

Service Definition

TIMEBOX

G-CLOUD SERVICES

2025
Version: 1.0

North Barn,
Doford Hill Farm,
Brockhall Road,
Dodford,
Northamptonshire,
NN7 4GS
Tel. 01327 342 299
E-Mail – sales@alphatec.net
www.alphatec.net

Innovation | Delivery | Integrity

Table of Contents

Contents

Table of Contents	2
Alphatec Company Background	3
System Overview	3
Key Benefits	4
Resource and Project Plan	4
Resource	4
Identification of Needs	4
Proposed Solution	5
Timebox	5
Timetable	5
Training	6
Account Reviews	6
Support Services for Timebox Operate	7
Customer Contacts	7
Service Levels	7
SLA Summary	7
SLA 1 Detail	7
SLA 2 Detail	7
SLA 3 Detail	8
SLA 4 Detail	8
Business Continuity and Disaster Recovery	8
Future Proofing & Cost Implications	8
Alphatec – Accreditations	9
Data Centre - Accreditations / Compliance	9
Choose Alphatec	10

Alphatec Company Background

Alphatec was established in 1996 to deliver IT consultancy, services and products to the banking and insurance sector in the UK and internationally. There has always been a core set of values central to our approach which now underpins everything we do – Innovation, Delivery and Integrity.

Today, having built on our reputation for delivery of complex projects, we now serve various sectors including:

- Local Government
- Housing Associations
- Universities
- Construction & Civil Engineering
- Utilities
- Facilities Management
- Insurance
- Banking
- And many more

delivering solutions and ideas to help our customers gain the highest possible return on investment and to maximise the positive impact of their business change.

This long-term, principled, customer focussed approach has led to acclaim in the Sunday Times TechTrak 100 on two occasions and to enviable loyalty and trust from our clients.

The company has four primary lines of business:

- Hosted Software Products – AVERS, CaseControl, ClaimControl, H&SControl, Timebox & WASP
- Consultancy
 - Business Analysis
 - Project Management
 - Development and Integration Management and Design
- Business Intelligence
- Bespoke development and integration work

System Overview

Timebox is a time recording and expenses system developed exclusively for companies that will enable you to:

- Analyse time spent on individual clients, cases and services
- Analyse time spent with departments or business sectors
- Understand the true cost of dealing with claims/cases
- Ensure you are maximising efficiencies from staff
- Understand true cost and profit of the services provided
- Input, Calculate and Monitor Expenses
- Record time remotely, using smartphone or tablet devices
- Record training, sickness and holidays
- Provide accurate detail of work completed
- Real-time reporting

Through accurate tracking of time and costs the system enables you to identify your most profitable clients and services. This level of understanding and detail can be used to help explain to clients the work you undertake on their behalf; and has been used successfully by a number of our customers to support increases in fees, part

way through term of the agreement, an outcome that would not have been possible without the clear and concise reports that Timebox can generate.

Key Benefits

- FREE – Upgrades
- Work from Home, Hot Desk, Agile Work – Anywhere with an Internet connection
- Improve process, productivity and performance
- Real-time visibility and reporting on all time and expense costs
- Monitor departmental and project level budgeting and variance
- Resource planning and individual cost control
- Detailed explanation of work carried out to client and department
- Timebox is configurable to your organisations structure and terminology
- Timebox is continually enhanced to meet your needs
- Understand the true profit/contribution of your Department
- Leading edge reporting capabilities
- No Servers required
- No I.T. Support for Server(s) required
- No Citrix / Thin Client requirement
- 4 / 6 new upgrades per annum – created from feedback from existing clients
- Works in full on iPad, Tablets, Smart Phones and the screen is responsive, so will resize to use the full screen of the device you are using the system on.
- All maintenance and support are handled by Alphatec
- No Upgrading of hardware, nor the increase in costs
- No upgrading of Operating system, nor the increase in costs
- Client Specific API
- Business Intelligence Integration

Resource and Project Plan

The following sections describe Alphatec's approach to the implementation of a new account carried out with all clients from subscription to go-live.

Resource

Alphatec will provide a vastly experienced team, to manage the project from initial discussions, through to account go-live on the client agreed date.

The team have a wealth of experience and knowledge in working with new clients In setting up a new Timebox account and will assist each client with their unique account configurations.

Identification of Needs

The client requires a hosted software system to record time and expenses for all clients, directorates, departments, the services they have, and the activities carried out.

The solution will include the implementation process such as preparation, configuration, testing of the system ready for use. It will also include training and support for this process with management and maintenance the database on an on-going basis and executed with the minimum of disruption to operations.

Proposed Solution

Alphatec will set-up and configure Timebox for the client on our hosted and managed servers. We will work with the client to configure the account to their requirements.

Timebox

The provision of the Timebox system, complete with hosting, management and support and maintenance for the client.

This system provides a complete web-based solution for the recording of time and expenses. The system will be tailored to the client to meet their objectives, informational requirements and the reporting structure to enable reporting and analysis.

