

G Cloud - Software

Service Definition Document



SERVICE DESCRIPTION

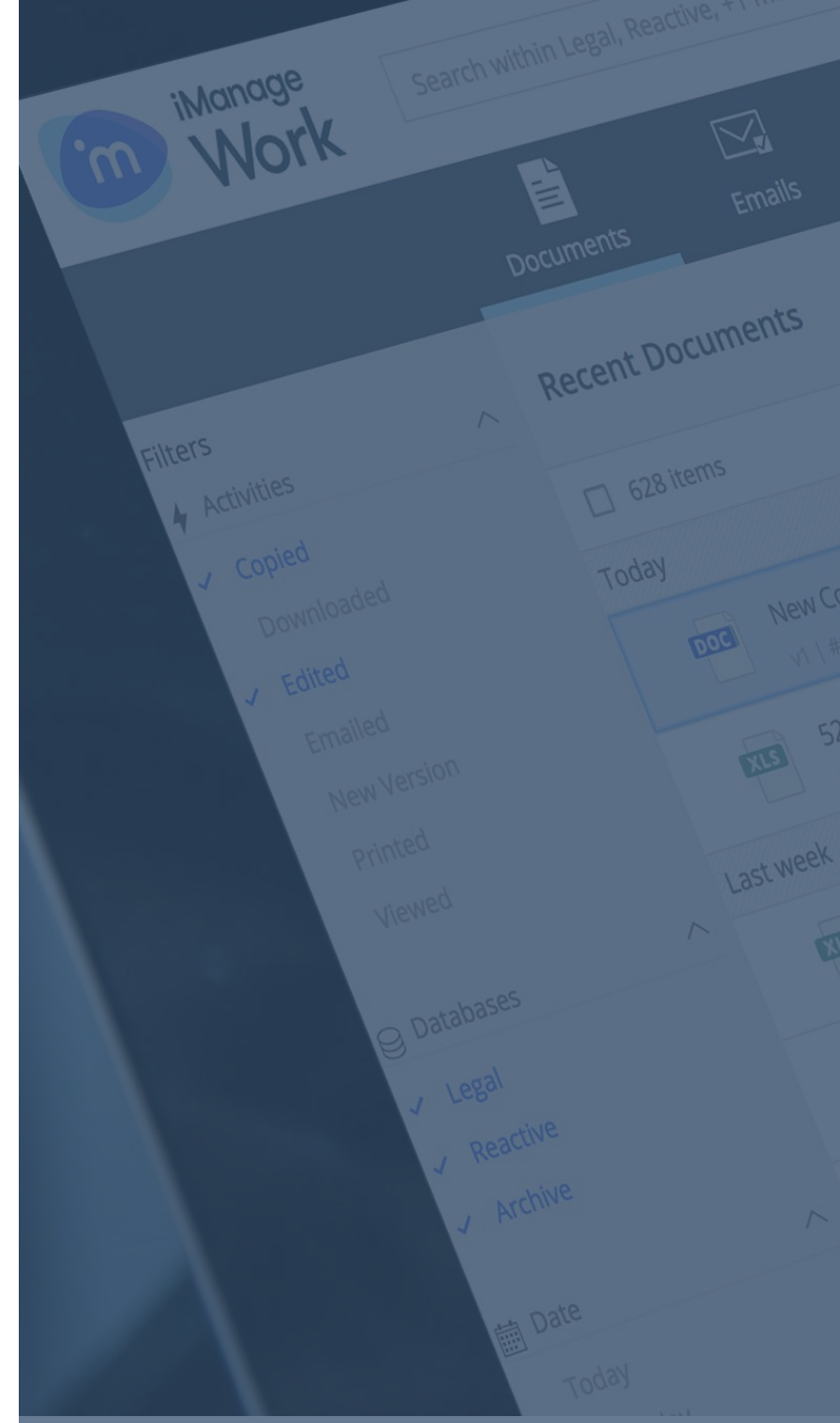
Quorum offer a full, end-to-end service for iManage Work from implementation, deployment, training and support. iManage Work is the leading email and document management system providing a fully audited, secure and intuitive email and document repository. iManage integrates with Microsoft Office, Office 365 and leverages modern technology such as AI and Machine Learning.

- Software as a Service.
- iManage Document and Email Management Implementation and Support.



SERVICE FEATURES

- Full end to end deployment and support including training.
- Single user interface accessed from any device, anywhere, any platform.
- Personalised search across the entire organisations content.
- Integrations with Microsoft Office 365 including Word and Outlook ribbons.
- Version control and document comparison features.
- Maintain control with Customer Managed Encryption Keys (CMEK).
- Full document audit trail including print, email and edit history.
- Comprehensive security as it encrypts all your data.
- Share content with internal and external collaborators.



