



QuickThink Cloud

INDEPENDENT UNIT4 ERP HOSTING

Service Definition

Abstract

This document presents QuickThink Cloud's Hosted UBW Cloud Hosting & Managed Service Definition.



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1. Executive Summary

QuickThink Cloud Limited (QTC) is an independent high-technology cloud innovator **specialising in providing UNIT4 ERP cloud solutions and Managed Service Support** to a wide range of sectors and organisations. We are driven by our people and their commitment to get results, by operating responsibly, being transparent in all that we do, embracing innovative (yet robust) technologies and most importantly delivering customer satisfaction in an effective, professional and friendly manner. Our key consultants each have over a decade's experience with the UNIT4 ERP application and look to use this knowledge to deliver expert UNIT4 ERP technical consultancy, managed service support and advice to our customer base.

The UNIT4 ERP software suite is a powerful set of tools and technologies that have been developed by Unit4 and are used by organisations to centralise the management of their business, streamlining the organisation and standardising their key processes. Traditionally this software platform was installed and maintained in-house, requiring a team of skilled technical staff to properly support, maintain and develop the system to keep it running optimally, as well as applying hotfixes, patches, updates, service packs and full enterprise software upgrades.

Against this backdrop, QuickThink Cloud are also able to offer both independent hosting and managed service solutions far beyond the scope of standard UNIT4 ERP hosting through our partnerships with world-class enterprise cloud companies. However, our ability to combine UNIT4 ERP hosting with other Enterprise-class application / server hosting offers our customers a unique service offering with unrivalled performance, significant cost savings, seamless system integration and enhanced security.

2. Organisation Information

2.1. Company Profile

QuickThink Cloud was established in by a team of IT Professionals that are experts in both UNIT4 ERP managed service delivery and cloud computing platforms.

Given the team's experience in designing, implementing and supporting a wide range of UNIT4 ERP managed service and cloud systems over many years, QuickThink Cloud are able to host and support a diverse range of organisations and their systems as they transition towards the cloud. Our UNIT4 ERP technical implementation and support experience spans the following sectors:

- Local Government
- Commercial Sector
- Large Multi-Nationals
- Third Sector
- High Security Industries
- Further Education
- Health

2.2. Legal Structure of QuickThink Cloud

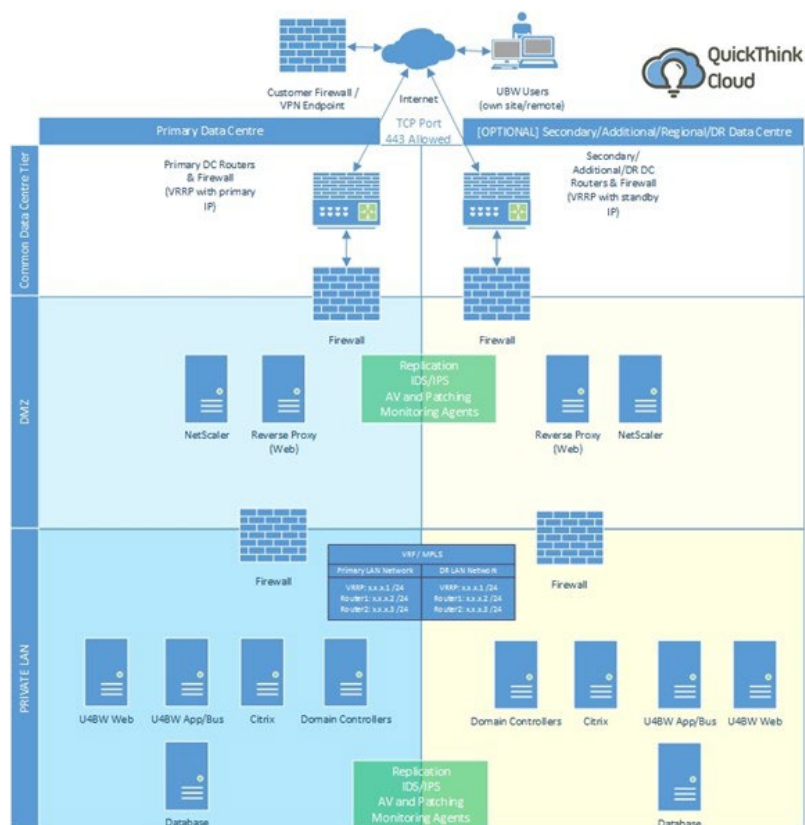
QuickThink Cloud Limited is a private limited company in the UK (registered number **08783872**).

3. QTC Cloud Service – High Level Overview

The QuickThink Cloud team have extensive experience deploying, supporting and managing UNIT4 ERP systems, as well as non-Agresso cloud-based environments. This experience is reflected in the level of support that QTC can offer customers when hosting and managing its UNIT4 ERP instances, which is in addition to the support / knowledge share offered to their staff.

