Facilities & Service Management Systems

...more than just software

Tabs Systems

G-Cloud Service Definition



logical intuitive efficient practical resourceful professional

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Service

The service provided by Tabs FM through the framework agreement, is to provide a host software solution to the facilities and estates sector. As part of this agreement, Tabs FM will provide all the relevant consultancy services to implement, support and maintain a fully hosted Computer Aided Facilities Management system. All Tabs FM products are developed and supported by Tabs FM.

Contractual obligations for processes such as ordering, invoicing and contract termination will be defined in the Call Off Contract.

Implementation

Initiation Stage – At the start of the implementation/migration project, we attend site and undertake a full analysis of how you currently operate and identify desired or future changes. Once we have this understanding we are able to identify how the system can be implemented to meet the requirements and propose a final workflow. With is information, we can then scope the project, identify provisional timelines and stipulate the necessary actions for the client to undertake in order to achieve "Go Live"

The member of the Tabs team that undertakes the analysis and scoping stage will generally remain as the Project Manager and, subsequently, the primary contact throughout until completion.

All projects are assigned a delivery team as part of the scoping exercise which consists of the following roles:

- Project Manager – (see above)
- Product Consultant – A system developer that has practical knowledge of the systems application
- Training Consultant – Deliver structured training in the practical operation of the system
- Technical Consultant – Undertake system build, installation and testing
- Network Consultant – Provide assistance with any security or network issues foreseen or encountered during the project
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System Build Stage – Once we have the final workflow, we are able to build the new system and configure this to match. This work is undertaken by both the assigned Product Consultant and Technical Consultant in our own test environment. Any specific or bespoke development requirements that have been identified at the analysis and scoping stage are also undertaken during this stage by our development team. The development integration and testing is coordinated by the Product Consultant to ensure consistency and minimal deviation from client requirements. A further part of this build stage includes populating the clients core data which will be identified as part the analysis and scoping stage. At this point, any delays by the client in providing the identified data will have an effect on the subsequent project delivery timeline.

Immersion Stage – Once the system has been built and tested, the immersion stage is where we first introduce the client's nominated system administrator to the new system. Preferably at our own premises, the delivery team Training Consultant and Technical Consultant undertake a walkthrough of the completed system at administration level which provides the opportunity to change any finite settings and agree system sign off.

Installation Stage – The Technical Consultant attends site to carry out the installation of the signed off system (this would normally be completed remotely for hosted options) and undertakes tests to confirm correct

working in your own environment. As standard practice we install two systems, one live system and one test system (to be used for training and testing etc.)

Training Stage – Once the system has been installed, tested and signed off as working correctly, the training of the system operatives can commence. Training can be delivered onsite or at our premises and is delivered in a structured format to achieve desired objectives and consistent knowledge levels.

Go Live – Once training has been delivered and the system operatives are proficient with the operation of the system, the client is ready to "Go Live"

Service Level Agreement

Criticality	Initial Response	Status Reports to Customer	Action to Fix
Priority 1 Production System down: > Complete System Failure	**Tel/Intranet:** Within 15 minutes **Email:** Within 30 minutes	At least every four (4) hours.	Work within and outside of normal working hours until problem identified. Engineer onsite within 24 hours, if not rectified with 4 hours. Dependent on sufficient travel arrangements. Remote access desired for improved response times.
Priority 2 Production System critically impaired: > Large Groups of users affected > Business critical systems non operational	**Tel/Intranet:** Within 15 minutes **Email:** Within 45 minutes	Once a day.	Work within normal working hours until problem identified. Remote access desired for improved response times.
Priority 3 Inconvenience: > Systems largely operational > Individual or small **numbers** of users affected > No business critical systems affected	**Tel/Intranet:** Within 15 minutes **Email:** Within 1 hour	Once a week.	Tabs to use all reasonable efforts to identify the problem within 3 working days. Will be updated on the next scheduled release of the software.
Priority: 4 Training requirement:	**Tel/Intranet:** Within 15 minutes **Email:** Within 4 hours	N/A	Tabs to use all reasonable efforts to give guidance within 5 working days.

> System clarity or guidance required			
Priority: 5 Development requirement: > System Enhancements	**Tel/Intranet:** Within 15 minutes **Email:** Within 8 hours	Once a month.	Tabs to use all reasonable efforts to write a development specification

Disaster Recovery

Complete Power Solution

Mains power is fed from our substation into an online Riello uninterruptible power supply (UPS) system in an N+1 configuration, providing clean and constant power to the server racks. In the event of a mains power failure, the UPS systems continue to provide full power whilst the high-capacity diesel generator starts up to provide full power to the entire building. Diesel fuel is stored onsite to keep the generators running for several days. We are able to provide up to 20 amps of power per full rack.

Advanced Fire Detection

A VESDA smoke detection system, utilising laser particle analysis, monitors the server room and floor void for the very early signs of pre-combustion.

Gas Fire Suppression System

In the event of a fire being detected the FM200 gas suppression system will automatically extinguish any fire in seconds, without damaging equipment or causing adverse effects to personnel within the vicinity.

Constant Temperature

High capacity under-floor Denco air conditioning units maintain a constant temperature in an N+1 configuration.

Downflow Cooling

The N+1 Denco downflow system, with a hot / cold aisle layout, regulates the temperature in Data Centre 1 at 24 degrees centigrade at all times.

Security

Data Centre 1 is protected by an advanced access control system, 41 colour CCTV cameras, electronic security shutters, air-lock entry pods to the server floor and an advanced intruder detection system. All visits must be booked in advance and photographic proof of identity is required at reception. Once identity has been confirmed all visitors are issued with electronic passes which control and track their progress through the building.

All servers are behind Cisco ASA firewalls, virus and anti-malware installed on all servers. Periodic penetration tests carried out.

Ultimate Connectivity

Connectivity is accomplished via diverse fibre from Global Crossing, TeliaSonera, NTT, Level 3, TATA, Cogent, and Tinet. Hosting provider also has connection to LINX, Edge-IX, Lonap, & AMS-IX.

Backup Solution

The Tabs FM backup solution currently has 15 minute incremental backups in place that are stored at 2 geographical locations that are supported by 24/7/365 UK support.

Disaster Recovery/High Availability

Tabs FM also have a disaster recovery environment located at the main Tabs office. This DR setup will enable users to carry on working in the event of a total failure of our hosted environment.