



Service Definition Document

Avco Systems SFX Cloud

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Service Overview

Service Summary

Organisations handle a vast amount of sensitive data. They are expected to ensure this data is shared securely between themselves and third parties. Despite the existence of many data transfer solutions,

finding one that is both secure and cost effective is not easy. The overheads of a support team, the complexities of existing solutions and the many limitations and security issues found in email software rule out many products. Organisations require a complete solution that allows them to move sensitive data easily and with confidence. The solution must handle all the intricacies of guaranteeing secure transfer of data without burdening the user with anything technical. Avco Systems recognises the need for a solution that fulfils these requirements.

SFX Cloud is a message and data transfer portal that ensures the security of the data it carries. Using AES 256-bit encryption and TLS, the following aspects of a transfer are encrypted to safeguard their integrity:

- Message subject
- Message contents
- Attached files

The data is then stored encrypted in our secure, fully-managed UK data centre. All of this ensures data integrity throughout its lifetime. As well as this the file retention period is customisable to ensure it complies with organisation policies. Files outside this retention period are removed daily.

All files uploaded to SFX Cloud are scanned for viruses before transfer and rejected if they pose a threat.

Utilising a “privileged domain” system, pre-approved users can easily create accounts and invite thirdparty users to create accounts. This removes the need for a support team to handle account creation and ensures that only trusted users can create accounts on the system.

Real-time auditing in SFX Cloud gives administrators an overview of data transmissions on the system allowing them to gain a better understanding of how the system is being used and who is accessing the data.

SFX Cloud also has a rest API, through which technical users can communicate with the service and perform the following tasks:

- Invite users to join the service
- Send a transfer containing a subject, message and attached files
- Download all transfers and attached files for the account
- Delete all transfers for the account

Technical Requirements

SFX Cloud is delivered through the Internet, so is easily accessible to all users who have access to a supported web browser.

Quality and Information Security Management System

Quality is central to Avco Systems' philosophy and permeates all areas of the company's business, including its internal and external aspects and its dealings with interested parties. The company endeavours to satisfy or exceed expectations and is committed to a policy of continual improvement of its systems and working practices. In particular, it aims to ensure that its service quality satisfies the specific contractual obligations of its customers, together with the standards of quality in ISO 9001:2015, including the adherence to statutory and regulatory requirements.

Critical to the quality of the company's services is information security – protection of information from a wide range of threats to ensure business continuity, minimise business risk and maximise business opportunities and return on investment. Such security is essential in today's business environment because secure information sharing depends upon valuable assets in terms of data, equipment and personnel. The company is dedicated to safeguarding its information and that of its interested parties, to fulfil both its contractual obligations and the requirements of ISO 27001:2013.

The company has combined its quality and information security management systems in an Integrated Management System (IMS), which is subject to internal and external audits. The IMS aims to protect the company's reputation, the efficiency and effectiveness of its business operations, and the confidentiality, integrity and availability of all company and third-party information.

The framework for setting objectives and establishing an overall sense of direction and principles of action with regard to the IMS is provided by Management Review meetings at planned intervals. In addition, there is an ISMS Forum, which meets to initiate and co-ordinate the implementation of information security within the organisation.

The company has a strategy to mitigate information security risks as far as is practicable. This is supported by a formal methodology whereby risks are identified and either accepted according to documented criteria or reduced using control measures. Action taken will be adequate and proportionate to the expected impact that the loss of confidentiality, integrity or availability may have on systems and their data.

The company is committed to staying up to date with information security best practices and will maintain contact with appropriate special interest groups for that purpose. All personnel share responsibility for the quality of the company's services and for information security.

Additional Service Options

Avco Systems has a strong reputation for providing high-quality, efficient and effective solutions for organisations for over 30 years. Avco Systems believes in building productive relationships with customers and can adapt to suit specific customer requirements. Please contact Avco Systems should additional services be required.