SERVICE FEATURES

Benefits:

- Secure mobile working.
- The iManage platform has fully customisable text fields. There are no costly development projects and with the ability to customise the portal, your work product will always be presented with your firm brand to make ownership easily identifiable.
- Need to know access, content segregation and ethical walls.
- Single partner relationship: licensing, implementation, training and support.
- Quorum has experience of both cloud and on-premises solutions.
- iManage certified engineers.
- Zero learning curve due to an already familiar interface.
- Access documents and files without compromising disc space.

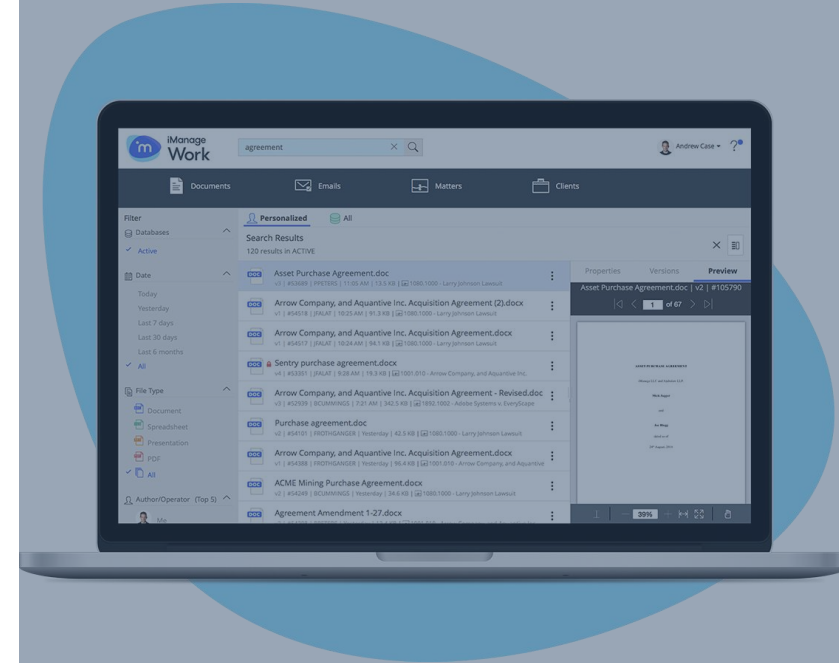
Optional:

- iManage Records Manager – management of physical documents.
- iManage Security Policy Manager – set up of need-to-know access and ethical walls.
- iManage Share – share content securely with external collaborators.
- iManage Threat Manager – advanced AI security functionality.

SERVICE PROVISION

Onboarding:

- Quorum can provide support for the full project lifecycle of implementing iManage from discovery and design through to implementation and end user adoption/training.
- Quorum works with your business to ensure iManage is built to your requirements and implemented to plan by completing several initial design workshops to determine the following:
 - iManage configuration
 - iManage end user authentication
 - iManage security policies
 - iManage testing plan
 - End user training plan
 - Handover to support plan
- Quorum can provide end user training to customer staff on completion of the rollout of iManage and provide floor walking support so end users can ask questions while they adapt to the product.
- We fully document the design and can handover the support of iManage to an internal IT team or provide this as a service.



SERVICE PROVISION

Standard Project Phases for an iManage implementation:

1. Discovery and design (key to the success of the project)

- a. Workshops to identify the client's requirements around the configuration of iManage including the authentication, training, go-live plan and migration plans for legacy data sources.

2. iManage configuration

- a. Configuration of iManage to the design defined in Phase 1 and implementing security policies to this design.
- b. Deployment of the iManage desktop client to the customer's environment.

3. Data migration

- a. Migration of data from any legacy data sources into iManage and testing of this data to ensure successful migration.

4. UAT

- a. UAT support to ensure the client's iManage environment is configured and designed to their requirement as detailed in the discovery and design phase and the users can access their data.

5. Training and Go-live

- a. Rollout of training plan and floor walking support as agreed in the discovery and design phase.
- b. iManage is now live within the customer's IT estate as per agreed plan in the discovery and design phase.

