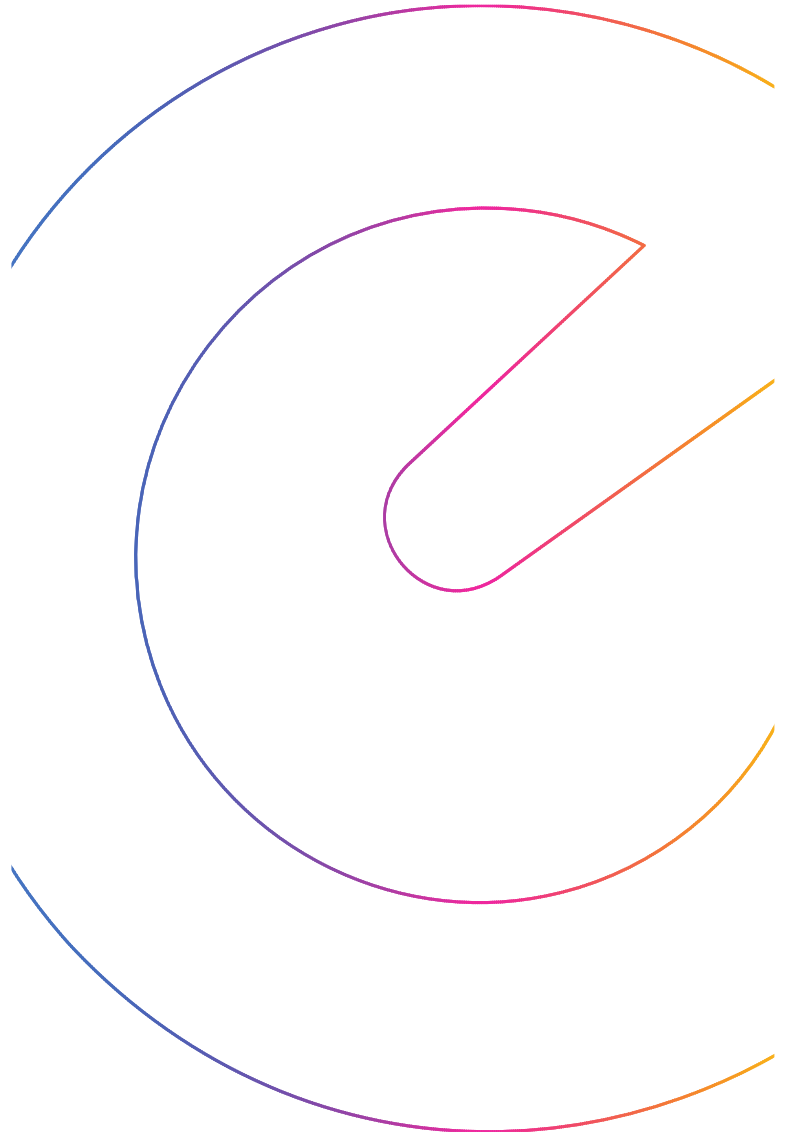




edison365 Service Definition G-Cloud 15

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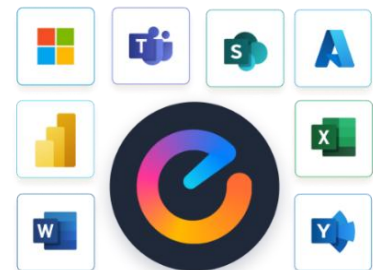
Our Product

Built on Microsoft, edison365 is an enterprise platform offering end-to-end strategy, innovation, business case, and project and portfolio management. Through a series of sophisticated features, global organizations take the guesswork out of transformative decision-making and make impactful steps to drive success, all in one user-friendly solution.

Whether it's Innovation / Business Case / Project and Portfolio Management, resource allocation, or analyzing and implementing new project requests, edison365 provides a central location to help teams reach their goals and maximize potential.

Why do global brands choose us?

- Enterprise ready - Equipped to grow as you do.
- Easy-to-use - Enabling effortless, stress-free collaboration.
- Configurable - Customize processes to your heart's content.
- Built on Microsoft - Making use of your existing investment and familiar tools.



Keep everything in one place, edison365 can support your end-to-end process:



At edison365, we understand that effective Innovation / Business Case / Project Portfolio Management (PPM) is essential for customer to achieve centralized oversight, strategic alignment, and optimized resource utilization. But true efficiency goes beyond traditional Innovation / Business Case / PPM. That's where edison365 stands out.

Our fully integrated, end-to-end platform brings together demand management, business case development, and project execution into a single, seamless solution tailored to your specific needs.

From demand capture to benefit realization, edison365 enables standardized methodologies, real-time portfolio visibility, and strategic resource management - all within an intuitive, Microsoft-based environment. Seamlessly integrating with Teams, Power BI, SharePoint, and other familiar tools, it enhances collaboration, reporting, and decision-making with powerful analytics, automated workflows, and ROI-driven insights.

