

Beyond Systems Limited

Service Definition Document

Smart Cloud Controller

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Overview

The Beyond Smart Cloud Controller is a service that manages a customer's Oracle "Universal Credits" efficiently by shutting down and starting up cloud environments to a customer defined schedule.

Oracle Cloud Infrastructure costs are either based on a "Monthly Flex" pricing model which is an estimate of monthly usage or a "Pay as You Go" model which the customer is responsible for paying. Subscribing to the Smart Cloud Controller service will either help protect the customer from a "Universal Credit" overspend or it will help a customer to optimise their usage. Optimised usage may allow a customer to try or buy new products without extra charges.

Features

- Ability to consume service credits as needed
- Stop and start cloud environments to a schedule
- Make savings on Oracle Universal Credits
- Monitor and estimate Oracle Universal Credits
- Optimised usage of Oracle Universal Credits

Benefits

- Control Oracle Universal Credits
- Efficient use of Oracle Universal Credits
- Encourages a green carbon footprint
- Optimised usage of Oracle Universal Credits
- Reduces Oracle spend on cloud infrastructure

On-boarding and Off-boarding

At the start of the engagement there is a one off on-boarding/implementation process to setup the customer schedules.

Usage Costing Plan Service

A service to help the customer build an optimal “Universal Credit” usage plan. Once the usage plan is agreed with the customer, the plan will be used as the specification to configure the Smart Cloud Controller tool.

Pricing

See the pricing document.

Service Constraints

The service is dependent upon an Oracle database cloud which will on occasion require service patches itself.

Service Levels

Our standard cover for support is Monday to Friday 09.00-17.00 excluding public holidays, however for support coverage required out of these hours, we would be happy to discuss and tailor to the individual requirements and needs of the customer.

Financial Recompense Model

Where necessary, Service Levels and outcomes will be agreed with the customer prior to any engagement. Under such circumstances, we would be happy to discuss Financial Recompense Models.

Ordering and Invoicing Process

Ordering is processed according to the terms agreed at the time of acceptance. Typically, this will involve client acceptance by way of purchase order from a written proposal for the work stating deliverables, costs, and timescales.

Beyond's payment terms are 30 calendar days from the date of the invoice.

Termination Terms

These are included in our Terms and Conditions document.

Technical Requirements

For technical requirements, the customer would be responsible for:

The web interface client requires a modern web browser.

Provision of appropriate levels of network access to the application environment/infrastructure
when on site

Trial Service

1 Month free trial is available