

ELVIS Service Definition

Overview

ELVIS is WPC's market leading vehicle recovery system, which is helping a number of police forces and other organisations efficiently manage the vehicle recovery process.

ELVIS is a highly configurable system, designed to track vehicles through all stages of their life-cycle from initial recovery to disposal/return. It provides information-sharing between police, garages and managing agents; whilst ensuring each vehicle is handled correctly dependent on the recovery reason.

The system is available to all organisations that have a working interest in these vehicles. Through powerful role-based authentication, users see only the parts of the system they need in order to do their job quickly and efficiently.

ELVIS includes a comprehensive tasking engine. Interdependent tasks can be set up and linked to the various stages in the lifecycle of a vehicle. Tasks can be triggered by the type of recovery taking place and the subsequent actions on an enquiry. This enforces policy for all users, making sure that steps are not forgotten and reducing the reliance on lengthy training.

ELVIS tracks all activities recorded by all users keeping a full audit for comprehensive accountability, reducing the chance of litigation. Details are recorded of information before and after each change so detail cannot be lost.

Features

- Record and manage all vehicle recovery information
- Track vehicles through all stages of their lifecycle
- Central record repository
- Easy control over the status of an enquiry
- Accessible by all relevant organisations 24/7
- Interfaces to other major Police systems
- Link to HPI
- Range of comprehensive search tools
- Export search and queries
- Record complaints
- Highly flexible and customisable system
- Manage the initial call for recovery
- Emailing of enquiry details
- Manages garage rota
- Workflow management
- Storage of digital images and other documentation
- Easy listing of all vehicles that need attention
- Full control of users and roles
- Generates letters, forms, and other documentation as required
- Management of statutory charges
- Financial reporting
- Interactive dashboards and system prompts
- Comprehensive management information and reporting
- Manages property found within the vehicle
- Free-text and restricted access confidential notes
- Informs finance companies

- Full audit history
- Cross regional collaboration
- Established User Group

ELVIS Technical Overview

WPC ELVIS is a web-based application making use of the latest web development methodologies and technologies. This section is a high-level technical overview of the solution.

Cloud Software and Information Assurance

WPC Products delivered as a cloud service is delivered by WPC Software through our cloud-hosting partner Microsoft Azure.

WPC has a fully implemented Information Security Management System, which outlines the governance and clear responsibilities relating to information security including the cloud service provided. The ISMS is accredited to ISO27001. WPC Software also holds ISO9001 and Cyber Essentials Plus accreditation.

Microsoft Azure undertake formal accreditation activities and accreditations include NPIRMT – PASF, Cyber Essentials Plus, CIS Benchmarks, CSA STAR Certification, ISO 20000, ISO 22301, ISO 27001, ISO 27018, ISO 27701, ISO 9001, and SOC 1/2/3.

All data centres used by WPC are highly resilient, UK-based and separated by >100 miles for geographical diversity.

Relevant WPC staff are vetted to NPPV3 level and are Security Cleared.

WPC Cloud Products Standard Package

WPC Products can be delivered as cloud software through Microsoft Azure. The standard service includes:

- Provision of a multi-tenanted environment within Microsoft Azure. Separation between customers is ensured with completely individual databases dedicated to the customer along with dedicated credentials.
- Delivery of Premium Disk/High Memory Trusted Launch Web Servers through Azure IaaS Compute which are scalable to meet customer needs.
- Azure SQL Server Managed Instance with provision for up to 500GB of storage per customer (individual files should not exceed 50MB).
- Both the Web and Database environments are provided with 99.95% availability.
- All data is stored in a clustered environment with three copies within geo-redundant data centres, with each data centre within the UK.
- Access via Standard Internet connectivity over common protocols - namely HTTPS, using a SHA-256 Secure Hash Algorithm and TLS 1.2/1.3 protocol.
- Backup of the Web Servers is taken as a daily VM snapshot and is stored for 7 days.
- Backup within Azure SQL Server MI includes transaction log backups every 5 to 10 minutes, which are retained for a seven-day period. All data is stored in geo-redundant storage BLOBs with replication only in UK data centres and allows for point in time restoration.
- Access to WPC cloud solution is restricted to authorised users only, with role-based access being key to system authentication. Access to the service can be restricted in a number of ways. Our Standards options include:

- A two-step authentication process, where a user is required to log-in to access the service prior to logging into the application itself.
 - IP Address Restriction to a customer network.
- In addition, WPC also offer the following authentication methods, although these would need to be discussed and confirmed with WPC Software.
 - Two-factor authentication using mobile application (additional costs and configuration may apply)
 - Potential integration with Azure Active Directory (additional costs and configuration may apply).
- WPC perform regular internal penetration tests and other security checks on our software. Internally, we make use of the Burp Penetration Test suite, which automatically detects and highlights any possible vulnerability from SQL Injection to Cross Site Scripting to authentication/password protocols. Third-party penetration tests are also commissioned annually on WPC products, as well as customer-commissioned penetration testing taking place regularly. Any highlighted issues raised by internal or external testing are prioritised for immediate resolution, retesting and release.

