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ERDMS/SUV: Electronic Record & Document Management System Pricing Document for G Cloud 15

Pricing for the Folding Space ERDMS/SUV is dependent on a number of factors:

1. The nature of the G Cloud Managed Hosting Service that is required by the Customer
 - This may comprise a dedicated server/storage provision or a shared 'multi-tenant' environment or a hybrid of the two as per the Customer requirement
2. The volume and type of Customer data, documents and files
 - This determines the requirements for server specification, memory and storage and informs the likely requirements for metadata taxonomy and repository(s)
3. The number of Customer users and their roles
 - This informs the level of system capability that will be required to support all Named Users effectively (the total number of users able to access the system at any time) and indicates the likely calculation for concurrency (the maximum number of users able to simultaneously access the system)
4. The scope of security and governance required
 - This informs the security level of system required and offers indicatives into the issues of user management, data/document access restrictions, user permissions for data input and document upload, etc

Assuming a single line-of-business application, ERDMS/SUV pricing is as follows:

Named User License @ £30 per month

This assumes a minimum of 100 users and a minimum 24-month term

Each Named User license comes with 1 GB document/file storage (pooled)

Additional user licenses can be added at any time

Additional document/file storage can be added at any time

Additional ERDMS/SUV line-of-business applications can be added as required

Generous volume discounts are available for user licensing, storage and multiple applications

Optional Extra Modules are also available (POA):

- Content Search with Automated OCR for digitised paper documents

- MFD Ingestion - email ingestion of scans from Multi-Function Devices
- Scan Manager - PC based application for scanning any form of paperwork
- Self Service Word Template Editor - create documents & auto-populate directly from templates
- Virtual Printer - declare documents as records by saving documents directly from any program/application that prints
- Excel Plug-in - enables document save into Repository from within Excel
- Outlook Plug-in - enables email message save into Repository from within Outlook
- PowerPoint Plug-in - enables document save into Repository from within PowerPoint
- Word Plug-in - enables document save into Repository from within Word
- Office Plug-in bundle - Word + Excel + PowerPoint + Outlook

Plus extensive services for ERDMS/SUV integration with existing Customer systems, data & documents migration, capture of metadata from relevant Customer data sources and real-time BI via our DCV (Dashboards, Charting & Visualisation).

ERDMS/SUV Hosting

This refers to the nature of the G Cloud hosting service that is required by the Customer. And it is additional to the ERDMS solution costs cited above.

As standard, the ERDMS/SUV solution is deployed, configured, supported & maintained within the (1) **Folding Space Managed Hosting Service (Private Cloud)**. And our guidance on the costs for such are provided below.

Alternatively, the ERDMS/SUV solution can be provided (2) within an existing customer Public Cloud tenancy (e.g. Microsoft Azure, AWS) or (3) 'on premise' within the customer's network in an agreed server/storage set-up provided by the customer. Where the customer provides the cloud or on-premise hosting there is no charge from ERDMS/SUV beyond the solution charges indicated previously.

Folding Space Managed Hosting Service (Private Cloud)

Unlike others, ERDMS/SUV Managed Hosted provides for a private cloud solution dedicated per customer rather than a shared 'SAAS' (Software as a Service) hosting multiple customers. This is deliberately designed to deliver a far higher quality cloud proposition at an extremely competitive value compared to SAAS or Public Cloud.

A new virtual hosting platform is built in our private cloud and configured at the project outset. This provides the platform for the initial software deployment and, after the pre-Go-Live processes, will form the Live platform for the duration of the contract.

As the environment is virtualised, it is possible for it to grow in line with the needs of the Customer over the life of the contract. For example; as the data storage requirement increases so additional storage can be added to the solution. This environment is, by its design, flexible in both its physical sizing and its resilience. Any extra charges for growth beyond the initial specification are mutually agreed beforehand.

From a BC (Business Continuity) and DR (Disaster Recovery) perspective, the software environment stores only data, reducing the RPO (Recovery Point Objective) and RTO (Recovery Time Objective) of the solution significantly. There is also a second copy of the data held at a different Data Centre location which allows for service continuity in the event of access issues (either physical or digital) at the primary Data Centre.

The cloud service operates business continuity in line with ISO 27001 and ensures that the systems it uses to manage its day-to-day business activities are tested for business continuity. The tests are managed at least annually as a project with test scripts defined and followed. This ensures that systems are resilient and/or other systems can be used if one of the systems fail.

Here is a standard hosting environment for a Medium to Large installation. A Small installation can reduce to a single server set-up if appropriate.

Application Server VM

Windows 2022 Server

16 Cores

16 Gb RAM

1 Tb SSD Disk

Database Server VM

Windows 2022 Server

8 cores

16 Gb RAM

250 Gb SSD Disk

Connectivity (WAN)

100 Mbps WAN Breakout (Internet Access) burstable to 500 Mbps

Backup Retention

30 Days of Daily's + 6 months of weekly's

Firewall

Single Physical Firewall for VPN connectivity

Typically, the annual charge for the hosting is circa £5,000 to £8,000 depending on the exact specifications. This provides for complete, full service excluding only VAT.
