NINTH WAVE

SMARTCORE SERVICE DEFINITION

G-Cloud 15

SmartCore Service Overview

Ninth Wave's SmartCore™ solution is a proven web-based management support system. Our customers use SmartCore for a range of applications, including programme, portfolio, project, risk, resource, process, system, asset, fault, change and document management. SmartCore is entirely configurable via the web browser to meet a wide range of organisational and individual management information needs.

SmartCore provides a shared environment for thousands of users over the internet, integrates with email, MS-Word, MS-Excel, MS-PowerPoint, MS-Project and a wide range of other applications, and offers powerful and flexible dashboards and reports. SmartCore provides a tried and tested solution that can rapidly be configured to meet current and future requirements, delivered and supported by a skilled and experienced Ninth Wave team.

Application Areas

SmartCore has been designed to address the following general 'application domains':

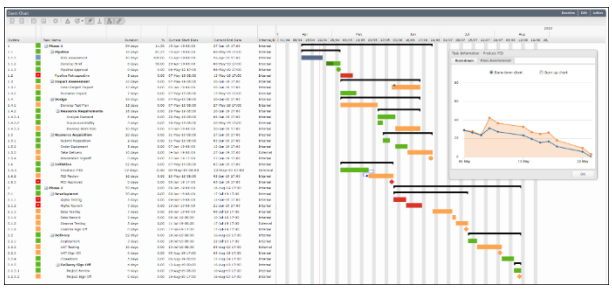
- portfolio, project and programme management and reporting,
- business process workflow,
- resource, capability and skills management,
- time recording and reporting,
- issue, risk, change and benefits management,
- quality and meeting management;
- document management.

Tiles Home Page

Deliverables Scorecard

Project Dashboard

Agile Gantt Chart



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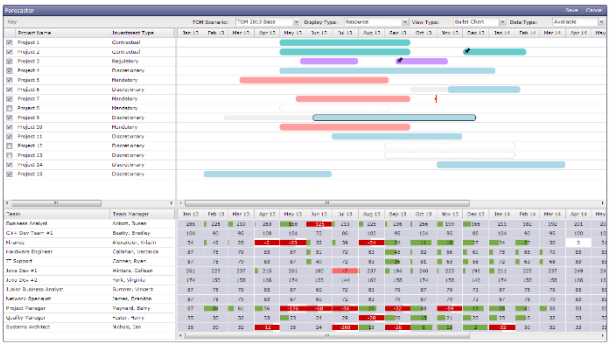
Portfolio Forecaster



Benefits Map

Additionally, many of our customers have found that SmartCore can readily be deployed to implement novel and innovative solutions in very specific and different application areas.

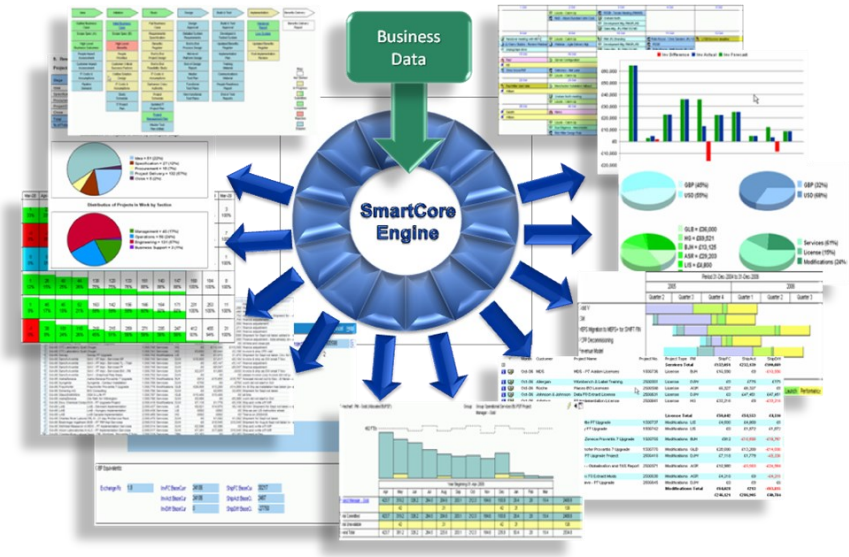
The SmartCore system is fully integrated providing on-line, real-time reporting. Different user types can be presented with a system view tailored to their requirements.

Configurability

The system is highly configurable, allowing additional requirements to be met without programming, which may be carried out by authorised users via the web browser.

