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## **1 – Service Definition**

Adjutant Software Ltd allows your organisation to provide control, clarity and communication during any incident that needs an emergency or business continuity plan to be activated. We provide a cloud-based software solution (SaaS) and app that automates cascade call outs and supplies actions to the many roles involved in a plan during the initial response phase of an incident. This is all set up through an easy to use, web admin panel.

Adjutant automates and cascades METHANE message via SMS, in-app alerts and email. A manual call-out takes, on average, 2 ½ minutes per person (including finding numbers, re-dials and conversation). Adjutant takes seconds.

Once the cascade is complete, you are able to see real-time information on your staff and what they are doing to enable faster decision making.

## **2 – Resilience**

Daily backups are provided and also the ability to create instant backups if needed via technical support. Our software is completely scalable and so if high levels of users, the system can cope with this demand via an auto-scale feature.



We provide guaranteed service uptime and availability of 99.9%. If this is not met, we will give partial monthly fee refunds.

### **3 – User training**

Online training is available and any on-site training can be provided at an extra cost of £800 per day plus expenses.

### **4 - Pricing**

We have kept our pricing as simple as possible:

£20 maximum per user role per month. Minimum order quantity of 50 user roles. This will be discounted as more user roles are purchased. We can also provide a discount if a longer term contract (than standard 3 years) is agreed to. Additional SMS costs will occur over 40,000 per annum (1 SMS is 140 characters).

### **5 - Contracts**

Contract length as standard is 3 years and in order to terminate requires written notice 1 month in advance of contract end date. If terminated within contract, any outstanding fees must be paid.