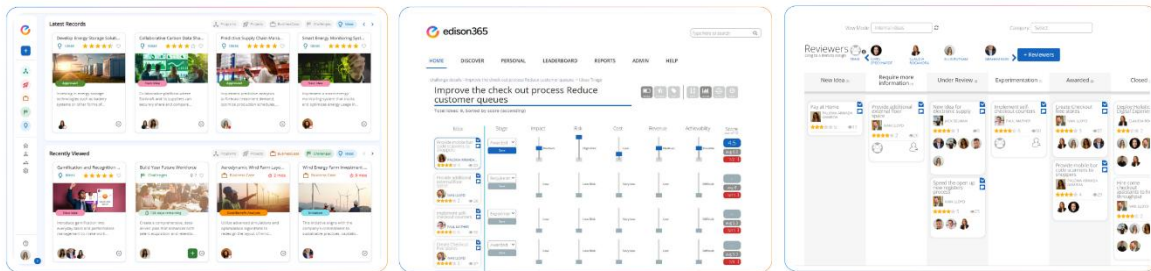
With full configurability and customer-defined scalability, edison365 ensures customer's Innovation / Business Case / Project delivery remains streamlined, transparent, and continuously optimized for success.

Next, we'll explore each key functionality in detail, demonstrating how edison365 empowers customer to capture demand, justify investments, and execute Innovation / Business Case / Project Management with confidence.

Feature Overview

Innovation / Demand Management

With its user-friendly interface, edison365 enables teams to seamlessly capture, evaluate, and manage ideas / project requests in a centralized platform. Designed for easy adoption, it integrates into your existing Microsoft environment, fostering collaboration and ensuring that business needs are effectively prioritized.



Key Features

Centralized Idea/ Demand Intake

Configurable Submission Forms

Automated Approval Workflows

Advanced Report Analytics

Standardized Innovation / Demand Management Processes

Seamless Collaboration

MS Teams Integration

Strategic Alignment Tracking

Real-Time Visualization

Gamification

Key Benefits

- Unified Idea/ Demand / Project Request Management – Manage the entire idea intake process in a single, centralized platform.
- Optimized Intake & Prioritization – Streamline the evaluation and ranking of ideas / business needs against strategic alignment.

- Faster Approvals & Process Efficiency – Accelerate decision-making while continuously improving workflows.
- Seamless Cross-Team Collaboration – Foster knowledge sharing and alignment across departments.
- Enhanced Employee Engagement – Empower employees by providing a platform for their ideas and feedback.
- Standardized & Scalable Demand Management – Ensure consistency and efficiency in handling project requests.
- Boosted Participation & Motivation (Gamification) – Drive engagement by incorporating game mechanics like points, badges, and leaderboards to encourage collaboration and innovation.

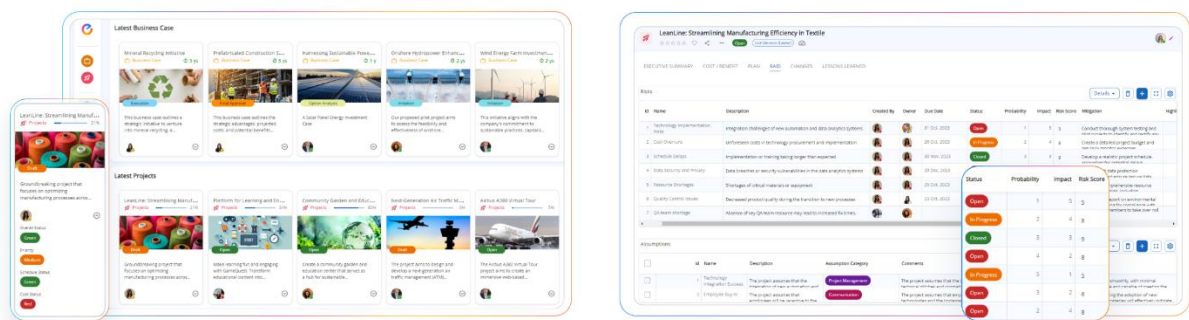
With edison365, customer can efficiently manage ideas / project requests, align demand with business strategy, and ensure that the right initiatives move forward.

Business Case Management

Build a transparent and standardized process for creating and analyzing all your business cases. edison365 helps steer your team's efforts in the direction of current business goals and priorities.

Easily understand the costs, benefits, resource requirements, and ROI across your entire portfolio with any number of business case templates to suit your unique needs. With key insights at your fingertips make key decisions and prioritize with ease.

With the ability to implement simple or sophisticated approval processes, edison365 helps your teams stay accountable and visualize progress at every stage.



