SOLVARES FIELD SERVICE

Service Definition for supply of

VISITOUR
Real-Time Scheduling and Route Optimisation Solution

Implementation Services and
Software-as-a-Service (SaaS) Delivery

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This document is the Service Definition for the supply of Visitour real-time scheduling and route optimisation solution for field service. The solution will be hosted in the AWS cloud by FastLeanSmart UK LTD, trading as Solvares Field Service ('Solvares'), together with associated project services.

The specific requirements for the solution will be jointly determined by Solvares and the Customer - the licencing, functionality, SaaS and guaranteed support levels, project services for deployment, the user volumes.

SCHEDULE 1 – SOLUTION FUNCTIONALITY AND DOCUMENTATION

Solvares shall provide the Visitour Solution within the functions and facilities described in the specification attached to your Agreement, together with any advanced modules that have been determined necessary or beneficial to meet the requirements of the Customer.

SystemFactSheet_Visitour_ServerAndSystem_Functions_EN_ 20231211.pdf
SystemFactSheet_Visitour_Client3_EN_20240813.pdf
SystemFactSheet_Visitour_Mobile_Flow_EN_251209.pdf

These functions and features support numerous simple and complex processes that will be configured as part of the Implementation Services described in Schedule 4. Solvares cannot guarantee that all processes desired by the Customer are included in the Programs.

Visitour includes context sensitive online help which provides reference material that can be used by the Customer as a basis for creating its own process based training materials. Solvares services to develop Customer specific training materials are available but not included in the project services unless specified.

Solvares also offers a version of it's software that operates entirely via API's and this is designed to be integrated with third party field service software that uses our solution as a "black box" behind their own screens.

SCHEDULE 2 – SAAS SERVICES OVERVIEW AND SLA

Solvares will provide the following SaaS Services, Support and Maintenance Services and Service Level Agreement for the Solution during the Term and this is included in the SaaS Fees.

1. Standard services of Solvares

- Solvares is providing the Solution on a 'Software as a Service' (SaaS) basis and therefore the Hosted System environment shall be provided by Solvares incorporating a Visitour virtual application server and database server.
- Two environments are included with this Agreement, one Live System and one Test System. These will be hosted at Amazon Web Services (AWS) data centres at separate locations or availability zones within the UK. AWS is an ISO27001 certified data centre provider.
- The Visitour database operates across more than one AWS availability zone for resilience.
- The Live System is set to operate 24x7 with one regular two hour maintenance window per month for operating system updates and security patches at a time agreed with the Customer, typically between 2am and 4am, and other maintenance windows as agreed necessary.
- The Test System is set to operate 12 hours a day Mon-Fri as standard but extended hours available upon request for reasonable periods of time at no additional charge.
- Further non-production environments are available, for example for development or user training purposes.
- Solvares make automated system backups at least once per day and these are stored securely by AWS at off-site locations in the UK. Data backups are made every 5 minutes.
- Help and support is provided for the Solution's Live System and other system environments.
- Monitoring systems are utilised to alert Solvares support team of faults or risk of faults.

- 3rd-level hotline service:
  Phone hotline (UK 01183 800189), e-mail support (supportuk@solvares.com) and ticketing portal for an agreed shortlist of Customer representatives.
- Service Hours: Monday to Friday, 9.00am to 5:30pm GMT, excluding public bank holidays of England and Wales, with guaranteed response to an incident / service request within the timescales outlined below.
- Outside of these Service Hours, monitoring systems continue to operate and Solvares will use reasonable endeavours to solve critical faults, subject to resource availability and support rates given.
- Perform necessary remedial work to resolve any bugs identified by the Customer or by Solvares (at no cost to the Customer).
- Develop and make available new versions of programs and functional modules included with this Agreement.
- Develop and make available new versions of digital street maps included within this Agreement (typically once or twice per year).

2. Categorisation of incidents / service requests

For the purposes of providing the Support and Maintenance Services, incidents will be categorised as follows:

- Level 1 (Critical Fault): This applies where the Programs are either substantially inoperative or unusable, or where a vital function of the Program is unusable or substantially inoperable. Examples would be system down or inaccessible by many users
- Level 2 (Significant Fault): This applies where the Program has an incident which has an adverse impact on its use or functionality. Examples include dramatic slow down in use, text messaging not working, GPS tracking not working, jobs not updating from mobile app into Visitour
- Level 3 (Other Fault or Query): Other fault cases. Some real examples include jobs scheduled without being geocoded, M6 traffic jam using wrong road, user unable to log in, calls moved but nothing in call history, why is this job not considered by optimisation, why are absences moving in the schedule, additional information required for API's.