With SmartCore it is possible to change data structures, page layout, views and filters whilst the system is in use (in a controlled fashion, given that the individual has the necessary access permissions to make such changes) and all via the web browser. SmartCore provides:

- system, group and individual user level customisation
- audience specific views and workspaces
- the ability to switch dynamically between multiple views of the data
- colour schemes and custom graphics for clearer views and branding
- filters to enable any subset of data to be selected
- powerful audit, help, reporting, search and security features
- passive and active workflow functionality
- wizards, wikis and social media



Security

A rigorous security and audit model is used to protect sensitive data. Access to the system can be via a unique user ID and password combination, or using single sign-on and supports 2-factor authentication. Individual users are categorised into security groups with access profiles based on these groups, determining which data is visible to and may be modified by different types of user. All data changes, and optionally data views, are recorded in the audit trail.

Interfacing and Integration

SmartCore is designed to act as a central project repository and can provide an access point to data from other systems.

- SmartCore can replace point solutions, reduce islands of information and facilitate the standardisation of procedures and templates;
- existing repositories or specialised point solutions can leverage SmartCore functionality through interfaces or integration;
- SmartCore provides an XML interface engine, an MS Excel©/ MS Access©/ SQL interface format and specific interfaces to MS Word©, MS Project©, MS PowerPoint© and MS Outlook©;
- SmartCore provides flexible interfacing through REST and SQL;
- SmartCore can be interfaced to other applications such as SAP, SharePoint, Salesforce, Jira, DocuSign and MS-Teams.

Secure Hosting

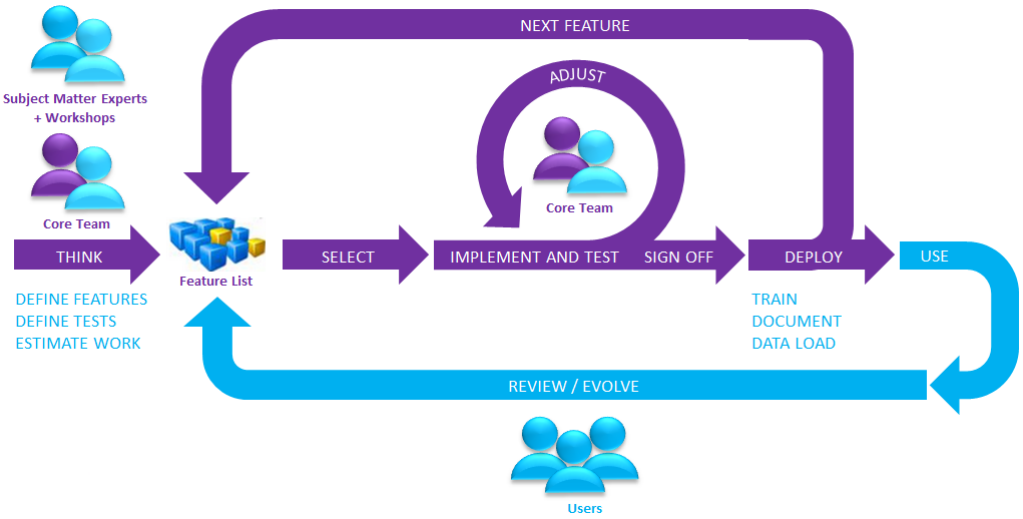
Access to the system is 256-bit encrypted and certified via SSL, and all data is encrypted on the servers at rest using AES encryption, with a 256-bit key. This architecture and infrastructure has been successfully audited and penetration tested by independent security consultants and our data centres are ISO27001 certified for information security.

Backup/ Restore / Disaster Recovery

Ninth Wave's servers are located at secure and geographically separate data centres in the UK. The server stacks are matched at each data centre so that each can act as the disaster recovery site for the other. Data is backed up every 15 minutes from one site to the other and in the event of a disaster occurring at one site full service can be resumed from the other in less than four working hours.

Onboarding (SmartCore Implementation)

The SmartCore implementation approach involves stakeholders reviewing the application in very short iterative cycles, usually no more than 1 week, which produce tangible results for review. We have found that our customers find it easier to review a working model than it is to discuss a paper specification. Feedback from the frequent reviews can be immediately incorporated into the application, which builds confidence in the user community as they feel involved in the process with their inputs having a concrete effect on the application.



We are aware that there are some requirements that will require clarification and development. The nature of our implementation process mitigates the risks inherent with traditional software development as users are involved early and frequently in the configuration process. Evolving requirements can be prototyped, implemented and changed as often as required and rolled out in such a way that suits the customer.

Offboarding

A request to disable access to the customer's SmartCore solution will be dealt with within one working day. This request must be from an authorised person and confirmed in writing.

Prior to access being disabled, customer users can export any data from SmartCore in PDF and/or Excel formats. Should additional support be needed from Ninth Wave with offboarding this can be agreed and will be charged for at our implementation day rate.

