

**Company Headquarters**

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Arcspeed Asset Manager (AM)

Service Definition Document

Overview

Arcspeed Asset Manager is a lightweight, affordable, and highly flexible cloud-hosted Asset and Maintenance / Facilities Management platform.

Provided on a Software as a Service (SaaS) basis, Arcspeed AM is rapidly deployable and easily scalable, allowing organisations of any size to record and manage their asset estate and associated maintenance, fault management, and inspection operations via a highly configurable and easy to use web portal and intuitive mobile app.

Key features include:

- Supports Facilities Management, CAFM, Asset Management, CMMS, Pre-Planned Maintenance (PPM), Inspections, Surveys, Fault Management.
- Cloud-based, Software as a Service (SaaS). Highly scalable, reliable and with no additional infrastructure investment required
- Flexible API architecture for integration with other systems
- Highly secure with customizable, role-based permissions and options for integrated single sign-on
- Superuser role allows self-service configuration of asset type hierarchy, job coding and associated reference data as well as ability to define custom inspection checklists.
- Highly featured native Mobile Asset Management (MAM) app for iOS and Android devices with comprehensive functionality including:
 - Full integration with on-board camera and GPS for image and geospatial data capture
 - Integrated mapping (Native and custom options available) – provides ability to easily view assets and associated workbank geospatially
 - Full offline capabilities to support operations in areas with poor / non existing connectivity
 - Inline validation assuring data quality at point of collection
 - Integrated tasking / work assignment capability
 - Barcode / QR Code scanning
 - Wide range of built in connectors to support wider system integration
- Supports the full asset and work management lifecycle, allowing clients to easily configure bespoke inspection and survey forms and checklists and rapidly deploy them to field-based staff.
- Ability to record resources against work orders – providing granular reporting of materials / tools / plant / people resources for planned / reactive works.
- Measurement module provides ability to record history of readings / measurements against assets, and for specified thresholds to generate alerts / maintenance interventions.

- ISO55001 Asset Management, Asset, Equipment, Plant & Tools Register
- Vehicle fleet management module
- Integrated Hazard Register
- Tenancy & Agreements Management module
- Contractor Portal enabling the distribution and submission of work to your 3rd Party contractors
- Predictive & Reactive Work Management, Fault Management
- Inspections with client configurable questions
- Geo-spatial Mapping of Assets, Faults, Work, Defects
- Dashboards providing real time information tailored to client user requirements
- Can be tailored to support client-specific Defect Management and Condition Management requirements

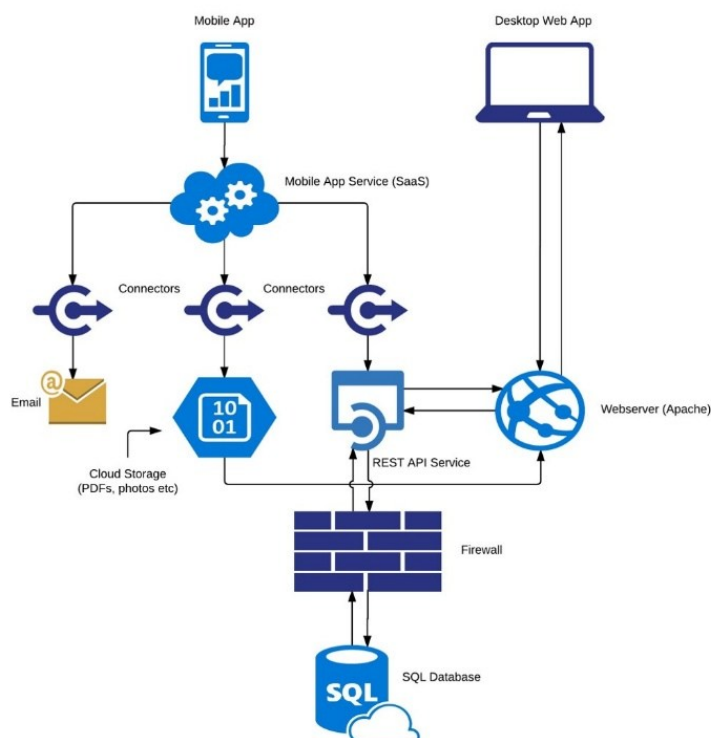
System Architecture

Our system platform is entirely cloud-hosted, requiring no investment in hardware or infrastructure. The web portal is a responsive Java web app based on open standards which is compatible with all modern web browsers and accessible from almost any internet connected device.

The back-end database is Azure SQL, encrypted at rest using TDE (Transparent Data Encryption) and hosted in a UK South or UK West data centre with high availability and point in time recovery as standard. Document storage can be provided either using Azure blob storage or premium managed disk depending on the data security and backup requirements.

Access is over https using encrypted login credentials. Our platform supports the capability for automated email or SMS notifications from within the application or from the database based on scheduled or triggered events. The platform also provides the potential for secure “out of the box” connectivity with external systems through REST API endpoints.

The following diagram outlines our high level system architecture for Asset Manager:



Onboarding Process & Implementation

Our onboarding and implementation process is based on a staged approach as follows:

Stage 1 – Discovery

The aim of the discovery stage of the project is to agree high level requirements, ensure that the correct subject matter experts are engaged, and to identify any specific risks or issues which need to be considered in the overall project plan.

- Identify and engage stakeholders
- Agree project scope and priorities
- Define high level business process
- Confirm high level requirements
- Identify regulatory / compliance considerations
- Identify accessibility requirements
- Identify data security requirements (e.g. GDPR)
- Review existing data sources (type, provenance and quality)

Stage 2 – Definition

Definition sprints will be delivered through a series of workshops which will be used to further refine the requirements and to inform delivery planning.