The Customer will inform Solvares of incident level at the time of the incident. Solvares have the opportunity to refute the categorisation. Both parties will use best endeavours to amicably agree the incident categorisation. If an incident cannot be unambiguously assigned to a priority level, the category will be set at the next lower level.

Solvares shall provide the Support and Maintenance Services in relation to the Programs within the following service levels for each category of incident on the Live System, as follows ("Service Levels"):

3. Incident response / Service Level Agreement

The hosted server environment has a monthly service commitment from AWS for at least 99.99% availability. If AWS do not achieve this then service credits will be due to Solvares and these will be passed on in full to the Customer for the Live System provided – further details provided at:

https://aws.amazon.com/compute/sla/

Solvares will react to incidents / service requests within Service Hours (as defined in paragraph 1 above) due to a Program fault/bug on the Live System with the following response and resolution times, calculated within these Service Hours.

Incident	**Initial Response**	**Resolution Plan**	**Delivery of Resolution**	**Default Service Credits**
Incident Level 1	As soon as possible and in any event within 1 hour of initial contact. The response should be from the Solvares support team to confirm they are working on the resolution and not just a call acknowledgement. Solvares will thereafter dedicate	As soon as possible and in any event within 2 hours with allocated resource and agreed action plan (format to be agreed but will include estimated delivery time of resolution and/or solution).	As soon as possible and in any event within 4 hours with either a proposed workaround or complete resolution to enable ongoing operation of Visitour.	One day Service Credits would be applied as defined in paragraph 4 below.

	necessary resources on a priority basis to resolve the Incident.			
Incident Level 2	As soon as possible and in any event within 4 hours of initial contact with a workaround or plan for resolving the incident.	As soon as possible and in any event within 8 hours with allocated resource and agreed action plan (format to be agreed but will include estimated delivery time of resolution and/or solution.	As soon as possible and in any event within 2 Business Days with either a proposed workaround or complete resolution.	N/A
Incident Level 3	As soon as possible and in any event within 1 Business Day of initial contact.	As soon as possible and in any event within 5 Business Days.	Provide a permanent fix for the Incident in the Customers regularly scheduled upgrade.	N/A

Note: Some Level 3 issue's with minimal or low impact are not practical to be resolved for the effort and resources that would be required and distract from more important developments. Solvares will advise the Customer if this is the case.

Solvares management will be made aware of incidents within the following timescales from initial contact:

Incident Escalation	Level 1	Level 2	Level 3
Support Team Lead/Manager	1 hours	4 hours	4 Business Days
Project Manager	2 hours	1 Business Day	N/A
Senior Management	4 hours	2 Business Days	N/A

4. Definition of Service Credits

Additional considerations for Service Credits given in paragraph 3 above.

- Service Credits will apply only when the Visitour software solution is at fault (i.e. a bug).
- Timing for calculation of the Service Credit will begin at the end of the timeframe agreed to deliver a resolution and thereafter based on the Service Hours only.
- The calculation of Service Credit will be based on an 8.5 hour day rounded to the nearest day.
- Definition of 1 day Service Credit would by the current monthly fee divided by 21.
- The Service Credit value will be deducted from the next License Fee invoice generated by Solvares.

5. Limitations

Consulting services to provide new functionality, configuration, enhancements and future developments of the Application Programs (above and beyond the specifications at Schedule 1) are not included in the Support and Maintenance Services and subject to charging according to the rates table provided.

6. Duties of the Customer

- The Customer is responsible for providing computers to operate the Customer application for system access and mobile devices to operate Visitour Mobile Flow (if applicable to this contract) under the guidelines provided in the following document:

  Visitour - SaaS - Client 3.x - System Requirements_2025_07_18.pdf

- The Customer provides adequately trained internal resources to ensure 1st-level and 2nd-level support at all times.
- All support calls from end users will be logged by the Customer 2nd-level support team. The Customer is responsible for an adequate training level of these persons.