3.1. Unit4 Business World (Agresso) Cloud Hosting – IaaS Services

QuickThink Cloud offer its customers a comprehensive IaaS UNIT4 ERP solution on G-Cloud 8, enabling cost effective and expert UNIT4 ERP hosting on our proven cloud platform. The hosted solution that QuickThink Cloud provide is infinitely scalable, with no fixed-term contractual buy-in. Our customers can add / remove resources whenever and wherever necessary, with billing only reflecting the level of usage that is required. A typical setup of such a hosted system is as follows:



The UNIT4 ERP environments will be provisioned in two separate ways. The Agresso Web component will be hosted using Microsoft IIS webserver technology, with the Agresso Desktop Client being deployed using Citrix thin-client technology. Citrix can be substituted for other thin-client technologies if cost is a concern, plus a functional review can always be conducted in parallel to ascertain whether the latest Agresso Web client enables an organisation to potentially reduce the need for the Agresso Desktop Client seats.

3.1.1. Technical Support Model

Key to this Service Definition, QuickThink Cloud's cloud-hosted support and managed service support delivers significant cost savings, efficiencies and expert support in the following areas:

- **Exceptional Service Level Agreement (SLA)**, underpinned by service credits.
- **End-to-end management** of all aspects of the cloud-hosted solution, including unlimited environment / database restores and refreshes, software upgrade, update and hotfix patch management, Citrix thin-client management and deployment included.
- **24/7 Automated monitoring systems**, covering the cloud systems at hardware level (CPU, Memory and Disk), OS-Level (Event Log monitoring, RDBMS monitoring, etc.) and specialist UNIT4 ERP (Agresso) application monitoring, providing a highly specialised and robust proactive monitoring service.
- **True 24/7 manned support** for total peace of mind. Our 24/7 helpdesk is ready to take calls at any time should the need arise.
- **Incident logging** via a number of channels, including telephone, email, internet portal, smart phone portal and Skype for Business.
- **Performance tuning** for both the application and database components of the stack. Expert DBA's and UNIT4 ERP (Agresso) consultants ensure the system is running efficiently and effectively.

3.1.2. Cloud Hosting Services Model (IaaS)

QuickThink Cloud delivers exceptional cloud-hosted solutions through its highly agile enterprise cloud platforms. This allows for an infinitely scalable, innovative, robust and cost-effective platform that delivers exceptional performance and resilience. Unit4 Business World (Agresso) is delivered via QTC's tried and tested cloud hosting methodology / platform, however additional systems can be hosted alongside UNIT4 ERP for truly seamless integration.

The cloud hosting service revolves around the following key principals:

- **Massive scalability.** Resources can be added or removed whenever necessary and utilises enterprise hardware to maximise user experience, including database performance tuning.
- **Flexible connectivity.** VPN connectivity as standard, plus MPLS and other technologies are available to maximise performance and availability.
- **99.9% system availability,** fully backed up with a service credit arrangement.
- **'Bulletproof' backup solution,** with extensive off-site backup capability and retention periods for total peace of mind.
- **Extensive security model,** isolating and separating traffic and allowing it to exist only within the scope of the owning customer organisation.
- **Advanced Disaster Recovery,** with continuous database replication and exceptional RPO and RTO's.
- **Technical Project Management** is included as part of the service. This covers any migration / upgrade work, as well as technical projects that arise.
- **Expert Agresso Support,** with a dedicated team of Agresso technical consultants covering all aspects of service delivery and support.

4. Support Services

QuickThink Cloud utilise an online helpdesk system to ensure total visibility and accountability for any tickets logged by our customers (or via our automated monitoring systems). Customers can log incidents via email, telephone or directly via the helpdesk internet portal with QuickThink Cloud consultants alerted as soon as a new incident (or change request) is logged. QTC can also provide support via Skype for Business.

4.1. Service Reviews

Our helpdesk software produces service reports to demonstrate the QuickThink Cloud support team's performance against the contracted SLA's, allowing both the customer and senior management within QTC full visibility of the team's monthly performance.

The service reviews also cover any issues that have been encountered during that period, as well as a Q&A session regarding previous, current and future service delivery. It also gives an opportunity for QTC to appraise the customer of new services that might be available to them. Such services might provide increased performance, better connectivity or a more cost effective solution to a current issue.

4.2. Service Support Hours

There are two specific types of support hours that are available to customers, primarily focussing on the number of hours (in a day) that the service desk is actively answering questions, incidents and change requests. These are as follows:

4.2.1. CORE Support

QuickThink Cloud offer a full UNIT4 ERP (Agresso) Managed Service / hosting solution, including installation, **upgrades**, updates, system management, system architecture, problem resolution and

24/7 environment monitoring. QuickThink Cloud acts as a trusted extension of your existing Agresso project team, delivering support and solutions to facilitate the implementation / day to day running of your UNIT4 ERP (Agresso) application.