Data Backup and Disaster Recovery

Business Continuity

All services hosted in Avco Systems' infrastructure are subject to the company's certified ISO27001:2013 Business Continuity Plan and Business Continuity Process. The company verifies, reviews and evaluates the established and implemented information security continuity controls as part of regular disaster recovery and business continuity testing.

Backups will be performed to minimise data loss in the unlikely event of a disaster situation. Backups will be stored securely in Avco Systems' data centres.

Component	Frequency	Type	Retention
Database	Daily	Full	1 year*
Data Files	Daily	Partial	Configurable

*** Daily backups are kept for a month. first of the month is then kept for a year.**

Avco Systems will coordinate with the customer to identify specific backup and disaster recovery requirements outside of the standard offering.

Data Restoration

Should a serious event occur, Avco Systems will liaise with the customer to authorise data restoration from backup media. Avco Systems will aim to restore data from the latest backups as swiftly as reasonably possible.

The restoration/migration of existing data from another provider can be requested separately at an additional cost, if required.

Onboarding and Offboarding Process

Onboarding

Avco Systems will provide a dedicated delivery and support team during the introductory stage of the service delivery. The friendly UK-based support team will provide assistance during the initial configuration and installation of the service, as well as user documentation, if required. If applicable, onsite training can be supplied at an additional cost.

The customer will provide a dedicated contact during the onboarding process.

Offboarding

In the unlikely event that the customer does not wish to extend or renew the contract, Avco Systems will:

- Securely provide all customer data relevant to the service
- Decommission the existing service and ensure all customer data is securely destroyed

Data Migration

The migration of existing data from any other provider can be requested separately at an additional cost.

Service Levels and Constraints

Availability

The service has an Availability Target of 99.9% annually. This excludes scheduled maintenance activities, for which the customer will be notified in advanced, as described below. Customers can contact the dedicated, UK-based support staff by telephone and email from Monday to Friday, 08:30 – 18:00, excluding public and bank holidays.

Scheduled Maintenance

Unless previously agreed with the customer, Avco Systems will perform service affecting maintenance operations outside of normal business hours (Monday to Friday 08:30 – 18:00). Avco Systems will endeavour to:

- Provide customers with as much notice as reasonably possible ahead of any scheduled maintenance
- Minimise the length of maintenance windows and subsequent disruption to the customer

The customer will be responsible for notifying end users.

Severity Levels

The severity of any problem will be mutually agreed between Avco Systems and the customer according to these guidelines. All service levels defined apply during the standard working hours of Monday to Friday 08:30 – 18:00 (excluding public and bank holidays).

Priority/Severity	Severity Level Definition
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Critical	A problem that must be resolved before the customer can continue normal business operations. Avco Systems support staff will use reasonable endeavours to respond to the customer with a workaround within two hours of receiving notice of a critical problem being reported. Avco Systems staff will work continuously on critical problems until the fault is permanently cleared or the system is operational.
Serious	A problem that significantly inhibits production but does not prevent operations. Avco Systems support staff will use best endeavours to respond to the customer with a workaround within four hours of receiving notice of a serious problem being reported.
Moderate	Requirements that do not impede productive use of the software. Avco Systems support staff will use best endeavours to respond to the customer with a workaround within seventy-two hours of a moderate problem being reported.
Minor	Cosmetic production problems and general test system problems that do not affect availability of the production system. This severity level will also be used to categorise general technical help desk calls. Avco Systems support staff will respond to the customer within one week of a minor problem being reported.

The resolution of problems, irrespective of their classification, will use the fastest and most effective means, including telephone support and software patches.

The support team will gather and record as much information as possible concerning the request and, if necessary, work with the development team to resolve the issue. The fault will be tracked and progressed until closure, with the team keeping the customer updated each step of the way.

Commercial

Ordering and Invoicing Process

Avco Systems will begin to deliver the service defined in this document upon receipt of:

- The completed G-Cloud framework 'call-off' contract and terms and conditions acceptance - A purchase order from the customer

The customer will be invoiced for the charges monthly in arrears.

Termination Terms

Either party may terminate the service by giving the other at least 30 days written notice, terminating at the end of a month. The minimum contract period is twelve months.