



Metricell Service Definition Document

SmartTools Area Improvement and Workflow Manager

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1 Why Metricell?

Metricell is on a mission to deliver connectivity. We work with our customers to design, deliver and manage wireless communication networks - with a shared ambition of achieving flawless network experience. We have been responsible for a number of first-to-market products, and our technology is characterised by the relentless pursuit of automation and digitalisation.

Our geospatial intelligence tools traverse a wide range of business processes - from Test & Measurement to Customer Experience Management – and we are pioneers in the areas of Crowdsourcing and Digital Self Care. Our technology is today in use by a broad range of customers; thousands of their personnel; and millions of devices worldwide.

Through our world-class products, hosting infrastructure and technical knowledge, Metricell can provide an intelligent and scalable solution to meet the requirements of any customer. We are a Horsham based company with almost 15 years of experience providing software and services to governments, telecommunications companies and enterprises. We have a close relationship with both telco organisations and industry consultants, as well as a solid track record of delivering successful software platforms, capable of handling complex datasets and displaying them on our web-based geographic information system.

We have a number of certifications, such as ISO Information Security, Quality Management, and Business Continuity, and awards including a Queen's Award for Innovation and International Trade, demonstrating our capability on delivering first class projects – on time, on budget and at scale.

Our significant software and data analytics work supports our strategic analysis of complex technical and commercial projects, particularly involving complex infrastructure, large scale data loading and analytics, and powerful visualisation and collaboration tools, all developed and maintained inhouse.

2 Service Overview

This software service is designed to automatically identify and manage areas of poor mobile/private network connectivity. Evaluating a vast range of datasets, Area Improvement and Workflow Manager ("AIM") uses machine learning and proprietary algorithms to create geographic clusters for improvement. Users can be assigned responsibility, make comments and track trends.

3 Service Features

- Automatic Candidate Area generation based on extensive data analysis.
- Ability to identify different categories of Candidate Area.
- Adjustable weightings to identify only the worst performing areas.
- Customisable worksheets to match existing workflows and processes.
- Ability to analyse any dataset and produce actionable insights.
- Platform permissions control data accessibility and editing capabilities.
- Aging factors ensure the latest data is prioritised during analysis.
- KQI tracking allows for positive/negative impact of work.
- End to End process capture in a single, centralised platform.
- Automatic prioritisation of areas based on customer defined thresholds.

4 Service Benefits

- Automation of a previously time consuming manual identification process.
- Solution flexibility encompasses unique workflows and processes.
- Standardised reporting provides easily comparable outputs between different areas.
- Collaboration between departments working towards the same goals.
- Any dataset can be integrated into the Area Improvement and Workflow Manager algorithm.
- Trend monitoring to identify network quality improvements in an area.
- Analyse the problem area against other datasets in the solution.
- End-to-end process digitalisation reduces time to complete tasks.
- Auditable work trails for each Action Area through entire workflow.
- Assign the Area to relevant department to continue investigations.

5 Service Customisation

Metricell recognise that each company has its own unique set of challenges and that may result in requirements which fall outside of our standard set of services. With the SmartTools Trend/Area Improvement and Workflow Manager service, this has been designed to digitise a manual process and therefore lends itself to customisation by its nature.

Elements such as the datasets loaded into the solution, algorithm configuration and worksheets will need to be defined to ensure that the solution matches the specific needs of the Buyer. Any customisations required to meet the specific needs of the customer will be priced against the SFIA Rate Card.

6 Service On-Boarding

Prior to the software becoming fully operational Metricell will undertake a number of actions so there is a smooth deployment process to the Buyer. These are listed below:

- Documentation: User Guides; Release Notes for any updates/upgrades
- Training: Metricell will run 'Train-the-trainer' sessions with the Buyer, either online, onsite or at Metricell's HQ. More information about the training provided is explained later on in this document.
- Shared multi-customer annual roundtable sessions, where our customers share ideas and experiences directly with each other.

7 Service Off-Boarding

Metricell have a defined End of Service Process, which aims to minimise disruption to the Buyer and the end users of the software.

Closing down the service must accomplish the following:

- A planned and well communicated shut down of the service, with Buyer consultation and notification.

- Migration or exportation of key customer datasets and analysis, depending on the use cases deployed.
- Return or deletion of customer IPR and collateral.
- Correct handover to IT and Operational Teams for the data sanitisation process. Typically, this may follow a standstill period, to ensure that the software can be restored should a change in decision be made.

Normally, the process should be performed over a 60-90 day period, to allow for the appropriate commercial and technical actions to be planned and executed.

8 Pricing

Please refer to the supporting Pricing Document for this software service.

9 Service Levels and Service Credits

The Buyer will have access to the Metricell Service Desk (email, portal and phone) to submit tickets when they experience issues with the software. Our well-defined and proven Incident Management process ensures all tickets go through a Level 1-3 triaging process, which are pre-defined for common events, to determine the best person within Metricell to address the issue. Our Service Desk processes are designed around ISO Quality Management and Information Security Management frameworks (we are certified in both), and the management team is trained by the Service Desk Institute. Incident reports are also shared with the Buyer for Emergency incidents.

Service Performance KPIs

The table below provides a high-level summary of the service performance provided by Metricell, depending on the level of support selected by the Buyer.

