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DWLMS/RMM: Document Warehouse & Library Management System with Requests Management Pricing Document for G Cloud 15

Pricing for the Folding Space DWLMS/RMM 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 nature of the Customer Warehouse(s), Stores or Libraries**
This determines the requirements for server specification, memory and online storage and informs the likely requirements for data regarding physical storage and locations.
- 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 access restrictions, user permissions for data input, etc
Assuming a single application,

DWLMS/RMM 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 500 MB data storage (pooled) Additional user licenses can be added at any time Additional data storage can be added at any time.

Additional DWLMS/RMM applications can be added as required Generous volume discounts are available for user licensing, data storage and multiple applications Plus extensive services for DWLMS/RMM integration with existing Customer systems, data migration, capture of data

from relevant Customer data sources and real-time BI via our DCV (Dashboards, Charting & Visualisation).

DWLMS/RMM Hosting

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

As standard, the ADD Server component is deployed, configured, supported & maintained within the Folding Space Managed Hosting Service (Private Cloud). And our guidance on the costs for such are provided below.

As previously mentioned, the DHS engine is deployed on premises, as either a physical or virtual server(s) within the customers' existing IT estate (at their cost) or as an appliance, supplied by us, at additional cost.

Folding Space Managed Hosting Service (Private Cloud)

Unlike others, ADD 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.

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