CORE Support is standard UK Business Hours; 08:00 – 18:00, Monday to Friday, excluding UK Public Holidays.

4.2.2. CORE 24 – 24/7 Support

As well as offering full Agresso managed service support during standard business hours, QuickThink Cloud also offer a 24/7 emergency support offering that allows an organisation to get in touch with a consultant if they are experiencing a critical issue with their system. QuickThink staff are available 24/7 to respond to any urgent issues the customer might encounter, with a fully manned out of hours' helpdesk to deal with any calls. This service is included as standard, with an hourly call out charge.

CORE 24 Support is available 24/7, 365 days a year.

5. Cloud Services

5.1. Technical Requirements

The beauty of having an expert-hosted cloud Agresso environment is that the technical requirements for an organisation are minimal. Standard users will simply need a supported web browser to access the Agresso ERP software (IE9 or above), with Agresso Desktop users requiring a Citrix client installed on the PC, laptop, tablet or smartphone. As might be expected, all these technical requirements are underpinned by the need to have a consistent connection to the internet in order to access the cloud hosted resources. However, organisations that require additional technical requirements will discover that these are also included within the standard hosting cost. This would typically include:

5.1.1. VPN Technology

QuickThink Cloud offer unlimited VPN connections (where required) to any sites that an organisation requires access to. This ensures excellent communication links between the various offices and the hosted system, reducing IT overhead and increasing the resilience of the solution.

5.1.2. Active Directory Domain Trust(s)

QuickThink Cloud offer seamless Active Directory integration (where required) in order to enable SSO (single sign-on) technology, enhance security between the cloud-hosted and existing domain and also significantly reduce the admin overhead for an organisation's IT teams. This allows the organisation to manage their users / access, ensuring best practices are adhered to.

5.1.3. Web Service Integration

QuickThink Cloud offer unlimited web-service integrations, allowing organisations to both read and write data using secure XML data standards. This is also true of the Unit4 Business World smart phone apps (which use the web services). QTC encrypts and secures these services as standard, allowing organisations to quickly (and securely) embrace the Agresso Smartphone Apps once they are on the QTC platform.

5.1.4. DNS Configurations

QuickThink Cloud manage all DNS configurations as standard, however the customer's IT team are also welcome to manage this aspect of the service delivery if required. Split DNS configurations are possible to implement, with QTC consultants on-hand to assist with the process. As with all other technical requirements listed above, this service is fully offered as part of the service, with no additional uplift.

5.1.5. Certifications / Accreditations

All QTC services are built on our strategic service management philosophy to integrate industry proven practices, Information Technology Infrastructure Library (ITIL) and ISO27001 conformance with our innovative, flexible and secure computing solutions. Our hosting providers have ISAE 3402 and SSAE 16 Type II reports, ISO accreditations and a host of other benefits that supports their commitment to providing secure, highly available and quality solutions to our customers.

Both QuickThink Cloud and our hosting providers are fully compliant with the Cloud Security Principals which is clearly evidenced via the controls attested to in the ISO27001:2013 certification.

5.2. Service Levels (SLA's)

The following service levels are offered as part of the standard cloud hosted solution. These service levels have been constructed to ensure that any organisation using the cloud-hosted platform knows exactly what level of service they can expect when logging incidents of varying severity. The table below details the four (4) service levels that QuickThink Cloud adhere to and also gives examples of the types of issues that are indicative of that priority level:

Priority Level	Response Time	Resolution Time	Examples
Urgent	1 Support Hours	4 Support Hours	• Agresso inaccessible for all users • Data loss or corruption
High	2 Support Hours	4 Support Hours	• Agresso inaccessible for some users • Agresso services not processing • Performance issues • Database Refreshes
Medium	2 Support Hours	7 Business Days	• Agresso hotfixes applied • New instances created • Software installation (UK products,

			etc.) • Other minor changes
Low	4 Support Hours	30 Business Days or as agreed by the parties	• General questions and advice • Other major changes

As mentioned previously, customers can log tickets with QTC using the internet portal, telephone, email or via their smart phones. The requested priority level should be stated clearly on each service request and each incident must be assessed accurately based on the examples in the table above.

5.3. Datacentre Locations

All primary datacentres are located within the UK (London and Slough), giving customers the peace of mind that their data firmly comes under British jurisdiction. These datacentres ensure that any customers utilising the standard cloud hosting solution immediately benefit from a locally-hosted solution to ensure maximum performance and connectivity.

QTC also operates within a significant number of other datacentres located both within the EU and also the rest of world. This provides public sector organisations that have a multi-national presence (or need to communicate with organisations outside the UK) with additional capabilities. There is no additional cost for using additional datacentres, other than the resources utilised within them.