SLA	Bronze	Silver	Gold	Platinum
<i>Uptime</i>	A minimum of 97.00% per month.	A minimum of 98.00% per month.	A minimum of 99.00% per month.	A minimum of 99.50% per month.
<i>Service Availability</i>	A minimum of 95.00% per month.	A minimum of 96.00% per month.	A minimum of 97.00% per month.	A minimum of 98.00% per month.
<i>Recovery</i>	Recovery Point Objective is 7 calendar days. Recovery Time Objective is 30 calendar days.	Recovery Point Objective is 7 calendar days. Recovery Time Objective is 30 calendar days.	Recovery Point Objective is 7 calendar days. Recovery Time Objective is 30 calendar days.	Recovery Point Objective is 7 calendar days. Recovery Time Objective is 30 calendar days.
<i>Maintenance Windows</i>	Operational Hours	Operational Hours	Operational Hours, or in/outside Operational Hours by arrangement	Outside Operational Hours by arrangement

Service Desk KPIs

The table below provides a high-level summary of the Service Desk response and resolution times provided by Metricell, depending on the level of support selected by the Buyer.

SLA	Bronze	Silver	Gold	Platinum
Operational Hours	Monday to Friday 08:00 to 18.00 GMT/BST (excluding UK public holidays).	Monday to Friday 08:00 to 18.00 GMT/BST (excluding UK public holidays).	Standard Client Working Week (Up to 50 Hours, excluding UK public holidays).	24/7/365.
P1, Critical Priority	Initial target response: 24 Operational Hours after ticket submission with four-hourly updates. Target resolution or workaround: Priority reduced to P2 within 30 Operational Hours, and fully resolved within 96 Operational Hours.	Initial target response: 16 Operational Hours after ticket submission with three-hourly updates. Target resolution or workaround: Priority reduced to P2 within 24 Operational Hours, and fully resolved within 72 Operational Hours.	Initial target response: 8 Operational Hours after ticket submission with two-hourly updates. Target resolution or workaround: Priority reduced to P2 within 18 Operational Hours, and fully resolved within 60 Operational Hours.	Initial target response: 4 Operational Hours after ticket submission with hourly updates. Target resolution or workaround: Priority reduced to P2 within 12 Operational Hours, and fully resolved within 48 Operational Hours.
P2, High Priority	Initial target response: 48 Operational Hours from ticket submission with updates every 8 Operational Hours. Target resolution or workaround: Within 96 Operational Hours.	Initial target response: 32 Operational Hours from ticket submission with updates every 6 Operational Hours. Target resolution or workaround: Within 72 Operational Hours.	Initial target response: 16 Operational Hours from ticket submission with updates every 4 Operational Hours. Target resolution or workaround: Within 48 Operational Hours.	Initial target response: 8 Operational Hours from ticket submission with updates every 2 Operational Hours. Target resolution or workaround: Within 36 Operational Hours.
P3, Medium Priority	Initial target response: 60 Operational Hours from ticket submission. Updates provided as necessary. Target resolution or workaround: Within 30 business days.	Initial target response: 36 Operational Hours from ticket submission. Updates provided as necessary. Target resolution or workaround: Within 20 business days.	Initial target response: 24 Operational Hours from ticket submission. Updates once per business day. Target resolution or workaround: Within 10 business days.	Initial target response: 12 Operational Hours from ticket submission. Updates once per business day. Target resolution or workaround: Within 5 business days.
P4, Low Priority	Initial target response: 80 Operational Hours from ticket submission. Updates once per business day. Target resolution or workaround: Within 180 business days.	Initial target response: 72 Operational Hours from ticket submission. Updates once per business day. Target resolution or workaround: Within 60 business days.	Initial target response: 60 Operational Hours via email. Updates provided as necessary. Target resolution or workaround: Within 40 business days.	Initial target response: 48 Operational Hours via email. Updates provided as necessary. Target resolution or workaround: Within 20 business days.

Service Penalties

To provide for a workable service, during any single contracted month the following number of items will be accepted by the Buyer as not being subject to penalty:

- Critical Level: 1
- High Level: 2
- Medium Level: 15
- Low Level: Unlimited

After this allowance, The Client has the right to request compensation for Metricell's failure to deliver a solution within the specified timeframes, with the penalties stipulated as follows:

- 3% of monthly cost of Technical Support for every 24 hours of not delivering temporary solution for problems of Critical Level.
- 1% of monthly cost of Technical Support for every 3 working days of not delivering temporary solution for problems of High Level 2.
- 1% of monthly cost of Technical Support for every 1 calendar month of not delivering temporary solution for problems of Medium Level.

10 Supporting Documentation and Resources

Metricell has a dedicated knowledge repository which will be made available to buyers once the service period has begun which can be accessed through a platform called HappyFox. The HappyFox platform stores a rich library of resources, in multiple formats such as video guides, user guides and FAQs, which have been designed to enable the buyer to self-educate themselves on the features contained within the solution.

11 Training

Training is offered by Metricell at the point of delivery, either in person or remotely in an online training environment. As well as this initial training period, Metricell are fully committed to the model of continuous training and improvement and this is reflected in the way we will support our customers. Starting with User Guides, after each new publish to our products, Metricell will provide updated User Guides to alert users to the new functionality. In addition, on service launch Metricell will provide Train-the-Trainer training sessions. The purpose of these sessions is to allow the Buyers internal training team to learn how to use the solution on an in-depth level so they are fully competent from one of our subject matter experts. The training team can then distribute this knowledge throughout the user base where required, for which Metricell will often provide continued support. Finally, when a user experiences an issue with our products, as part of the resolution our Service Desk will offer further training as part of the issue resolution.

12 Ordering Process

To procure the software service, please contact us by e-mail in the first instance on sales@metricell.com. Upon receipt of your email, a member of our sales team will make contact to schedule a session to discuss your requirements in more detail to confirm the complexity of the requirements. All pricing will be as per the associated pricing sheets.

About Metricell

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Find out more at www.metricell.com

