

Naviam Cloud and Cloud+ – G-Cloud 15 Service Terms

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This document is provided for use under the CCS G-Cloud 15 Framework and is subject to the Framework Agreement and Call-off Contract terms.

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Introduction and precedence

These Service Terms apply to the provision of Naviam Cloud and Cloud+ services supplied by Naviam Technologies Limited under the Crown Commercial Service (CCS) G-Cloud 15 Framework.

These Service Terms supplement, and do not replace, the G-Cloud Framework Agreement and the applicable Call-off Contract. In the event of any conflict, the G-Cloud Framework Agreement and Call-off Contract shall take precedence.

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1. Service Overview

Naviam Cloud and Cloud+ is a managed Software as a Service (SaaS) offering for IBM Maximo Application Suite, including fully managed cloud hosting, delivered via public cloud, private cloud, or customer-hosted (Bring Your Own Hosting – BYOH) environments.

Where Naviam provides hosting, this includes the provision and management of underlying cloud infrastructure (compute, storage, networking), operating system management, and platform services required to operate the application securely and reliably. The service includes hosting, platform management, monitoring, patching, backup, and operational support, as selected by the Buyer at call-off.

2. Service scope and responsibilities

2.1 Included Services

Depending on the service selected, Naviam will provide:

- Provisioning and configuration of the hosted service environment
- Management of cloud infrastructure where hosting is provided by Naviam
- Operating system, platform, and application management
- Ongoing monitoring, backup, and recovery services
- Security patching and upgrades
- Incident and service request handling

3. Buyer Responsibilities

Buyers are responsible for:

- Defining business requirements and user access
- Providing accurate data and integration requirements
- Complying with applicable licence terms and usage policies

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4. Support and service management

Support is provided in line with the service selected at call-off and may include email or ticket-based support, with optional phone or enhanced support services. Support hours, response targets, and escalation processes will be defined in the Call-off Contract.

Planned maintenance may be required to apply upgrades or security updates. Where possible, advance notice will be provided.

5. Security and Data handling

Naviam operates information security and operational controls aligned with recognised industry standards. Customer data will be stored and processed only in locations agreed at call-off. Data is protected in transit and at rest using appropriate technical controls.

Access to the service is restricted to authorised personnel and subject to role-based access controls.

6. Third Party Software and optional services

IBM Maximo Application Suite software may be provided under IBM Enterprise Software Agreement (ESA) licensing or on a Bring Your Own licence (BYOL) basis, as agreed at call-off. Use of IBM software remains subject to applicable IBM licence terms, in addition to the CCS Call-off Contract.

Optional industry accelerators, configuration templates, Naviam-developed enhancements, and user training services may be provided as part of the service, with training delivered by Naviam or approved third-party providers where agreed at call-off, while Naviam remains responsible for overall service delivery under the Call-off Contract.

7. Exit management and data return

On termination or expiry of a Call-off Contract, Naviam will support the secure return of Buyer data in a commonly used, machine-readable format, in line with the Call-off Contract. Reasonable exit assistance may be provided as agreed at call-off.

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8. Changes to the service

Naviam may make changes to the service to maintain security, compliance, or operational effectiveness. Material changes will be communicated in accordance with the Call-off Contract.

9. Contact and governance

Service governance, reporting, and escalation arrangements will be agreed at call-off. A named service contact will be provided for operational management.