5.4. Data Restoration / Service Migration

QuickThink Cloud ensure that organisations can seamlessly migrate from one service to another, as is proven with our extensive customer-base. Professional service costs associated with such a migration are fully covered under the standard support agreement. This includes migrations (the traditional ‘lift

and shift' approach), upgrades and any other professional service costs associated with migrating an Agresso system into (or out of) the cloud.

Advanced Backup Software is utilised to ensure that data can be securely backed up and restored, underpinning the flexibility and robustness of this service. This data is highly portable, as it uses industry standard technologies to backup, encrypt, secure the restore the data. Such backup / restoration facilities are included as standard within any hosting package, ensuing a smooth and well-defined process.

5.5. Bandwidth Requirements

Bandwidth requirements for QTC hosted environments are minimal. Users accessing the Agresso Desktop application (via Citrix) require 15kpbs (on average). Web users' bandwidth demands will vary, but these are more likely to be presented as (very small) peaks and troughs rather than an average session speed. These demands are no more significant than with any modern, highly optimised web-based application.

6. Customer Responsibilities

There are very few responsibilities for the customer to consider, as the QTC solution is essentially self-contained and expertly managed on the customer's behalf. However, there are some responsibilities that will always require a small level of customer intervention. These are as follows:

- **1st Line Technical Support.** QTC's support offering is for 2nd and 3rd line technical support. Therefore, any incidents would be logged with an organisation's internal helpdesk function in the first instance.
- **Network Specialist.** At the project initiation, a network specialist may be required if the customer decides to make use of a VPN connection to the QTC cloud. They would liaise with a QTC network engineer to exchange the relevant security details and test connectivity.
- **Active Directory (AD) Specialist.** At the project initiation, the customer will need to provide an AD specialist to work with a QTC consultant to enable the domain trust (for SSO provision). Once the Trust is in place, it is likely the specialist will not be needed.
- **Software installation.** The customer's IT team would be expected to install any local software the solution requires. Whilst this varies between organisations, it would typically involve the installation of the Citrix Receiver client, a vendor-supported internet browser and (for advanced users) Microsoft Excel.

END OF DOCUMENT



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EverQuery – Service Definition

This Service Definition describes EverQuery, a Software-as-a-Service (SaaS) solution provided by QuickThink Cloud Limited for secure, read-only access to historical ERP and business data, including Unit4 ERP archives. This document is intended for G-Cloud framework purposes and should be read alongside the Order Form, SaaS Agreement, Data Processing Terms and SLA.

Service Overview

EverQuery is a cloud-hosted data interrogation platform that enables organisations to securely store and query historic system data using predefined SQL-based prompts. The service is optimised for audit, finance, compliance, and operational investigation use cases, providing fast, controlled access to legacy data without impacting live production systems.

Service Scope

- Secure hosting of customer-provided databases in read-only mode
- Execution of predefined and bespoke SQL queries
- Browser-based user interface with no local installation required
- Optional Azure AD Single Sign-On
- Viewing and downloading of associated documents (e.g. PDFs, TIFFs)
- Export of query results to standard formats (e.g. Excel)

Service Model

EverQuery is delivered as a fully managed SaaS solution. QuickThink Cloud is responsible for hosting, platform availability, maintenance, patching, backups and support. Customers access the service via supported web browsers.

Users and Access

The service supports administrative users and standard users. Administrators manage queries, query groups, roles and access permissions. There is no per-user licensing model; usage limits are defined contractually.

Security and Compliance

EverQuery is hosted within a European cloud environment and is designed with security as a core principle. Data is encrypted in transit and at rest. Customer environments are logically segregated, and access controls are enforced at application and platform levels.

QuickThink Cloud operates certified information security management processes, and EverQuery supports compliance with UK GDPR and public sector security expectations.

Service Availability and Support

The service is available 24x7 excluding planned maintenance. Support services are provided during UK business hours in accordance with the Service Level Agreement, including defined response times and service credits.

Onboarding and Data Ingestion

Customers provide database backups and associated document repositories. QuickThink Cloud assists with ingestion, validation and configuration. Data is hosted in read-only format, and customers remain the data owner at all times.

Pricing Model

EverQuery is provided on an annual subscription basis using indicative pricing for G-Cloud purposes. Pricing varies based on data volume, complexity, number of queries, security requirements and operational overhead. There is no per-user pricing.

Service Constraints

- Read-only access to hosted data
- Supported web browsers only
- Usage limits defined in the Order Form
- Not intended to replace live transactional systems

Exit and Data Return

Upon service termination, customers may request a copy of their hosted data. QuickThink Cloud will securely dispose of remaining data in accordance with contractual and data protection obligations.