- Call details will be passed by Customer 2nd-level support team to Solvares 3rd-level hotline. The 3rd-level hotline will provide details of call resolution to the Customer.
- 1st-level and 2nd-level support includes, amongst others:
    - Answering user questions.
    - Analysing errors by recreating situations.
    - Documenting errors to a degree that enables analysis by Solvares.
    - Transferring unsolvable support cases and error documentation to Solvares for detailed analysis.
- To mutually agree a reasonable upgrade strategy with Solvares that maintains the SaaS Service upon a supported version of the Programs.
- The Customer has the discretion to determine whether an Upgrade of the Program should be installed or not, however, Solvares recommends a version Upgrade is applied at least once per year and beyond this reserves the right to require an upgrade to solve particular issues, for example a security risk.
- Testing and approval all Program configuration changes made by Solvares or new Program system versions before deployment to the Live System.
- Establish a Disaster Recovery plan.

7. Disaster recovery plan

In the event of failure, the first option will be to resolve issues with the Live System environment. The Test System provided will be held on a separate site and can be utilised for Disaster Recovery if required.

- Automated backups of the Live System are made nightly and data backups hourly. It will be Customers final decision whether to switch to the test (DR) system or restore to the Live System.
- Steps will be taken by Solvares to ensure the system is running the correct software versions and restore to the most recent system and data backup within a target of three core support hours.
- Customer and Solvares will jointly determine the process steps that will subsequently need to be made by each party to update the restored database with any missing data that is required to resume live operation, and how long this will take. This will be performed at each parties own expense.
- The Customer is responsible for changing communication settings for Visitour Customers (if applicable), integration and Visitour Mobile Flow app (if applicable) to the test (DR) server if required.
- A test of this DR process can be performed as required by the Customer with Solvares services provided on a T&M basis.
- The Customer is responsible for deciding workaround processes to be able to continue working during any time the Program is not operational.

8. Solvares quality and security accreditations

Quality and security accreditations are considered essential proof points for many of our customers. Solvares hold and will maintain the following accreditations throughout your contract:

- ISO27001:2022
- ISO9001
- ISO14001
- Cyber Essentials Plus

SCHEDULE 3 – SAAS PERIOD AND EXIT

1. Duration

The SaaS Period will run from the Effective Date for the duration agreed.

It is recognised that it will take time for the Customer to be ready to Go-Live with all users in the system and this was taken into account when determining the pricing of the overall SaaS Period.

2. Orderly exit

Upon termination of this Agreement, Solvares will provide offboarding services to enable a smooth transition to a replacement solution as agreed with the Customer.

The process would typically comprise the following steps:

- Initial Workshop: A meeting between the parties to discuss and agree upon data extraction requirements, integration cutover, data deletion, system removal, and associated timelines.
- Data Extraction: Conduct a test data extraction for the Customer's review, followed by the final data extraction on the agreed-upon date.
- Data and System Removal: Delete all Customer data and remove the system from the SaaS environment.
- CRM Update: Remove the history of Customer interactions from the Solvares CRM, if requested by the Customer.

SCHEDULE 4 – IMPLEMENTATION SERVICES

3. General information

Solvares will supply the Implementation Services to meet the Customer requirements within the scope of the Solution functionality set out in Schedule 1, at the rates provided. A rapid deployment approach will be undertaken which reduces time and effort, and with minimal project documentation required.

An Implementation Plan containing at least the following entries is required to achieve this goal:

- DISCOVERY Phase
  - Project Scoping workshops
  - Process analysis
  - Deployment Strategy
- ANALYSIS & DESIGN Phase
  - Process, Data and Integration workshops
  - Process modelling and playback sessions
  - Building of systems
- REALISATION Phase
  - Training
  - SIT and UAT activities
- DEPLOYMENT Phase
  - User training
  - System deployment and Go-Live support
- OPERATE Phase
  - ELS (Early Life Support)
  - BAU Transition

The Customer is responsible for creation and management of the overall plan for solution deployment. The Solvares consultant (acting as a Subject Matter Expert ("SME")) will provide guidance throughout and make recommendations for improvement to ensure this is achievable and possible risks are highlighted or removed.

Process analysis and design specification is essential for a successful project. The Solution is configured to the Customer's processes, and the utilisation of master data and planning parameters is clarified in detail. This step is most successful when carried out in a workshop environment.

Pre-contract requirements analysis will determine whether functional capability within the Solution and the selected modules will meet business needs or it is a rare occasion when adaptions are required.

Context sensitive online help is provided within the Solution and training will be provided to the Customer's nominated system administrator/trainers to enable ongoing staff training and operational/scheduling rule changes to be made in-house.

