G-Cloud 15 Service Definition

GPS Tracking - Lone Worker and Asset Data Service

Anywhere Sim Limited

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Company Overview

Anywhere Sim provides secure cost-effective cloud-based GPS Tracking solutions. We work with Public Sector, Enterprises and SME's providing innovative alarm, safety & data solutions across our secure & resilient multi network service.

The Anywhere Sim Lone Worker GPS Tracking & Asset Data Service provides a secure portal that captures data from GPS tracking apps and devices, and forwards it to a management portal. It is a management system for managing users and devices.

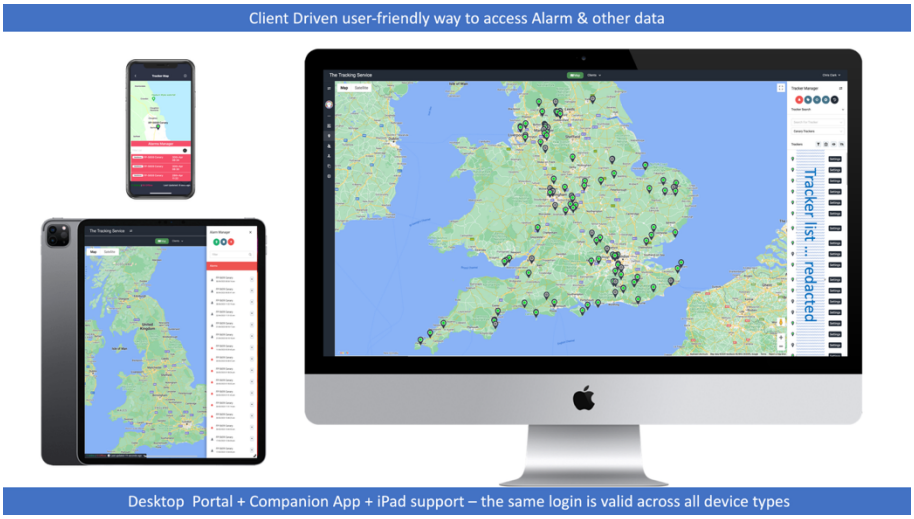
Anywhere Group Limited is the UK Holding company for two businesses providing roaming mobile network services. We work with Public Sector, Enterprise, Business and the Military, providing innovative solutions across our sophisticated multi network service.

Service Overview

The Anywhere Sim GPS Tracking & Telecare Service provides a secure portal that captures data from GPS tracking devices.

It provides a complete management system for the display needs and management of devices and users. It is used for asset management, monitoring lone workers and the Health & Social Care sector.

The Anywhere Portal displays individual or multiple real-time location of GPS enabled devices in an intuitive web portal accessible from computers, tablets or smartphones.



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Alarm Delivery

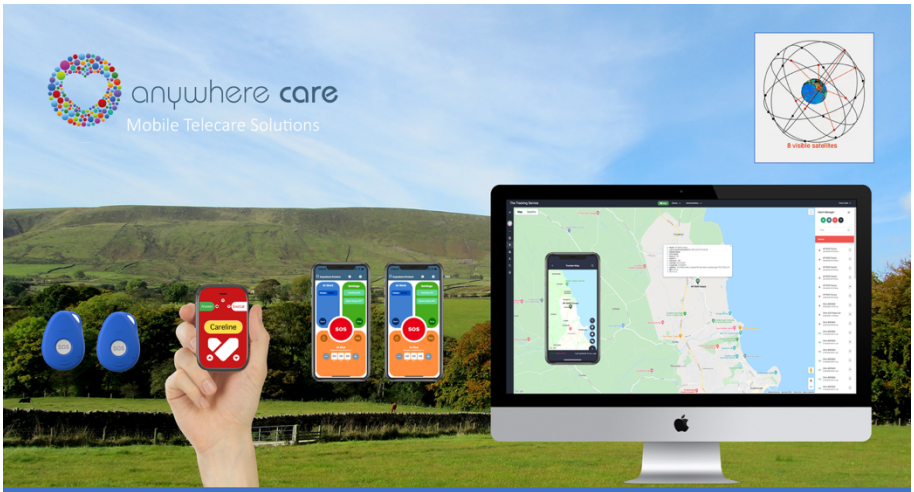
The portal enables GPS tracking devices to report their location as well as other data such as device battery status at user-defined intervals, and to where relevant to deliver alarms or non - conformances, including Geofence alerts and low battery alerts via four methods:

1. Two Way Voice Calls – delivered direct from the device[1] using mobile network
2. SMS – delivered direct from the device[2] using mobile network
3. Email – delivered from the portal
4. Data – delivered from the portal

The Portal integrates with multiple Alarm Receiving Centre (ARC) Platforms delivering real time mapping and alarm calls in the format expected by the ARC, and can also be tailored to forward data to Customer Organisations specific requirements.

GPS Tracking

The portal enables GPS tracking devices and tracking apps to report their location as well as other technical data such as device battery status at user-defined intervals**.**



Family of Technology Enabled Care devices & apps that deliver data and alarms into the Management Portal or mobile devices

Service is fully integrated with Anywhere Fone, Footprint GPS Tracking Devices and Anywhere Protect Lone Worker APP, which are available from Anywhere Sim. It can also be integrated with most commercially available GPS trackers.

