



Service Definition Document

1 Service Overview

DOQEX Secure Data Exchange is offered as an Enterprise Service.

The Enterprise Service delivers via dedicated cloud infrastructure or on-premise nodes to support the operation of DOQEX WEB or DOQEX EMAIL product lines.

The Enterprise Cloud Service is hosted, commissioned and maintained by DOQEX. The entire service delivery technology and application stack is 100% UK hosted and owned.

The option to abstract the DOQEX Enterprise Cloud Service, "On-Premise" option allows organisations to host DOQEX Cloud services within their own environments whilst maintaining service support from DOQEX.

Both delivery options for DOQEX Enterprise Services allow an unlimited number of users and business units to be created within the service.

Pricing is based on a per-user or consumption basis. Most customers start with per-user pricing until data flows are known, after which migration of contract to consumption basis provides a more cost effective service.

2 Service Configuration

2.1 DOQEX Product Suite

Services available through the DOQEX Enterprise Cloud Service are packaged into two products sets.

The products sets are:

1. DOQEX WEB
2. DOQEX EMAIL

One or both of the products must be selected and added to the service.

When DOQEX WEB and DOQEX EMAIL are taken together the additional features described in section 3.3 DOQEX WEB + DOQEX Email are available.

2.2 DOQEX Nodes – On Premise

The DOQEX Enterprise On-Premise Service comprises nodes, each providing functions to the service.

Nodes are modular and therefore, depending upon requirements, can be abstracted or integrated with other nodes.

The service is configured by specifying nodes which are scoped to meet the performance and availability needs of the customer.

Nodes are delivered as either virtual machines or dedicated hardware appliances.

2.3 Table of Nodes

A DOQEX Enterprise Cloud service may comprise the following nodes:

REQUIRED NODES	Required	Notes
DOQEX NODE Supports delivery of • DOQEX WEB • DOQEX EMAIL	At least 1 required	Multiple DOQEX nodes supported

• or both		
Includes 5TB of storage		

OPTIONAL NODES	Required	Notes
Storage node 5TB	Optional	Adds 5TB of storage to the service. Can be replicated for high availability.
Load balancer node	Optional	Multiple load balancer nodes supported. May be integrated with DOQEX NODES.
Database node	Optional	Each DOQEX NODE incorporates a database instance.
Database arbitration node	Only required if two DOQEX NODES are deployed (not required with three or more nodes)	Only one is ever required. May be combined with a monitoring node.
Monitoring node	Optional	Only one is ever required. May be combined with a database arbitration node.

DOQEX nodes are those nodes that deliver either or both DOQEX WEB and DOQEX EMAIL. When both products are taken each DOQEX Node becomes a “full-stack” enabling all the features of the product suite.

Multiple DOQEX nodes are supported which enable higher availability and higher performance configurations.

DOQEX nodes include 5TB of storage. Storage is replicated across all DOQEX nodes, so if you take multiple DOQEX nodes there is still 5TB of storage available to the service.

Storage vaults add 5TB of storage to the service. Storage vaults can be added in a high availability configuration.

Each DOQEX node incorporates a database instance. For availability and

performance, database instances may be abstracted from DOQEX nodes and configured as a separate Database node.

Load balancing will be required when multiple DOQEX nodes are deployed. Load balancing can be integrated into each DOQEX node or for higher resilience separate load balancer nodes may be deployed.

A Database arbitration node is required whenever two or more DOQEX nodes and DOQEX Database Nodes are deployed. For options with three or more DOQEX nodes, a Database arbitration node is not required.

Monitoring services form part of each DOQEX node; however for additional monitoring granularity it is possible to abstract the monitoring to a separate node. A common option is for the database arbitration and monitoring nodes to be combined into a single node.

Each node incurs an annual fee as per the pricing document. Fees are reduced for In-house customer abstraction where the customer supplies their own platforms.

Assistance with service scoping and implementation is available from professional services.

3 Service Features

Services available through the DOQEX Enterprise Cloud Service are delivered as two distinct products.

The products are:

1. DOQEX WEB
2. DOQEX EMAIL

When DOQEX WEB and DOQEX EMAIL are taken together additional features are available.