Key Features

Configurable templates, forms, and approval stages

Personalized access depending on individual permissions and approval rights

Visibility of financial and resource requirements

Real-time portfolio reporting

Drag and drop business case templates

Personal page with a centralized view

Create versions

MS Teams Integration

Key Benefits

- Transparent & Regulated Business Case Management – Ensure a structured, compliant, and traceable approach to business case development and approval.

- Bottleneck Identification & Acceleration – Quickly pinpoint approval delays and streamline decision-making for faster execution.
- Comprehensive Risk & Impact Assessment – Easily evaluate potential risks and business impacts to drive informed decision-making.
- End-to-End Audit Trail – Maintain a complete history of each business case for compliance and accountability.
- Fully Configurable & Process-Driven – Adapt workflows and configurations to align with your unique business processes.
- Intuitive UI & UX for Rapid Adoption – User-friendly interface ensures quick onboarding and engagement.
- Stakeholder-Ready Reporting – Generate and share insightful reports with key decision-makers effortlessly.

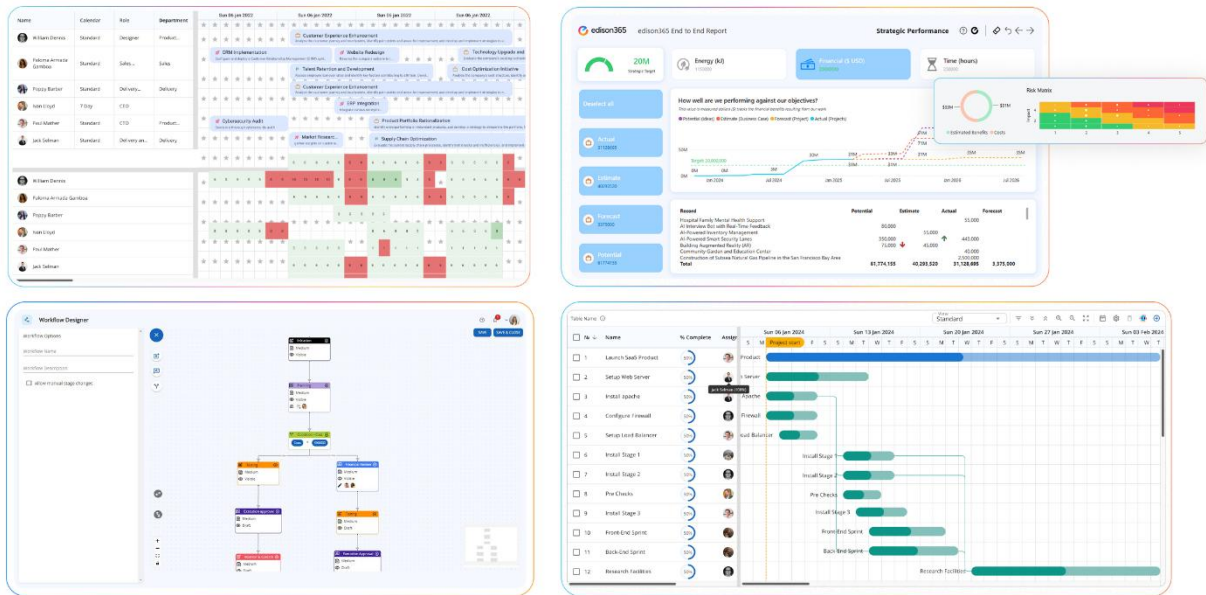
With edison365, customer can streamline business case management, gain clear visibility into costs and benefits, and ROI while ensuring accountability, faster approvals, and data-driven decision-making.

Project & Portfolio Management

Empower your team to plan, manage, and collaborate on projects across customer in an intuitive and easy-to-adopt solution. From task assignments to budget tracking, risk management to performance analytics, bring everything together, stay accountable, and make informed decisions at every stage of the project lifecycle.

With fully customizable templates and workflows, edison365 offers flexibility, allowing you to tailor the platform to meet your needs while maintaining a standardized approach. The platform ensures seamless integration with existing systems, allowing data to flow smoothly, keeping everyone aligned, and ensuring optimal project delivery from start to finish.

edison365 also supports comprehensive benefit tracking, enabling you to monitor the ROI of every project throughout execution and into the post-project phase. With robust ownership capabilities, benefits and key actions receive dedicated attention to ensure that measurable value is delivered.



Key Features

End-to-End Project Visibility

Built on Microsoft

Comprehensive PPM Capabilities

Resource Management

RAID Management

Document & Change Management

Scalable & Flexible

Intuitive User Interface

Configuration & Process Integration

Version Control

ROI & Benefit Tracking

Key Benefits

- End-to-End Project Visibility – Track the entire project lifecycle from demand management to benefit realization, ensuring continuous alignment with strategic goals.
- Streamlined Governance & Security – Built on Microsoft, ensuring adherence to existing SSO and MFA policies for secure access.