Service management

Configuration is carried out in the web-browser and no system downtime is required for this. For larger releases of new configuration, developments may be carried out and recorded in a separate development/ test environment before 'playback' to the production environment. This may require some system downtime but this would be agreed with the customer in advance.

Ninth Wave will upgrade SmartCore to a specified release level from time to time. If the customer chooses not to upgrade their SmartCore system within 6 months of notification by Ninth Wave, or insists on implementing a software upgrade or fix 'out of sequence', then all maintenance and support may be charged at the Ninth Wave consultancy rate.

Service Levels

SmartCore can support many thousands of users whilst providing a good user experience and system performance. Our SmartCore Agreement provides for the system to be available at an uptime level of 95% overall and 99% during UK Working Hours (09:00 to 17:30 on UK working days), monitored at the Hosting Site.

System maintenance is generally carried out outside of UK working hours. The exception to this would be in a disaster recovery situation.

Telephone support is provided by the Ninth Wave Help Desk during UK Working Hours. Ninth Wave will respond to all problems raised within one working hour of receiving the customer's call. For Critical problems Ninth Wave will attempt to fix the problem as soon as possible. For Non-critical problems, Ninth Wave will attempt to fix the problem in the next SmartCore release. Where feasible, Ninth Wave may provide a temporary workaround to the Customer.

Maintenance & Support Services

Provided a SmartCore Agreement is in place, new versions of SmartCore are provided by Ninth Wave at no additional cost. The Ninth Wave Help Desk provides support according to the service levels in our SmartCore Agreement.

Financial recompense model for not meeting service levels

We do not provide financial recompense for not meeting service levels. In more than 15 years of supporting our software we have never failed to meet the service levels we've committed to.

Training

Ninth Wave can provide training for end-users but more commonly (since much of the training will be about your processes) we provide training on a train-the-trainer basis. Training end users in the basic functions of the system would typically take half a day. Training the trainers would typically take 1-2 full days. This training can be carried out on-site or remotely and costs £1,000 per day for up to 10 people.

Your SmartCore application can readily be modified, extended, maintained and supported by a trained cadre of internal staff. To be able to do this, we offer three system administration training courses as follows:

- ½ day beginners;
- 1½ day intermediate;
- 3 days advanced.

Ordering process

Schedule 1 of the SmartCore Agreement sets out the start date for provision of the SmartCore solution and the number of licenced users. The service will be provided from the start date once this Agreement has been signed by both Ninth Wave and the customer.

The customer can request additional implementation services or additional SmartCore users at any time. These requests must be from an authorised person and confirmed in writing. Charges for part-months for additional users will be made pro-rata.

Invoicing

Software charges are invoiced quarterly in advance. Fees for implementation work are charged monthly in arrears of the work being carried out, or on delivery of agreed milestones. All invoices are payable within 30 days.

Termination terms

The SmartCore Agreement is for a minimum term of one year, unless terminated earlier in accordance with the Agreement. The Agreement will then automatically renew on an annual basis, subject to payment of the appropriate fees, or may be terminated by the Customer by notice given in writing at least 90 days before the annual renewal date.

Data restoration / service migration

On termination of the SmartCore service and prior to access being disabled, customer users can export any data from SmartCore in PDF and/or Excel formats. Should additional support be needed from Ninth Wave with data extraction, restoration or service migration this can be agreed and will be charged for at our implementation day rate.

Customer responsibilities

The customer's responsibilities are defined in detail in our SmartCore Agreement. In summary they are as follows:

- to satisfy itself that SmartCore meets the needs of its organisation;
- to support Ninth Wave in the implementation of SmartCore;
- to allow Ninth Wave to study its proprietary data for the purpose of rectifying any problems;
- not to use SmartCore directly or indirectly for any unlawful purpose;
- to access the Ninth Wave servers and the data stored within them only through authorised means;
- to designate primary and secondary contacts appropriately qualified and trained and authorised to request Ninth Wave services;
- not to make any modification or addition to their SmartCore system, except with Ninth Wave's consent, which shall not be unreasonably withheld.

Technical requirements

SmartCore is a web-based application, requiring only a web-browser on the client side. Current web-browsers supported are Google Chrome, Microsoft Edge, Firefox and Safari. Recommended browsers are Google Chrome and Microsoft Edge.

The connection bandwidth required will depend on the number of users and on the level of use. There are no specific bandwidth requirements.

Trial service

Our recommended SmartCore implementation is based on the prototyping approach described above. We do not offer a formal trial service, but will consider requests for evaluation workshops to review customer requirements and demonstrate SmartCore's capabilities.