



MISSION
SYSTEMS UK

G-Cloud 15 Service Definition

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TRAX as a Service

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TRAX as a Service

G-Cloud 15 Lot 2b: Software as a Service

Service description

TRAX as a Service Package comprising:

- Software and licences
- Engineering support to commission the service package (configuration, integration and testing)
- Engineering support to troubleshoot operational use (1 year)
- User training
- Help desk support (1 year)

Typical service scenarios:

System size/scope
1 User licence, engineering and help desk support (1 year)
2-4 User licences, engineering and help desk support (1 year)
5-10 User licences, engineering and help desk support (1 year)
>= 10 User licences, engineering and help desk support (1 year) Note: This number of licences will require significantly more design work before deployment.