Key outputs will be as follows:

- Define data requirements
- Identify security requirements
- Define integration requirements
- Define output & reporting requirements
- Define Mobile App requirements for Field Workers

Stage 3 - Implementation

The exact number and content of implementation sprints will be determined through the Discovery and Definition phases. They will be focussed on configuring and populating the product to meet the client's specific requirements. This will include the following activities.

- Base Product Configuration
- Organisation Configuration
- User/Role Configuration
- Population of Record metadata
- Migration of Legacy Data
- Mobile App Configuration
- Dashboard customisation
- Bespoke integration
- Testing



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Pricing Overview

Basic product pricing is as follows.

Product Pricing: Asset Manager						
Licencing, Hosting & Support (User Volume Based)						
	1 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51+
Platform Licence & Support (based on total no: users Web Portal and Mobile)	£3,000	£3,350	£3,700	£4,050	£4,400	£350 for each additional 10 users
Hosting Fee (based on total no: users Web Portal and Mobile)	£1,000	£1,250	£1,500	£1,750	£2,000	£250 for each additional 10 users
Web Portal Only User Licences (per user, banding cost applied to all users, read only users get a 50% discount)	£350	£340	£330	£320	£310	£300 per user
Mobile Only User Licences (per user, banding cost applied to all users)	£250	£240	£230	£220	£210	£200 per user
Combined Web Portal & Mobile licenses (per user, banding cost applied to all users)	£500	£480	£460	£440	£420	£400 per user
Optional Functionality						
API Licence	£1,000	Fleet / Vehicle Module Licence		£1,000		
Contractor Portal Licence	£1,000	Public Engagement Activity Log		£1,000		
Tenancy & Agreements	£2,000	Integration Hosting		£1,000	*per integration	

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For details of all the product options and associated costs further details are available in the full pricing schedule.

After Sales Support & Service Levels

The following types of request are covered by our technical support. The support provided will be via email / phone with support calls initially raised either via our online support portal or our support email address (which will automatically raise a support ticket in our helpdesk system).

The support team aim to review tickets within 15mins of receipt during working hours and undertake an initial analysis to categorise the severity of the support request and ensure the ticket is appropriately prioritised.

A monthly report is provided of support calls raised and our performance against the Service Level Agreement (SLA) to our clients. The table below sets out the proposed SLA for this contract.

Request Type	Description	Service Level Agreement
Severity 1 Problem	The solution is unavailable or a key feature within the solution that is integral to the business process is unavailable.	Respond: 1hr 95% of the time Fix: 4hrs 95% of the time (Mon to Fri 8am to 6pm Exc Bank Holidays)
Severity 2 Problem	The overall performance of the Solution is unacceptable or key functionality is performing poorly or there appears to be significant data corruption within the system.	Respond: 2hrs 95% of the time Fix: 8hrs 95% of the time (Mon to Fri 8am to 6pm Exc Bank Holidays)
Severity 3 Problem	The performance of the solution is reduced but remains usable or certain low impact functionality is unavailable or performing poorly or low impact data corruption has been observed within the system.	Respond: 8hrs 95% of the time Fix: 3 days 95% of the time (Mon to Fri 8am to 6pm Exc Bank Holidays)
Severity 4 Problem	Minor issues not directly affecting the operation of the solution have been observed e.g. cosmetic defects or low impact observations	Respond: 2 days 95% of the time Fix: 5 days 95% of the time (Mon to Fri 8am to 6pm Exc Bank Holidays)
Change Request	Change requested raised by the Business System Owner will be reviewed and an initial assessment provided covering: • Feasibility • Potential Options (where multiple ways exist to meet the business requirement) • High Level Time & Cost estimate	Respond: 2 days 95% of the time Quotation: 5 days 95% of the time (Mon to Fri 8am to 6pm Exc Bank Holidays)

Customisation

We pride ourselves on our ability to work closely with customers to ensure that our products are a good fit to support their business processes.

Where there are specific requirements which are not supported by the base product then bespoke configuration or system enhancements will be charged on a time and materials basis based on the following rates:

Additional Services	
Consultancy	£900 per day
Technical Account Manager	£900 per day
Cloud Support Engineer	£900 per day
Project Management	£675 per day
Development & Integration	£800 per day
Configuration	£675 per day
Tester	£675 per day
Training	£675 per day
Data Migration	£575 per day
Enhanced Support for App Designer	£675 per day
Service / Support Analyst	£575 per day

All bespoke configuration and or enhancements are subject to an annual increase in licensing & support costs of 17.5% of the total cost of the bespoke configuration and or enhancement.

Ordering & Invoicing Process

A purchase order must be supplied to sales@arcspeed.co.uk, the purchase order must detail the number of site and user licences required and align with the licence pricing matrix applicable to G-Cloud 15. If the client requires additional support for customisation / integration then these services must be included on the purchase order. Invoices will be raised and submitted for licences upon receipt of a purchase order, invoices for additional support will be raised at the end of each month. All invoices are subject to payment 30 days net, no early payment discounts are accepted.

Termination of Contract

In the event that a customer decides to terminate the contract for provision of the SaaS for the product during the agreed contract term we will complete the termination of the service within 10 working days to remove access and data from our system. Termination during the contract term will not normally result in any refund being due to the customer. If a refund is requested it will be reviewed and assessed on a case by case basis and be at the discretion of Arcspeed Digital Solutions Ltd. This policy does not prevent customers from exercising their rights as defined in the G-Cloud 15 framework agreement and / or their statutory rights under legislation at the time when a decision to terminate the service is made by a customer.