

G Cloud 15 Service Definition: WorkWave Route Manager

1. Service Overview

WorkWave Route Manager is a cloud-based route planning and optimisation software solution with GPS tracking capabilities for last-mile deliveries and mobile workforces. Route Manager combines the power of real-time planning, routing, tracking and analysing in one easy-to-navigate platform. Manage scheduling and delivery challenges while maintaining complete field visibility and communication.

Note: Leadent Digital acts as the UK reseller for WorkWave Route Manager. More information about WorkWave is available at <https://www.workwave.com/>

2. Details of the level of backup/restore and disaster recovery that will be provided

Backups occur every 12 hours.

Backups are encrypted on each host using asymmetric cryptography.

The private key is not stored on the hosts.

Backups are archived on a secure, durable, redundant and geographically distributed storage system.

High-availability load balancers redirect traffic to operating servers within the same data centre. In case an entire data centre becomes unavailable, DNS fallback redirects traffic to data centres in different geographical regions.

3. On-boarding and Off-boarding processes/scope

Each customer is provided with a dedicated onboarding session which is delivered remotely to the customer's key users of the system. The customer is responsible for training the remaining end users, unless otherwise agreed. Off-boarding will be co-ordinated by the customer's nominated account manager.

4. Implementation Plan

The service is implemented in consultation with the customer, and according to the agreed configuration options. Implementation is usually completed in 1-2 weeks.

5. Pricing Overview

The service is priced on a per resource per month basis and contracts are for a minimum of one month. The offered pricing includes the software, standard onboarding, support and maintenance.

6. Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)

There is no planned downtime, as upgrades and patches are applied internally as needed, having been verified on a test environment. Customisation is not generally available.

7. Service Levels (e.g. performance, availability, support hours, severity definitions etc.)

Service levels are monitored constantly to ensure the highest possible level of uptime. Any incidents are categorised according to their severity/impact and are addressed according to our support model. First-line support is available during UK business hours, unless otherwise agreed, with escalation issues supported by WorkWave's team in the USA.

8. Hosting Options

The services are hosted in infrastructure provided by Rackspace, supported by the full range of security, protocols, fail-safes and assurance provided by this supplier. Data will be hosted in the USA unless otherwise agreed.

9. Information Security

More information is available at: <https://www.workwave.com/security/>

10. Training

Training is provided as part of onboarding to key/super users. Additional training available for separate fee.

11. Ordering and invoicing process

Ordering is via Leadent Digital as reseller and accounts are then activated by WorkWave. Invoicing is monthly or quarterly with payment by direct debit.

12. Termination terms

The service cannot be terminated by the customer within the minimum term period, unless otherwise agreed. Thereafter, renewal of the service is automatic, with at least 30 days notice via email to the relevant account manager required for cancellation.

13. After-sales Support

Support is provided via the standard support model. Escalation is available via the nominated account manager.

14. Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.)

The service is browser-based and works best in Google Chrome. There are no specific technical requirements to use the services, although some integration may be required to use all features according to customer requirements, and a large HD monitor screen is optimal for viewing the planning user interface.