3.1 DOQEX WEB

DOQEX WEB as a DOQEX Enterprise Cloud service provides the following functionality:

3.1.1 User Features

- Secure uploading of any data to the DOQEX platform
- Creation of folders and organisation of files into folders
- Generation of secure download links for external parties via email
- Secure upload link generation for receiving data
- File and folder sharing with external parties and other DOQEX users.
- Project Space secure data rooms with project owner controls.
- Password protection of secure download links
- Out of band password sending via SMS text message
- Automatic expiry times for all files and shares
- User defined download limits for file shares
- Sharing via distribution lists
- Personal distribution lists
- Automatic personal address books
- Secure internal user to user messaging
- User audit trail and statistics
- User email signatures

- Email notification of recipient actions
- Email notification digest and frequency control

3.1.2 Business unit features

- Company/division-wide distribution lists
- Company/division distribution lists
- Company/division documents with automatic publishing to users
- Custom branding capability for each business unit/division
- Project request configuration
- Business unit email signatures
- Inter-divisional trust relationships with user level granularity
- Business unit audit trail, usage statistics and reporting
- Business unit manager administration of users and storage quotas
- 2-factor authentication configuration
- Email notification configuration for service and user actions

3.1.3 Administrator Features

- Storage quota and data management via multiple organisational tiers
- Unlimited organisational tiers containing unlimited business units.
- Unlimited users within business units
- Password enforcement policy configuration
- Site footer content configuration for site-specific privacy or usage statements
- Email template configuration
- SMS template configuration
- 2-Factor authentication configuration
- User foot-printing and authentication filtering
- Self-sign up page configuration with domain white-listing
- User permission group configuration: super-user, business unit manager, user manager (ICT helpdesk), project manager, standard user.
- DOQEX Email gateway integration configuration
- DOQEX Windows client with shell extension – offering “right mouse click – send to DOQEX” function

3.2 DOQEX EMAIL

DOQEX Email as a DOQEX Enterprise Cloud service provides the following functionality:

3.2.1 User Features

- Email attachment conversion to secure download links
- Email attachment password protection
- Attachment removal behaviour selection via dummy cc or bcc addresses
- Attachment removal behaviour selection via Outlook plugin
- Sensitivity classification via Outlook plugin

3.2.2 Administrator Features

- Email Data Leak Prevention
- Email attachment filtering by file type
- Email content matching by keyword
- Document embargo by fuzzy logic matching
- A range of DLP filter match options: Alert, Drop, Silent Alert, Forward and Notify
- Configurable attachment stripping actions: convert to zip, password protect
- Configurable attachment handling: strip, inspect, alert
- Configurable dummy cc, bcc action addresses
- Configurable email text insertion location, content and format
- Domain restrictions or whitelist

3.3 DOQEX WEB + DOQEX Email

When a service combines both DOQEX WEB and DOQEX Email the following additional features are available:

- Attachment recall – users cancel the download link in DOQEX WEB
- Bi-directional secure email
- Captive email portal with restricted recipient whitelist
- Attachment share management using DOQEX WEB

4 Backup/Restore and Disaster recovery

Note: this section does not apply to DOQEX Enterprise Cloud Services which have been abstracted via the “In-house” option to the customers’ infrastructure.

DOQEX Enterprise Cloud services are backed up twice daily to one of two remote backup sites. The remote site choice is rotated weekly.

All data leaving the datacentre is encrypted before transit over an encrypted connection to a remote backup site. Data is not decrypted at the backup site. All data residing on remote backup hosts are stored in encrypted disk volumes.

In addition to any database clustering deployed within the service, all database data (but not including users’ files) is continuously replicated to shadow database nodes within the data centre.

This means the following:

1. Single node service. Should the node be permanently unavailable, restoration of service takes place by deploying the shadow nodes and restoring user data from backup. Restoration of service can take between 4 and 16 hours.
2. Multiple node service. Should any node be permanently unavailable service is unaffected. Should all nodes within a service be unavailable, restoration of meta-data and user data would be made by deploying the shadow nodes to the service and restoring user data from backup. Shadow restoration of service can take between 4 and 16 hours.

To enhance service availability, the customer should order multiple DOQEX Nodes for the Enterprise Cloud Service.

5 Service inception

DOQEX Enterprise Cloud service inception begins by:

1. Selecting either or both DOQEX WEB or DOQEX EMAIL products.
2. Scoping and selecting the nodes required. Professional services are available to assist.