[1] From devices that have the capability for Voice Calls
[2] From devices that have the capability for SMS

Mobile Connectivity

Devices purchased from Anywhere Sim as part of the service will contain roaming sims provided by Anywhere Sim. These can also be supplied for externally purchased devices, or to enhance the performance of 3rd party devices.

Where desired, Customers can specify an optional Private APN as part of their connectivity solution.

Anywhere Sims are used by a wide range of organisations where it is desirable to obtain the best service across the whole of the UK, and where appropriate the whole of the EU.

For example, Ordnance Survey use Anywhere Sim roaming sims in their Gandalf Poles[3] because they want real-time mapping data to be transferred to their Master Database whilst their surveyors are still on-site, in as many locations as it is possible to do it.

This saves them time and money and increases the productivity of their surveyors.



Broadband Connectivity

Certain devices can connect to the Anywhere Portal using WiFi and the broadband or IOT networks.

[3] These are highly accurate GPS Surveying & Mapping Computers used to create Ordnance Survey Maps.

Service Features

- Secure, remote device management and location
- Real time alarms by email, SMS, data connection and voice
- Integrates with Alarm Receiving Centres
- Accessible from Computer, Tablet or Smartphone
- User management tools
- Device management tools
- Geofencing capability
- Connect individual or multiple devices - highly scalable solution
- Can be supplied with GPS tracking devices and Roaming SIMs
- Flexible reporting tools

Service Benefits

- Provide support for Lone Workers
- Provide support for recipients of Social Care
- Experienced in the UK's local authority and healthcare sectors
- Highly resilient service for the emergency services and independence services

Service Compatibility

Service is fully integrated with Anywhere Fone, Footprint GPS Tracking Devices and Anywhere Protect Lone Worker APP, which are available from Anywhere Sim.

It can also be integrated with most commercially available GPS trackers or smartphones by arrangement, including Pebbell and One Touch Devices.

Supported browsers

- Microsoft Edge
- Firefox
- Chrome
- Safari 9+
- Opera

Mapping display is limited by display size.

Availability of Trial Service

Trials are welcomed and encouraged for all Anywhere Group products and services. As with ordering and servicing either call or email support@anywheresim.com to start the trial.

The trial typically consists of evaluating users' profiles and providing access to the Management Portal, together the necessary Devices, Apps and connectivity.

Provision of the Service

Ordering and Invoicing

The order process can be initiated by either calling Anywhere Sim stating that they wish to order from the G Cloud framework or by emailing support@anywheresim.com

On-Boarding.

The client will be given a project manager. The project manager will, with the client, go through the timescales and requirements to establish a project plan, including the configuration of devices and the population of the portal with the relevant data.

Training will be provided on-site or remotely.

Customer Responsibilities

The customer will need to make available commercial, technical and project personnel for the smooth and effective transition to the Anywhere SIm service.

Technical Requirements and Client-Side Requirements

The client (depending on service purchased) will need to provide details of the users to be added to the service.

Outcomes/Deliverables

Once the project has been accepted the client will receive the initial order confirmation. This will be followed by a project kick off and project plan. The project plan will detail what services will be delivered by what time based upon the clients' requests. There will be an initial contract period for services delivered within the project timescales with the support of Anywhere Sim.

The deliverables will consist of all or a selection of the following;

- Access to the Anywhere GPS Tracking Portal and Mobile App
- Lone Worker App (Android or IOS)
- Multi-network voice only SIM with OwnFone handset
- Multi-network voice, SMS and data SIM with Anywhere Fone handset
- Multi-network voice, SMS and data SIM with Footprint pendant device
- Multi-network SIM activated for voice, SMS and data
- Transfer of users' existing mobile numbers
- Provision of Private APN
- Support desk services

The products and services can be called off in a staged project.

Service Management

Service Management and communications will be managed via the Anywhere Sim Service Desk. It is also common practice for direct numbers for personnel to be used.

All communication regarding service management and service requests will take place between the Anywhere Sim Service Desk and the client, unless calls are logged out of clients Service Desk hours in which case the client will supply a list of staff authorised to raise calls.

During the in-life element of the contract we understand and support the changing needs of the users. Data can be added, deleted, increased, or pooled giving you the flexibility to modify the usage plans over the estate of users during the contract.

The Service Desk will assist and execute these in-life changes.

Service Levels:

PRIORITY 1 Total loss of any key Anywhere Sim UK operational site/s and critical equipment. Loss, or partial loss, of service which has a substantial impact and effect on thousands of customers.

PRIORITY 2 Loss or partial loss of service which has a major impact and affects hundreds of customers Loss of internal systems that does not immediately affect the ability of employees to do business nor impair their ability to monitor parts of the network.

PRIORITY 3 Loss, partial loss, or restriction of service that affects a limited number of customers.

Priority Level	Response Target	Restoration Target Business Hours	Restoration Target Out of Hours
Priority 1	Immediate	1 hour	2 hours
Priority 2	30 minutes	4 hours	6 hours
Priority 3	60 minutes	1 day/8 hours	12 hours

Contact Details

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