This is a technology that will support the Customer to introduce new business processes which will impact individuals and the overall organisation. As such, change management should be undertaken by the Customer to ensure positive uptake and acceptance of the new way of working.

4. Solvares project scope

Example services that Solvares may provide as part of the Statement of Work and ongoing Services include:

(a) Assignment of the Solvares Solution consultant to work closely with the Customer Project Manager to create and maintain the project plan, risk log, coordinate activities and resources;

(b) Project initiation, process definition/ workflow/ functional/ integration design workshops including developments/adaptions as required;

(c) Installation of the Solution Live System and Test System environments in the hosting datacentre;

(d) Configuration and test of the Solution to agreed functional design and import of master data;

(e) Guidance to the Customer on integration of the Solution to the Customer systems using Visitour webservices, or provision of this integration if specified in the Statement of Work;

(f) Review and feedback on the Customer's test plan and Go-Live cutover plan;

(g) Assistance with testing / issue resolution;

(h) Training of systems administrator/trainer and customer support desk representatives;

(j) Close support and assistance for deployment to the user base and Go-Live-Date;

(k) Post Go-Live monitoring of system operation and processes, review and ongoing recommendation of best practice for achievement of objectives and benefits required.

5. Customer project responsibilities

(a) Conducting the overall Project and internal communication;

(b) Provide facilities for workshop meetings and Solvares consultants working on-site;

(c) Assignment of a Customer Project Manager to work closely with the Solvares Project Manager to create and maintain the project plan, coordinate activities and resources;

(d) Assignment of appropriate Project resources:

- Operational resources to make process and functional decisions during workshops;
- IT resources for integration development;
- Systems administrators who will perform system test processes and progress to become inhouse trainers and experts in solution setup and scheduling with Visitour;
- Support desk personnel who will provide user and support, diagnose and resolve issues in liaison with Solvares support desk personnel;
- Management to oversee change management and internal communications.

(e) Provide Solvares with any information on request or any other information or assistance reasonably necessary for Solvares to perform its obligations under the Agreement;

(f) Make decisions as soon as reasonably practicable on solution design during workshops

(g) Review and provide timely feedback and acceptance or rejection of all Deliverables;

(h) Joint creation of integration approach design;

(i) Development of integration to the agreed design and changes to host systems as necessary to support the new processes;

(j) Perform user Acceptance testing prior to Go-Live to validate all functions operate as expected for required processes;

(k) Provision of data for loading routines in the agreed format, and all data cleaning and condition activities;

(l) Development and execution of end user training and rollout plan;

(m) Updating of internal documentation of processes/user guides.

6. Statement of Work

The Parties will prepare and agree a Statement of Work ('Solution Definition Document') to further define the Implementation Services and solution delivery, including the Project timings.

SCHEDULE 5 – PURCHASE VOLUMES

The customer commits to an agreed volume of users.

1. Programs

The following licences will be required based on the current number of resources to be scheduled. For description of each refer to the pricing document.

Program Licence Name	Quantity
FLS VISITOUR Live and Test System with integrated digital map for the UK	1
FLS VISITOUR Resource Licence per scheduled resource (engineer/operative/surveyor/vehicle etc) including advanced modules	Quantity to be agreed with customer on an individual basis

Notes:

- There is no licence required for managers, planners, administrators, or other back office users.
- Additional Visitour environments are available. Example reasons for this could be for a dedicated what-if simulation, training or development system.

2. Professional services rates day definition

Consulting services provided by FLS, including for evaluation, workshops, solution design, program development / adaptions, installation and training, are executed in agreement with Customer with a combination of on-site and back office activity and will be billed in full days (one day = 8 working hours) on the basis of the fees in the pricing document. Appointments on site will be performed in consultation with Customer and invoiced as one full day.

Any program adaptations, customisation by our programmers, are provided after written agreement has been reached by FLS and the Customer.

3. Program adaptions

FLS is able to provide program adaptions/developments when specific needs cannot be met by configuration of the software and these are priced on the basis of agreed requirements.

4. Project charging

Until completion of the Statement of Work (solution design document) in Schedule 4 paragraph 4, any Consulting Services will be provided as required on a time and materials basis and reported on monthly basis under the close control of FLS Project Manager and Customer Project Manager.

Consulting/project services will be estimated subject to final scope and influencing factors are the agreed approach, complexity, integration and duration.