Single node services can be incepted within three days.

Multi-node services can be implemented within one week.

“In-house” services can be implemented within two weeks.

Following inception the service is handed over to the customer for configuration and on-boarding of users.

5.1 Service Off-boarding

The process starts with suspension notification to users of a pre-agreed end date. Suspension notification takes the form of an overlay message at login.

All users are responsible for off-boarding their own data prior to the end date.

On the end-date, the service is suspended and the following occurs:

1. All sessions are closed and no further logins are permitted.
2. All current file shares become inactive.
3. All meta-data including monitoring and audit trail data are encrypted and packaged for the customer in a mutually agreed format.
4. Any remaining files are shredded via a multiple pass shredding algorithm.
5. The disk volumes of all nodes used in the service provision are erased using multiple pass erasure.
6. Any customer resources such as virtual machine hosts are returned to them for re-use.

Any DOQEX resources, including physical infrastructure, will either be decommissioned or re-used at our discretion.

6 Service configuration and customisation

DOQEX Enterprise Cloud services are unlimited in terms of users and business units.

Customers are allocated super-user accounts within the service allowing for direct configuration of the following:

- Configuration of business units
- On-boarding of users via either:
 - Self-sign-up
 - ICT Helpdesk user managers
 - Bulk import (via csv file or through Active Directory)
 - Identity Provider integration (idP) such as Entra, Okta.
- Uploading and applying customised CSS stylesheets for any business unit
- Full management of website footers such as links to external sites or privacy and usage statements
- Email templates for every email the service sends
- Templates for every SMS text message the service sends
- Email signatures for each business unit configurable by email domain

DOQEX is able to provide customisations to the service that meet the following criteria:

- The feature does not compromise service security
- The feature does not expose data or present new threats to data leakage or accidental loss.
- The feature can be included within the DOQEX codebase for other customers.

Professional services are available to assist customers with any aspect of service configuration or customisation.

6.1 Service maintenance

DOQEX Enterprise Cloud Services are developed and maintained under a continuous integration process.

Maintenance codebase releases are scheduled weekly between either 06:30 - 07:30 or 21:00 -22:00. If a maintenance release is to be applied, nominated customer administrators are notified by their preferred method of the following:

- Any new features within the release

- Any user interface changes in the release
- Impact breakdown for each category of user
- Action breakdown for each category of user

Customers may request a delay to the implementation of any codebase release in order to make arrangements for change implementation with their users, helpdesk or administrative processes.

6.2 Service Levels

Service availability and performance are determined by the infrastructure configuration defined during the service inception process.

For a single DOQEX node implementation:

- The service is available to users 99% of the month.

Performance for all DOQEX implementations is driven by the following metric:

- Server response to all browser requests is to occur within one second (excluding file download and upload activity and manipulation of large report data sets).

Service responses for all errors communicated by the support portal:

- will be responded to within 4 hours which may overlap to the next day
- errors that have been responded to will be fixed within 12 hours of the original response which may overlap to the next day(s)

For multiple node configurations, service levels will be above 99.95%

6.3 Financial recompense

The customer will be entitled to call an Incident Review Meeting in the event that the service has not been available to users as a result of the direct action or inaction of DOQEX for an incident communicated by the Customer via the Support Portal.

An Incident Review Meeting will be convened at a date and location by mutual agreement between the Customer and DOQEX.

At an Incident Review Meeting the Customer will be entitled to select Service Credits from DOQEX that will be one of the following:

- For each full day where the Service is not available a credit of 1/365 of the Annual Revenue shown on the Schedule for the applicable term, or
- Credits for DOQEX Professional Services, or
- Credits for DOQEX software, or
- Any other form of service mutually agreed between the Customer and DOQEX.

7 Training

Training is offered via professional services for the following purposes:

- End-user or Manager training
- ICT Helpdesk training
- Administrator training
- API developer training

Training is provided in the following forms:

1. Trainer led workshops.
3. Online videos
4. Manuals and run-book documentation

Trainer led workshops are available from professional services.

No charge is made for access to videos, manuals and run-book documentation.

8 Professional Services

Professional services are available at the day rates specified on the pricing document.