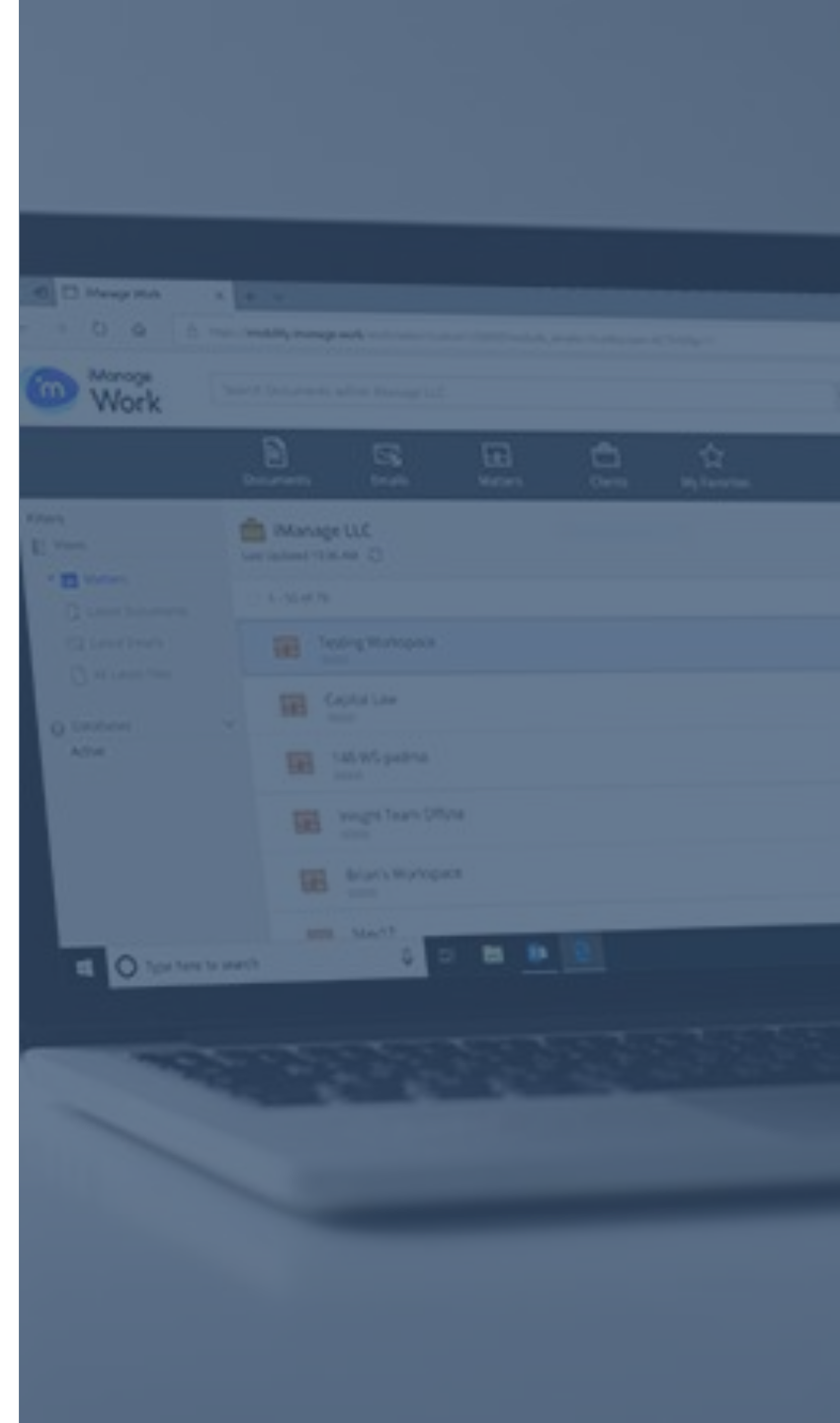
6. Handover to support

- a. Handover of support of the environment to an inhouse IT team or to Quorum Managed Services.

SERVICE SUPPORT

SLAs and Disaster Recovery (DR)

- iManage cloud has an SLA of 99.9%
- In addition to offering the best availability when it comes to cloud DMS providers, iManage offers contractual service level commitments for availability.
- Every iManage production datacentre has a corresponding spare site in-geography to allow for immediate recovery.
- iManage maintains multi-gigabyte connectivity to ensure timely replication to ensure they can meet recovery point requirements.
- The iManage DR process is seamless to users. In the event of a disaster, no host or DNS changes are required by customers.
- Their DR plan is tested regularly.



SERVICE SUPPORT

Maintenance and Outage

- One outage window per month, usually early on a Sunday.

Account Management

- Quorum will provide technical escalation for customer IT teams for any break/fix issues with iManage. If Quorum cannot find a solution to the problem, we can escalate to iManage technical support.
- In addition, Quorum will provide a Service Delivery Manager to manage the support service for the customer. The Service Delivery Manager's role is key to our success and delivery. These individuals are underpinned by tried and tested processes, tools and an excellent team of support engineers. Each of our Service Delivery Managers (SDM) is experienced in managing IT environments and, equally importantly, building trusted and lasting relationships with clients. Communication is key, and we make sure all support tickets are picked up and responded to in line with our clients' expectations.