The above outlines the standard cloud software offering. Customers will need to discuss requirements with WPC should alternative options around resiliency and configuration be required. Additional details are available in WPC's Cloud Security Principles and Information Assurance documentation, which is available upon request.

Service Management Details

Software support

Software support is provided by WPC Software's dedicated team of developers. The support is provided from 8:30am to 5:30pm Monday to Friday (excluding English public holidays). When purchasing support each customer is entitled to receive fixes and upgrades to the version of the application they are using.

WPC has active User Groups for each of its products, all new customers will be invited to join and become an active member of the user group community. Each group is entitled to a number of development days within the support agreement, new customers will be able to influence the direction and development of the application.

Service Levels

WPC Software's service levels and support guidance is outlined within our Support Issue Management Process guidance, which is available upon request. Our standard SLA for software support is:

Priority	Time to respond	Regularity of Updates	Time to fix
Critical	4 working hours	Every 1 working hour	4 working hours
Major	4 working hours	Every 4 working hours	8 working hours
Minor	8 working hours	Every 2 working days	2 working days
Cosmetic / Trivial	2 working days	Every 2 working days	Next release, or

			earlier by agreement.
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As part of the basic package, WPC cloud software is delivered through Microsoft Azure and has an availability of 99.95% on a monthly basis.

Service Constraints

All software upgrades and patches are applied by WPC Software and agreed in advance with the customer. Planned maintenance of the product cloud service occurs on the second Tuesday of every month between the hours of 18:00 and 23:30. Urgent security patches may be applied on an ad-hoc basis if required and any possible downtime will be notified to the customer.

Backup/Restore and Disaster Recovery

Backup of the Web Servers is taken as a daily VM snapshot and is stored for 7 days.

Backup within Azure SQL Server MI includes transaction log backups every 5 to 10 minutes, which are retained for a seven-day period. All data is stored in geo-redundant storage BLOBs with replication only in UK data centres and allows for point in time restoration.

Disaster Recovery

As part of our standard service, backups are stored at a remote site. In the event of a major failure affecting the primary data centre, WPC Software will endeavour to re-provision the environment within the second data centre, subject to capacity. In a complete disaster the RPO would be “up to” 60 minutes with an RTO of 1 working day.

Training

WPC Software have a team of trainers available to train end users in the use of our systems. Prices for training can be supplied on request based on our advertised daily rate.

Details of Trial/Demo Service

WPC Software can provide access to a demo system upon request. It should be noted that this system should only contain demo, not live data.

On-boarding and Off-boarding Processes/Scope etc.

On Boarding

Prior to the service commencing WPC Software will appoint a Project Manager. The Project Manager will obtain information including the following from the customer:

- The configuration details for the product
- A copy of any data to be migrated into the system
- Quantity of users requiring access and resource requirements
- List of users requiring access and privileges
- The training requirements for the users

Once this information has been gathered the Project Manager will put together a project plan to complete the On-Boarding process. This project plan will identify the actions and timeframes to complete a successful start to the contract.

Off Boarding

When a termination date has been agreed WPC Software will archive the customer data in an agreed format. This data will be sent to the customer in a secure manner. The service will be switched off at the point of data archiving and service termination. All data will be securely deleted.

The price for completing the On-boarding and Off-Boarding can be provided following consultation with WPC and dependent on customer needs.

Customer responsibilities

Any customer using the hosted service is responsible for the content of data held on the system.

The customer is responsible for obtaining connectivity to the system within their own network.

The customer is responsible to ensure all users of the system are aware of the service definition and the constraints / Service Levels provided by the system.

Technical requirements

Consumers will require appropriate network connectivity such as internet access. Where required, consumers are responsible for procuring and managing appropriate devices or software to meet the requirement for data security over the various forms of connectivity.

Customers will require access to a modern up to date browser to use WPC cloud software.

Ordering and invoicing process

Communication with WPC Software should be made to ensure the correct elements have been specified. Once concluded a purchase order should be sent to the WPC Software Account Manager. Invoicing will be sent based on agreed payment profile or as outlined within the quotation, with payment required within 30 days.

Termination terms

The contract can be terminated with 30 days' notice. On the day of termination, the customer data will be archived and sent securely to the customer. Once terminated system access will be removed and restoration of the service will not be possible.