Professional services are consumable for any purpose including:

- End-User or Manager training
- ICT Helpdesk training
- Administrator training
- API developer workshops
- Service migration from trial to production
- Production service migration
- Service scoping and project planning
- Service implementation and integration
- Configuration and branding assistance
- Service customisation

Travel and subsistence expenses are in accordance with the CCS Standards for Consultancy Day Rate cards.

A 5% discount is available when purchasing more than 5 days and 10% discount when purchasing 10 or more days.

Service delivery to locations with Yorkshire postcodes may consume professional services in half-day blocks.

Pricing applies to professional services delivered at UK mainland sites only.

9 Ordering and invoicing process

9.1 Enterprise Trial Service

For a trial project:

1. The customer will be provided with the following:
 - A trial service schedule
 - An invoice for the trial project fee.
2. The customer will:
 - Return a signed copy of the trial service and schedule
 - An official purchase order
 - Contact points for invoice submission
3. We will then:
 - Invoice the customer via their nominated submission process
 - Begin the service trial

9.2 For Service implementation

1. The customer will be provided with the following documentation:
 - Service agreement and schedule
 - Implementation diagram and plan.
2. The customer will:
 - Return a signed copy of the service agreement and schedule
 - An official purchase order
 - Contact points for invoice submission

We will then provide invoices via the customer's nominated submission process at the frequency and value agreed in the schedule.

The customer will settle the invoices in accordance with the schedule and service agreement.

10 Termination terms

The service will be incepted for an initial term which shall not be less than one year.

At the end of the initial term there are 2 options:

1. Autorenewal. The service will be renewed for another period equal to the initial term with an adjustment for Retail Price Inflation unless either party provides written notice not to renew at least 20 working days prior to the end of the current term.
2. This agreement shall not automatically renew. Any extension beyond the Renewal Date shall require the parties' express written agreement. If renewed, this agreement may be extended for successive periods of twelve (12) months, subject to mutual written agreement executed no later than thirty (30) days prior to the expiry of the then-current Term.

11 Service migration

The service may be migrated to or from the DOQEX Enterprise Cloud or the customers "In-house" infrastructure at any time within the current term.

A service migration project will be scoped with assistance from DOQEX taken as professional services.

If moving to DOQEX Enterprise Cloud from in-house infrastructure, a new schedule containing the additional node requirements will be issued prior to the customer placing an order.

If moving to in-house infrastructure from the DOQEX Enterprise Cloud this may only take place at the end of the current term or at the end of the next billing period.

12 Customer responsibilities

12.1 User responsibilities

- The customer authorises users to access the service provided by DOQEX.
- By making digital information available to any other party the customer's users warrant they have the right to do so and that any recipients have appropriate controls in place to maintain security of the digital information.
- The customers' users are responsible for checking the security classification of any digital information they intend to share and that appropriate controls are in place at the intended destination.
- The customers' users are responsible for keeping all authentication information secure. This includes their passphrase and any PIN number or token supplied for use with or by the Service

12.2 Technical responsibilities of the customer

- Users have a supported browser available for using the service.
- The users' browser configuration allows JavaScript to be executed by the browser.
- Network connectivity to the DOQEX Enterprise Cloud or the customer's in-house infrastructure is appropriate for the needs of the customers users.
- DNS entries for Email (DMARC, DKIM and SPF), A-record and CNAME records for external and internal host resolution are configured according to our instructions.
- Email smart host or SMTP relay configurations are configured according to our instructions.
- Certificates for connectivity and host authentication are appropriate and supplied to us for installation.
- Customer support issues are raised via the support portal or contact points described in the service agreement.

13DOQEX Trial Service

Customers wishing to trial DOQEX have two options:

1. DOQEX WEB Only.
Register for a free account via the DOQEX website at <https://doqex.com>
2. Purchase a DOQEX Enterprise Trial Service

Free trials from the DOQEX website will be for DOQEX WEB only and be limited to those features listed in the 3.1.1 User Features section above.

None of the features listed in the Business Unit or Administrator controls sections will be available with a free trial.

An DOQEX Enterprise Trial Service will include all features and provide the following:

1. A dedicated private instance of DOQEX for up to 8 weeks.
2. Simple re-branding of the service to include customer logo and colour scheme
3. Unlimited users and business units using up to 1TB of storage
4. Two 2-hour user training sessions
4. One 4-hour administrator training workshop
5. Project management
6. Implementation scoping and project plan

The Enterprise Trial Service price is £2500.