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ARM: Automated Redaction Manager

Pricing Document for G Cloud 15

Pricing for the Folding Space Automated Redaction Manager (ARM) platform comprises the **solution** and **its hosting**. More specifically, there are a number of factors – software components and licensing, professional services, number of customer users and nature of system hosting.

ARM solution

Our solution Cost Indicatives for **ARM** (Automated Redaction Manager) encompass **Software Components & Licensing, Professional Services** and **User Licensing**, follows; for three complementary elements;

Core Software

- ARM Redaction Engine including Personal Data Blueprint
- ARM Portal including workflow management
- ARM Editor/Viewers including Redaction/Preview and PDF viewers

Additional Options

- Email Message Deduplication & Threading
- Document Deduplication
- Additional Blueprint for non-personal data
- Document Archive
- Interfacing/interoperability with customer systems like Case Management, Office 365, Outlook 365, SharePoint, etc

Redaction Users

- Named System Users providing access to all facilities, features and functions

Professional Services cover all necessary redaction policy consultation, software set-up, configuration & testing. There is also full system assembly, installation, testing & handover plus Training & Project Management as appropriate.

There is a First-Year charge for all the above (licensing & professional services). This is followed by an annual charge for software license renewal, system support & software maintenance. The Year 2 onwards charge is, typically, around 50% of the Year 1 charge but it does depend on the exact mix of software components & users.

ARM Solution Cost Indicatives

Cost indicatives are specific per customer. However, in guidance, we can look at this from a 'T-shirt size' model – Small, Medium, Large – where in Year 1 Small is in the range £12,000 to £18,000, Medium is £18,000 to £23,000 and Large is £23,000 to £28,000.

And we settle on a size and the point within the relevant range by reviewing the requirements for core software + additional options alongside the **number of users** required. So, typically, Small may be up to 5 users, Medium at 5 to 15 and Large at 15 to 25.

There is no restriction on the number of documents processed by ARM but we will initially look at the relative size and usage of the throughput. This is so we may be equitable between, say, a customer who only processes 10 DSA Rs/FOI/etc versus one that has 1000.

The 'T-shirt' guidance offered above is a fully inclusive charge for all aspects of the ARM solution – software, licensing, professional services. There are no hidden costs.

ARM Hosting

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

As standard, the ARM 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 ARM 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 ARM beyond the solution charges indicated previously.

Folding Space Managed Hosting Service (Private Cloud)

Unlike others, ARM 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.

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 £6,000 to £10,000 depending on the exact specifications. This provides for complete, full service excluding only VAT.