

mpro5 Service Definition Document

Overview

Provision of the mpro5 mobile workflow and automation platform, encompassing website, mobile app, API and analytics suite.

Information Assurance

mpro5 is suitable for data classified at OFFICIAL, including OFFICIAL-SENSITIVE. Crimson Tide is certified to ISO/IEC 27001 by the British Assessment Bureau.

Backup, Restore and Disaster Recovery

mpro5 instances maintain triplicate real-time failover. Point-in-time restore is available to any point within the last 30 days, and long-term retention is configured for up to one year.

Onboarding

The mpro5 service includes technical advisory services that enable our team to document, communicate and deliver the agreed success criteria. This normally includes, but is not limited to, project kick-off calls, fortnightly project updates and in-life ad hoc advisory sessions.

Offboarding

At the end of their subscription, customers are given access to their data in line with the G-Cloud 15 call-off contract. This is usually achieved as a single export.

Pricing

Pricing is as per the published G-Cloud 15 pricing document.

Volume discount is available on request.

Service Management Details

UK business hours support is provided 9am to 5:30pm Monday to Friday, excluding public holidays. Service requests can be raised by online portal, email or telephone.

Service Constraints

Maintenance windows are agreed with customers if downtime is expected. Normally maintenance occurs without any interruption to the mpro5 service.

Service Levels

Service availability is operated 24x7x365 to a 99.99% objective.

Service requests are categorised by priority in line with the G-Cloud 15 call-off contract, with a response time of 1 hour.

Financial Recompense Model

Financial recompense models are available for enterprise-level clients with a significant number of users and/or locations, and are agreed contractually on a per-request basis.

Training

Training is available on request as part of the project kick-off. Additional training is available for purchase based on the standard price list.

Ordering and Invoice Process

Customers receive an e-signature-enabled order detailing the term and subscription due.

Standard payment terms are net 30 days. Invoices are issued by email and payment can be made by bank transfer.

Termination Terms

Termination rights for both parties, including for material breach, are as set out in the G-Cloud 15 call-off contract.

The customer may terminate after the initial term has passed.

Data Restoration and Migration

As per the Backup, Restore and Disaster Recovery section of this document, the mpro5 service can be restored quickly to an alternative UK Azure region if requested by the customer.

Customer Responsibilities

Customers must adhere to the acceptable use policy and end user agreement in line with the G-Cloud 15 call-off contract.

Technical Requirements

Web users must use a current, supported version of their chosen browser with all applicable updates.

Mobile users must use a current, supported version of iOS or Android with all applicable updates.

Trial Service

A trial version of mpro5 is available from the iOS and Android app stores.

Data Standards

We adhere to UK GDPR and are externally audited for ISO/IEC 27001 compliance.

Data can be exported from the platform by users with the appropriate permissions and authorisation, generally as xlsx or csv files.

Purging and Destruction of Data

Data pertaining to an mpro5 customer is held only for the duration of the subscription contract, in line with the G-Cloud 15 call-off contract.

Data Storage and Processing Locations

All data is stored and processed in the United Kingdom.

Deployment Model

mpro5 is available via Microsoft Azure public cloud.

Service Model

mpro5 is provided on a Software as a Service (SaaS) basis with in-built cloud support services as part of its subscription.

Service Provisioning

An mpro5 instance is made available to the customer on an agreed date.

Utilisation Monitoring

mpro5 provides usage monitoring as part of the platform, which can be tailored via its analytics module for more detailed analysis.