Desk and after approval the case closed.

Where the case has been escalated, resolution details will continue to be maintained by the Help Desk. The customer will be informed of updates regularly until resolution.

7. Financial Recompense Model

Please refer to the included Terms and Conditions.

8. Training

Assure has been designed with the user in mind, combining an intuitive consumer style interface with a corporate strength backbone. As a result, it meets business requirements while being straightforward and intuitive to use – not just by experts but by your organisation at large.

We provide users with different training delivery options: our most popular training delivery is online via webinar sessions, specifically for your organisation, and will be tailored for your solution and audience. These can be recorded so you can revisit and reuse them. We also offer interactive video tutorials which can be reused.

Administrator training is delivered organically throughout the implementation process as we collaborate on the configuration of the solution with your project team. We can also arrange dedicated Administrator training, as well as end user training for any modules where this may be required. Our recommended training allowance is 4 hours Administrator training and 4 hours User training, though these numbers can be adjusted to your needs.

All licensed users of Assure have access to our Knowledge Base, which contains a variety of help videos and articles.

9. Ordering And Invoicing Process

Assure Health & Safety Management Solution modules are purchased directly from Evotix. You can reach our sales department by emailing gcloud@evotix.com. Alternatively, visit www.evotix.com/contactus and complete the contact form. We will discuss your requirements and then tailor a quotation based on your needs following an online and/or onsite demonstration of the Assure system.

10. Contract Termination

Please refer to the included Terms and Conditions.

11. Data Migration and Integration Options

Evotix will assist with data migration. The Assure platform features both CSV-format data import tools and inbound/outbound APIs. Typically, we find customers prefer using the CSV-format tool for data migration, as it is easier to work with on a desktop, this tool can also be used for ongoing data import (create/update) where desired – this is in combination with a customer-dedicated Amazon S3 site (which supports secure file transfer). Alternatively, the RESTful APIs (JSON-format) may be used to create/read/update key areas of the system like the Organisational Unit hierarchy, Users and Person Register data.

There are a few different options for outbound data extraction; most commonly used are the data extract APIs which facilitate secure access to all historical module (form) record data in JSON-format; this is to enable use of customer data warehouses, PowerBI etc.

Assure has optional Single Sign-On (SSO) and support SAML 2.0 and WS-Fed protocols; customers can use multi-factor authentication options in combination with these (for example, their own Microsoft Azure MFA). Additionally, Assure also supports options integrated MFA where SSO is not being utilised.

12. Customer Responsibilities

Please refer to the included Terms and Conditions for detailed customer responsibilities.

One specific requirement to highlight is that strong implementation is critical to the successful adoption of our solution and customers have a vital role to play in this. For that reason, during the kick off call we confirm the following:

- Clarity about what you want to achieve and the success criteria.
- A customer project manager who is committed to the success of the project, has sufficient capacity to fulfil their role and will act as a focus point for communications.

- Identification and involvement of those stakeholders whose support is critical to the success of the implementation, such as system expert administrators and decision makers.
- Involvement of (a selection of) your users so that they are ready for change, have made sure that the system works in practice, and can act as advocates.
- Communication/engagement with the various groups who will use the system.

13. Details Of Any Trial Service Available

Evotix can provide a comprehensive, tailored demonstration with both our commercial team of industry experts and, where necessary, our technical sales staff or development team.

These demonstrations can be facilitated online or on-site at either your offices or our offices in Manchester and East Kilbride, Glasgow. They provide an ideal opportunity to discuss your requirements and for Evotix to demonstrate how Assure meets them. If we cannot meet your needs, we will tell you at the earliest opportunity. This is also an ideal opportunity to have your initial questions answered.

If Evotix is your preferred solution we can make arrangements for a limited-time login to a demonstration version of Assure.

Should you require a demonstration of Assure, please [contact us](#).

14. Our Purpose

The rate of workplace accidents is too high. Behind every statistic is a name and a family. This is NOT ok.

We believe acceptance of the status quo is unacceptable. So, we're on a mission to help people and their organisations create safer, smarter futures. We harness the latest technologies to give people intuitive, human tools that address their most pressing EHS and wellbeing challenges.

We extend our expertise to organisations seeking to stay ahead of the curve and make a positive difference to their people, and the world around them. We continuously embrace new ideas and develop dynamic technology-driven solutions that are built for a rapidly changing world.

We are Evotix, the change makers that give people the confidence to transform. **Evotix – your transformation starts here.**