

Digital Asset Management (DAM)

G-Cloud Service Definition Document

Rev 1.2 Jan 2026

Contents

[1. G-Cloud Service Definition for Aetopia](#)

[1.1. On-boarding and Off-boarding](#)

[On-boarding](#)

[Off-Boarding](#)

[1.2. Service Management](#)

[Service Constraints](#)

[Planned Maintenance](#)

[Emergency Maintenance](#)

[Service Levels](#)

[Performance](#)

[Availability](#)

[Support Hours](#)

[Service Responsibilities](#)

[Severity Classifications](#)

[Maintenance Service](#)

[1.3. Training](#)

[1.4. Client Responsibilities](#)

[1.5. Technical Requirements](#)

[Service Dependencies](#)

[Technical Interfaces](#)

[Client-Side Requirements](#)

[Bandwidth and Latency Requirements](#)

[1.6. Trial Services](#)

1. G-Cloud Service Definition for Aetopia

1.1. On-boarding and Off-boarding

On-boarding

We provide the following On-boarding activities for Aetopia:

1. Provision of URL to access Aetopia.
2. System Administrator log-on credentials supplied.
3. Support of the initial delivery of the Aetopia Service.
4. Configuration of the User Interface.
5. Data scoping.
6. Workflow mapping.
7. Finalisation of on-boarding activities.

Off-Boarding

All data relating to the organisation, as well as any Aetopia data, will, unless agreed otherwise with the client, be permanently deleted from the live Aetopia system in not less than 10 working days from termination or expiry and in accordance with the legal requirement for data destruction. Throughout the duration of the contract the client can extract a variety of business data by use of Aetopia. However, should the client wish to extract data in a different manner outside of the standard reporting suite, then this must be agreed prior to termination so that we can agree the scope of the data to be extracted together with the format and any associated costs.

1.2. Service Management

Service Management will be delivered by the Client Services Management (CSM) Team. The CSM Team will be responsible for the ongoing relationship and, where necessary or applicable, will provide assistance with reporting, incident escalation and continual service improvement. The CSM Team will manage processes such as Incident, Problem and Change Management.

Service Constraints

Planned Maintenance

Planned maintenance means any pre-planned maintenance of any infrastructure relating to Aetopia. The client will have at least 24 hours advance notice of any such planned maintenance. Planned maintenance of infrastructure relating to Aetopia shall take place between the hours of 17:30 and 09:00 (UK local time) on a Business Day and /or between the hours of 08:00 and 12:00 (UK local time) on a non-Business day.

Emergency Maintenance

Emergency maintenance means any emergency maintenance of any of the infrastructure relating to Aetopia. Whenever possible, the client will have at least 6 hours advance notice. Whenever possible Emergency Maintenance of infrastructure will take place between the hours of 17:30 and 09:00 (UK local time) on a Business Day and /or between the hours of 08:00 and 12:00 (UK local time) on a non-Business Day, unless there is an identified and demonstrable immediate risk to the Aetopia infrastructure.

Service Levels

Performance

As a network based service, there is clearly a dependence on the client's infrastructure and any load experienced by the wider network. Aetopia is a lightweight and remote application based solution with low bandwidth consumption.

Availability

The service is available 24/7.

Support Hours

Help Desk services will be delivered from our Service Desk by a team of service analysts who are dedicated to providing high levels of services to our Clients. Authorised Users will be able to log a call 24/7 using email and by phone during business hours. All requests for support will be logged at the Service Desk. Support Services offer clients a support environment during the hours of 09:00 and 17:30 (UK local time). Additional support coverage and services may be purchased, if required.

Service Responsibilities

Stage	Who	Action
Incident Analysis	Client	1. Incident Analysis.

		2. Incident Resolution - where possible (excluding changes to the Supported Software); otherwise, escalation to Stage 2 by means of logging an Error notice with Aetopia
Incident Analysis	Aetopia	1. Log Client's Error notice. 2. Contact Client and validate Error and resolve Error if possible; otherwise, agree incident Severity Classification with Client in accordance with Severity Classification table below or if no Error exists (e.g. operates as designed), then discuss whether a change request would be appropriate (to be handled under Change Control)
Maintenance Services	Client & Aetopia	1. Validate Error notice or request further information. 2. Schedule Error resolution based on Severity Classification. 3. Test and implement resolution.

Severity Classifications

Classification	Description
A	Emergency: Client's business is stopped due to Error that is preventing Client's operational use of the Supported Software (or significant functionality within the Supported Software).
B	Urgent: Client's business is significantly impaired or restricted due to Error that, while not preventing, is severely degrading Client's operational use of the Supported Software.
C	Non-Urgent: Client's business is impaired or restricted due to Error that either occurs rarely or for which a viable workaround is available.
D	Low: Error causing little or no impact upon Client's business.

Maintenance Service

Subject to agreement on the Severity Classification of the Error, Aetopia will use all reasonable endeavours to respond to and fix (including by means of workaround, temporary fix or bypass procedures) Errors within the target timescales set out in the table below:

Severity Classification	Target Response Time	Target Fix Time
-------------------------	----------------------	-----------------

A	Within 1 Support Hour	Within 4 Support Hours
B	Within 1 Support Hour	Within 12 Support Hours
C	Within 5 Business Days	Within 5 Business Days
D	Within 10 Business Days	Within 10 Business Days

Where a workaround or bypass procedures has/have been provided, a fix will be targeted for the next Maintenance Update.

Aetopia is fully committed to providing excellent levels of service and achieving a high level of availability but it does not however provide for a financial recompense model.

1.3. Training

Aetopia provides an option for training as part of the On-boarding activities which will be delivered on-site on the client's premises with the facilitation of a "Train the Trainer" session, for up to 5 Authorised users to allow for cascaded sharing of knowledge. In addition to the training, Aetopia provides full documentation.

1.4. Client Responsibilities

The Client is responsible for:

- Provision of contacts in respect of system administration, data protection and security.
- Control and management of access and responsibilities for Authorised Users.
- Ensuring suitable controls in terms of access to sensitive data held within Aetopia through setting Authorised Users up with appropriate security access.
- Reviewing concurrent User levels to ensure this does not exceed agreed user limits.
- Where possible feeding back ideas for improvements and enhancements.

1.5. Technical Requirements

Service Dependencies

Dependencies on the client are:

- Define local workflow and local business practices in support of the service delivered.

- Ensure suitable business controls are in place in terms of access to sensitive data held by Aetopia, i.e. maintaining User Profiles for suitable security access to the service.
- Manage and support workstations used to access the service.
- Provide contacts for system administration, data protection and security.

Technical Interfaces

The user interface to Aetopia is through a supported browser platform; Aetopia supports the current and previous major releases of Chrome, Firefox, Edge, and Safari on a rolling basis.

Because of the nature of the processing and data held on the Aetopia, any network access will be via “https”.

Client-Side Requirements

To access the service the client must provide workstations from which external access is available, and that run on one of the browsers listed above.

Bandwidth and Latency Requirements

Aetopia is designed to work over a range of bandwidths, depending on the number of users, and the type of data to be uploaded / displayed.

1.6. Trial Services

Aetopia does offer trial services, we would be pleased to provide a product demonstration. Please email info@aetopia.com.