Timetable

Task Name	Duration	Start	Finish	Resource Name
Subscription Document Received				
Project Kick Off				
Client meeting to discuss implementation scope, approach, plan, processes and timescales, identifying key people and dates.				Alphatec & [The Client]
Account Configuration				
E-Mail Account Set-Up and Hourly Cost Rate spread sheet(s) to Client.		TBA	TBA	Alphatec
Phone client and agree a date and time for an online web session to review the account set-up and hourly cost rate spread sheets and explain what needs to be completed and why				
Complete the account set-up and hourly cost rate spread sheets and return to Alphatec				
Review the completed account set-up and hourly cost rate spread sheets and go back to the client with any questions / queries if needed N.B. This process may require more than one iteration.				
Once all spread sheets have been reviewed and all information agreed, set up the client Timebox account.				
Phone client and agree a date and time for an online web session to review the process and explain what the client needs to do and why				
Client Acceptance				
Once the system has been setup and all data loads completed, Alphatec to				

contact client and a date and time for an online web session to show the account to client and obtain account sign-off				
Initial Training				
Alphatec to attend the offices of client and carry out the on-site training with all appropriate employees				
Go-Live				
Go Live date to be agreed with client				
Post Go-Live				
Alphatec to phone client and arrange a short follow up telephone conference call to go through any early questions and configuration tweaks (typically after 2-3 weeks)				
Report Training				
Alphatec to phone client after the first 2 months of the client using Timebox and arrange their follow up system report training session at 3 months				
Client Annual Review				
Alphatec to phone client close to the annual renewal / go-live date, to arrange an annual account review meeting				

Training

To help the client benefit in using Timebox from their agreed go-live date, we agree their first initial on-site / online training session with them, once they have signed off their new account.

This initial training session is carried out in steps, from the basics of logging onto the system, recording time, recording expenses, support assistance and logging off.

Three months after the client has gone live, we will carry out a further on-site / online training session. Again, as with the initial session, three months prior, we will assist the client, to ensure they are happy in using the system to date, with regards to recording time and expenses etc. Once this re-cap has been done, we then use the session to focus on the reporting of information, working through the vast array of standard reports that are built into Timebox, along with the bespoke report writing capability.

Initial and Three-Month training documents are supplied to the client before each session takes place.

Account Reviews

Once a client has received both of their on-site training sessions, we then talk to the client on a quarterly basis, to ensure that they are getting the best out of the system. During these calls, we look to obtain feedback from the client for any possible amendments / upgrades that they feel would benefit the system and the users moving forwards.

At the end of year one of the client's subscription, we will arrange to meet with the client and carry out a complete account review. This review is carried out Free of Charge and is used to help the client in using Timebox, to highlight the new features that have been added into the system + obtain client improvements.

Support Services for Timebox Operate

Customer support is provided by phone and e-mail during the hours of:

Mon- Fri: 9am to 5:30pm

Excluding UK bank holidays.

The applications are monitored 24 hours a day, 365 days a year, with 24-hour support at network, developer, and DBA level.

Customer Contacts

Timebox support telephone no:	0845 680 0218
Timebox email address:	support@alphatec.net
Account Manager:	TBA

Service Levels

Service levels are developed for each client on an individual basis following the areas below:

SLA Summary

SLA 1 Detail

- Critical Problems causing hosted downtime
- Initial response within 15 minutes of notification of error for 95% of errors, initial response within 30 minutes for remainder of errors
- Fix strategy communicated within 4 working hours of notification of error
- Solution or work-around within 0.5 working days for 90% of errors

SLA 2 Detail

- Problems causing hosted downtime or severe service degradation
- Initial response within 15 minutes of notification of error for 95% of errors, initial response within 30 minutes for remainder of errors
- Fix strategy communicated within 4 working hours of notification of error
- Solution or work-around within 1 working day for 90% of errors

SLA 3 Detail

- Non-Critical Problems
- Initial response within 4 working hours of notification of error for 95% of errors
- Fix strategy communicated within 1 working day of notification of error
- Solution or work-around within 2 working days for 90% of errors

SLA 4 Detail

- Minor Problems
- Initial response within 1 working day of notification of error for 95% of errors
- Solution or work-around within 4 working days for 90% of errors

Service level documentation is distributed and there are meetings or conference calls with stakeholders and all matters discussed.

The Account Manager will escalate any issues when SLA's, are not regularly met.

Business Continuity and Disaster Recovery

The Business Continuity and Disaster Recovery Plan provides details of our approach to cope with the effects of an emergency. The document provides the basis for a relatively quick and painless return to "business as usual" regardless of the cause and outlines communication, key contacts, responsibilities and forms to be used to co-ordinate recovery.

This document is available upon request

Future Proofing & Cost Implications

Timebox has 4 / 6 releases per annum enabling us to respond quickly to the growing demands and sophistication of our users and available technologies. Being a hosted system, there are no upgrade costs and no disruption that is normally part and parcel of an on-site upgrade to a system.

All future upgrades to the Timebox system are included in the subscription cost.

All Timebox releases are tested, deployed and implemented by Alphatec and there is no additional cost or infrastructure required by the Council.

Users are notified that the upgrade has taken place when they log onto the system and are shown a summary of the main changes together with a link to the detailed documentation of the upgrade.

Alphatec – Accreditations



ISO 27001:2013



Cyber Essentials

Data Centre - Accreditations / Compliance



ISO 9001:2008



ISO 27001:2013



ISO 2000:2011



ISO 14001:2004



Cyber Essentials



Child Safety Online



PCI DSS

Data Protection

SAS 70 / SSAE16



SOC 1 and SOC 2

Choose Alphatec

- Over 25 years of experience in delivering complex systems, solutions, consultancy and support to clients involved in banking, claims management, insurance broking, financial services, construction, civil engineering, manufacturing, retail and many more.
- UK based experts on-hand to provide detailed assistance and support.
- A wealth of knowledge in the local government sector.
- Cost effective solutions saving our clients time and money.
- Configurable solution to your Authorities terminology and structure
- FREE Upgrades – 4 / 6 per year. Created from feedback from users and prospects.
- Don't just take our word, ask and we can introduce you to any of our clients, with regards to working with Alphatec and the benefits of Timebox.

e: sales@alphatec.net
t: 01327 342 299

North Barn
Dodford Hill Farm
Brockhall Road
Dodford
Northamptonshire
NN7 4GS

www.alphatec.net