



Xenium Service Definition for Cloud Software - SaaS

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The cloud software solution provided under the G-Cloud framework by Xenium as a reseller of the solution is made available to operate on the customers nominated cloud-host platform.

Where no cloud host platform is nominated or specified by the buyer then Xenium reserves the right to select a suitable cloud hosting supplier in agreement with the customer that meets any specified requirements that are stipulated by the buyer.

The cloud software specified under this framework will be tested to ensure that it operates to meet the buyer's functionality and security needs on the cloud-host platform.

The cloud software solution will be provided by the manufacturer including, updates, maintenance and application support. The management of the end user licenses will be managed via the reseller but provided directly by the cloud software application owner.

Where third party interfaces may be required to operate the supplied cloud software, it will be the buyer's responsibility to negotiate directly with that external third-party supplier and to arrange for the timely delivery of suitable software, testing facilities and documentation to meet the buyer's requirements in conjunction with the software solution recommendations.

Any and all costs that arise by this third-party supplier shall be met by the buyer including any maintenance or on-site costs that may arise.

Xenium will undertake in conjunction with the software solution owner to make the buyer aware of any third-party requirements when this becomes apparent and will not be held liable for costs to supply or install these services.

Xenium and the application owner will ensure that the cloud software supplied will meet the needs of the buyer and is deemed 'fit for purpose'.