



G-Cloud 15
Service Definition
ZEAL SOLUTIONS
PROCLUS Platform
Lot 2 Cloud Software

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1. Company overview

Zeal Solutions Ltd is a psychology-based people and software services organisation. We use our understanding of psychology to help strengthen people and organisations through our people and cloud-based software services.

2. Purpose of this document

This document provides details of our PROCLUS service, including details of our implementation procedures, data security, support arrangements, incident reporting procedure, service level targets and escalation process.

3. Service description

Zeal Solutions is the provider of the PROCLUS operational management software/platform. Our approach to the continuous development and management of this platform is to ensure the application and the services is available for use in accordance with the service levels described in this document.

4. Scope of service support and exclusion

4.1 Hours of support – Zeal Solutions Support Desk

The support desk at Zeal Solutions is available between 09:00 and 17:00, Monday to Friday (excluding Public Holidays).

Should you experience problems with the PROCLUS platform outside of these hours, please contact the support desk using the on-call support request service. This will enable the team to progress any issues and escalate where necessary.

4.2 Out of Hours support – Zeal Solutions Support Desk

Out of hours support is provided where an out of hours support contract has been agreed with Zeal Solutions Limited. Please note, some agreements do not allow for out of hours support.

5. Accessing the PROCLUS platform and software applications

5.1 Ordering and invoicing

The PROCLUS platform contains various applications which can be selected and configured to support a range of operational needs. The choice of applications and

the configuration process will be determined as part of the sales process. Once the scope of service has been agreed, Zeal Solutions will issue a formal Scope of Works. This can then be agreed and included in the Call off agreement as per the prescribed G-Cloud process. Zeal Solutions will submit invoices as agreed in the workplan and in line with the G-Cloud process.

5.2 Availability of trial service

A trial of a PROCLUS application through the digital platform is available to relevant stakeholders involved in the ordering of the solution. Please contact us through the details shown to discover more.

6. On-boarding, off-boarding, service management

6.1 On-boarding

Once the applications have been agreed with the project manager/customer account executive the following process will take place:

- A Customer account will be created to ensure all support tickets are assigned appropriately and dealt with in a timely manner.
- A start-up/implementation meeting is arranged with the project manager/customer account executive to plan timings and communicate the roll-out of the applications to individuals involved.
- A process for onboarding users to the application will be agreed this will include communicating with users via email and other forms of notifications, training users and supporting users.
- There is ongoing support throughout the term of the licence from the project manager/customer account executive and the support desk.

6.2 Off-boarding

If a buyer would like to extend access to the platform beyond the initial 12-month licence, they should get in touch with their Project Manager/Customer Account Executive to continue their subscription to the service.

During the term of their licence, users are able to download data they have access to and utilise the reporting functions that are available to them. Zeal Solutions will retain user data for up to 6 years after an account has been closed.

6.3 Training

The project manager/Customer Account Executive is on hand to answer any queries from the person ordering the service. There is an email for individuals using the platform for any queries: support@zealsolutions.co.uk or support@pro-clus.co.uk

Each client site will receive training on how to make the best use of the platform. The training provided will be aligned to the Scope of Work agreed at buying stage of the process. Zeal Solutions will be able to offer additional training (face to face and/or remote sessions) for an additional fee. Please refer to the Pricing document for training fees/costs.

6.3 Service management

All planned maintenance, during which the web-based element of the service will be unavailable, occurs mainly outside of UK normal office hours. We are regularly improving the service for all of our customers and use our formal change management processes to ensure that such changes happen smoothly without interruption. As such, changes and fixes are made available to all customers as they are released, though we may, at our discretion, choose to use a phased rollout for particular changes.

6.4 Service management

Platform: We guarantee 95% uptime of the platform during UK normal office hours (9am - 6pm, Monday to Friday), as measured on a monthly basis.

User support: We provide a support email for users' questions. It is staffed on weekdays with all responses dealt with within 48 hours.

The following priorities are for incidents which cannot be immediately resolved

Incident Severity Level	Response Time
Blocker	within 1 hour
Critical	within 4 hours
Major	Within 24 hours
Minor	within 48 hours

Note: the status of any support request can be obtained by contacting the support team and providing the relevant ticket number. You will, however, receive updates on any tickets raised. Zeal Solutions will look to agree the priority level with the customer to avoid confusion or differing expectations. In some cases, the incident may take longer to resolve than desired and Zeal Solutions will endeavour to ensure that the customers are informed of the incident status.

7. Data protection

7.1 Information assurance

We have clear roles responsible for security governance (CTO & DPO) who meet regularly with key stakeholders to review and update our policies and processes.

Throughout the organisation we enforce robust staff policies for IT security, including access controls, the encryption at rest of all data, and appropriate policies for the use of passwords including two-factor authentication.

Security reviews and automated tests form part of our change management and software development processes, and we run regular assessments to validate our approach to information security.

7.2 Data: Back-up, restoration and recovery

The PROCLUS platform is hosted on the Azure Cloud and is designed to be resilient against component failure. All customer data is securely replicated across multiple geographically-distributed data centers, and regular backups are taken to prevent data loss.

We regularly review and test our fail-over and disaster recovery processes to ensure they remain robust and effective.

7.3 Privacy

Although not mandatory, we have followed a PIA (Privacy Impact Assessment) process recommended by the UK ICO in order to assure and demonstrate to our customers and users that we take privacy seriously. Our PIA report is available on request as part of the ordering process. We only work with partners and data processors who take individuals' privacy seriously, and with whom we have entered into GDPR-compliant Data Processing Agreements (DPAs).

8. Escalation paths

If you feel that a support request or issue is not being progressed within the given timescales or is not receiving the appropriate attention or priority, please use the escalation paths below. In the email we ask for you to include the relevant ticket number, a brief description of the issue and the reason the ticket should be escalated.

Please email your level 1 escalation request to: support@zealsolutions.co.uk using the subject title **level 1 escalation request**.

Your email will be prioritised and will be considered within 4 hours of receipt.

If after receiving a response to the escalation request you remain dissatisfied, please send an email to escalate the request to the managing director. Please include all previous correspondence in your escalation to the managing director.

Please email your level 2 escalation request to: tony@zealsolutions.co.uk using the subject title **level 2 escalation request**.

9. Technical requirements and client-side requirements

Users of the service require the following:

- A modern HTML5-supporting browser (e.g. Chrome, Edge, Firefox, etc.) with Javascript enabled.
- A reliable internet connection.

10. Termination process

Zeal Solutions Ltd may terminate its subscription for you to use the system at any time in its sole discretion. Where your payment is for more than one user you are required to tell us the name of any individuals whose access to the system is being cancelled. Your cancellation requested will be processed by Us within 5 days of receipt.

11. Complaints

All our customers/users are important to us, and we strive to deliver service and support of the highest standards. We are aware that using the PROCLUS platform is a choice, so our commitment to providing and improving our service offerings is at the very core of everything we do. Unfortunately, there are occasions where something goes wrong, but we will always endeavour to resolve these issues through our Support procedures in a timely way.

If you have a complaint or issue regarding your support ticket:

In the first instance, please speak to your project manager/account executive. Following this, if you feel your complaint or issue has not been addressed to your satisfaction, please email the managing director tony@zealsolutions.co.uk

Please be assured we will always do all we can to offer a swift resolution.