- Rapid Deployment & Scalability – Simple system installation and configuration, scalable to meet customer's growing and evolving needs.
- Enhanced Standardization & Flexibility – A fully adaptable solution that supports customer's taxonomy and aligns with corporate standards while remaining flexible to meet various divisional requirements.
- Improved Resource Planning & Utilization – Intuitive resource management that ensures optimized capacity and task assignments, enhancing project delivery.
- Real-Time ROI & Benefit Management – Track and manage ROI and benefits across all projects, ensuring ongoing value delivery and strategic alignment.
- Optimized Project Delivery – Access to robust PPM features such as scheduling, RAID management, and change management, ensuring projects stay on track, on time, and within budget.
- Customizable Processes – Control over workflows and process integration ensures that customer can adapt the solution to meet specific project and governance needs.

With edison365, customer can drive and unify effective project delivery, optimize resource usage, and ensure strategic alignment across all projects, supporting growth and operational efficiency.

Our Service

edison365 provides comprehensive support with break-fix services, with SLA details defined below, along with additional onboarding and customer success management services to help organizations maximize adoption and optimize platform use. These include tailored training, reporting, configuration guidance, and expert consulting. Optional services are fully explained and quoted in the pricing document.

Service Level Agreement (SLA)

Support Service Levels, Constraints & Buyer Compensation

This Service Level Agreement ("SLA") is incorporated by reference into the End-User License Agreement (the "AGREEMENT") and governs the provision of the Offerings by Publisher to Customer pursuant to the AGREEMENT. All capitalized terms not defined herein shall have the meanings given to them in the AGREEMENT. "Service Levels" means Availability or Defect Resolution as specified below.

1. Service Availability

- Standards. "Availability" means edison365 Availability as specified below. The Offerings shall perform in accordance with the following standards, subject to the availability of the underlying Microsoft platform:

edison365 Availability Measure	Standards
Software Service monthly uptime	99.99%*

- *Excludes scheduled downtime (of which the Publisher will give at least one (1) week notice and which will be targeted to not to exceed forty-eight (48) hours in any twelve (12) month period).

2. Product Support & Problem Resolution.

- Product Support. Publisher will provide support Monday- Friday between the hours of 9am and midnight UTC via
 - edison365 Help Center - [Bug Report](#)

- Defect Resolution. Publisher will correct all defects that are reported by Customer or of which Publisher otherwise becomes aware in accordance with the following table. The priority level of the defects reported by Customer shall be determined between the Customer and edison365.

Priority	Description	Response and Fix Time
1	The Offerings is not working, a significant function of the Offerings is not properly working or a significant number of Users are unable to access or use some functionality.	Publisher will respond to and commence efforts to fix Priority 1 problems no later than one (1) hour after accepting the Customer's report of such defect or Publisher's detection of such defect, whichever is earlier. Publisher will use reasonable efforts to provide a work-around for the Priority 1 defect, and provide a permanent fix for the Priority 1 defect no later than thirty (30) days after accepting the Customer's report of such defect or Publisher's detection of such defect whichever is earlier.
2	Functionality of the Offerings is impaired or some users are unable to access or use some functionality.	Publisher will respond to and will commence efforts to fix Priority 2 defects no later than one (1) hour after accepting the Customer's report of such defect or Publisher's detection of such defect, whichever is earlier. Publisher will use reasonable efforts to fix Priority 2 defects no later than sixty (60) days after accepting the Customer's report of such defect or Publisher's detection of such defect, whichever is earlier.
3	Low impact to users of the Offerings.	Publisher will respond to Priority 3 defects within four (4) hours after accepting the Customer's report of such defect or Publisher's detection of such defect, whichever is earlier, during Customer's regular business hours (or on the next business day, if the defect is reported outside of Customer's

Priority	Description	Response and Fix Time
		regular business hours). Publisher will fix Priority 3 defects during their normal release cycle.

3. Failure to Achieve Service Levels

If Service Levels falls below the Availability or Fix Times during any calendar month, Customer may elect to receive a credit from Vendor against fees and payments due upon contract renewal, as liquidated damages and not as a penalty, an amount equal to fifteen percent (15%) of the fees due to Vendor for each month in which service levels were not achieved. If Service Levels falls below the Standards or Fix Times for any three (3) months during a twelve (12) month period, Customer may terminate the EULA and Vendor will promptly refund fees for Software Service and Services which have not been delivered as of termination.

4. Contingencies

Publisher will, in accordance with industry best practice, maintain detailed and comprehensive contingency plans against events which could affect the ability of Publisher to provide support in accordance with this link, including, without limitation, loss of production, loss of systems, loss of equipment, industrial relations problems with Publisher's or Publisher's subcontractors' personnel, failures in the supply chain, failure of carriers and the failure of Publisher's or its Publishers' equipment, computer systems or business systems.