Service Definition

Immersive Knowledge Sharing and Creation Service

D3IP is a brand of DII Ltd, a company registered in England & Wales | Company Registration Number: 3290605 |
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Service Overview

D3IP Is a Brand of DII.

D3IP Immersive Knowledge Sharing and Creation service provides users with a hybrid virtual and physical leaning and knowledge building experience. This approach allows access to experiences and expertise that would otherwise not be accessible in the physical world.

Participants and users of the platform include an extensive network of subject matter experts who are specifically picked to focus on new and emerging technologies that may impact challenge owners. This provides global access to knowledge through carefully designed seminars, summits and symposiums to meet a clients specific needs

The approach provides a user centric design approach to challenges.

On-boarding and Off-boarding

After initial contact, an order will be raised, fully detailing the service that will be provided. Upon agreement to the order the service will be provisioned. Our target time for the whole process is 2 working days. The standard minimum contract length is one year. After that time if the customer wishes to terminate the service they will provide 1 month's notice, after which further time the service will be suspended. The customer will be liable for any outstanding charges incurred over the term of the contract. There is no termination charge.

However, experience has shown the value of prudence in this regard; we allow a 1-week period following the date of service termination during which the customer may request us to reactivate it. Only after this time will all customer data related to the service be purged and destroyed.

Pricing

Please see associated "DII – Immersive Knowledge Sharing and Creation Service Pricing Document".

Service Constraints

Scheduled maintenance will be carried out in agreement with the customer, of which notification will be given 14 days in advance. However, in the case of emergency maintenance, the customer will be informed as soon as the issue/problem has been detected

Training

No formal training is offered for this particular service. However, engineers are perfectly happy to answer customer queries via e-mail, telephone, or SMS, and guide customers through complex and difficult processes.

Ordering and Invoicing Process

DII bills its services either on a one-off or recurring basis, as agreed with the customer. Invoices are produced against either an order or purchase order, and are delivered electronically on a set date each month. This date is the day preceding the commencement of the service (i.e. if the service commenced on the 20th of the month, the invoice will be sent on the 19th.) Our terms are 14 days.

Termination Process

Customers may terminate their service by giving 30 days' notice after the initial contract term has elapsed. This initial term is always agreed with the customer before signing the order.