



Workforce Management &
Compliance Solutions



Service Definition G-Cloud 15

Propeller Powered Service Definition

The Propeller Powered Software Service

Propeller Powered offer and comprehensively support a true - SAAS Workforce and Job Management Solution including Dynamic, globally optimised appointment, Scheduling which is combined with Health and Safety Compliance Management and extensive reporting capabilities which is deployed extensively by the M&E Contractors and Social Housing Providers

Data Backup and Disaster Recovery

Outline

As a company offering cloud-based Software as a Service (SaaS), our implemented technology and system setup mitigates the risk of such disruption to a very high level. Our systems are hosted using state-of-the-art AWS UK data centres, which boast a very high standard of Infrastructure resilience revolving around physical security, backup power supply and network resilience. For more information read Data Centres - Our Data Centres (amazon.com). The status of our servers is monitored 24/7 and three Propeller team members receive automated server disruption notices via email as well as disk space warnings. As such, the likelihood of an undetected server failure is incredibly low.

As part of our internal security measures, we perform daily backups of all files, daily server image backups and nightly backups of the database. As a result, we can restore the database from a backup within one hour, and in the case of an operating system failure the server image can be restored within four business hours.

In the case of Propeller software errors, we have 3 stages of testing to prevent errors from reaching the Production server, but if an error does occur, we maintain all previous versions of the software and can rollback within a matter of minutes.

Policy – a copy of the Propeller Disaster Recovery Plan is available on request

Deployment and Offboarding

Deployment

The Propeller software is rich in functionality "out of the box" and can be implemented with the minimum of configuration if desired. A comprehensive onboarding support program is provided for new account users that includes, but is not restricted to, detailed supporting documentation, online and onsite training as required. Data requirements are detailed in a set of upload templates that inform new users what data requires to be provided in a form that can be uploaded to progress an efficient go-live process.

Additional support with deployment, configuration and integration with other Client systems is available at additional cost.

Offboarding

Subscribers are required to give notice as described within the Propeller Software Service Agreement. (1 month for monthly subscribers or at the end of the term for annual subscribers).

Data will be stored in the Propeller System for infinitum unless permission for deletion is confirmed in writing by a Director of the Client User organisation. Data can be downloaded by the Client/User upon exit free of charge.

Customisation and Constraints

Customisation

The Propeller software is a true SAAS software service therefore the core product is not customisable.

Propeller has a rolling development roadmap which includes the absorption of enhancements proposed by users which will benefit the wider user community which are released to all subscribers free of charge. However, the software is highly configurable by the user or with the support of Propeller Tech-Team as required. Most settings within the software and reporting functionality can be configured to suit a user's specific requirements.

Constraints

Propeller are not aware of any constraint to system deployment

Service Levels and Support

Every Client is assigned an Account Manager who will arrange Training and Support in the use of the system and basic configuration is provided within the cost of the subscription, throughout the life of the subscription.

Technical Support can be accessed as follows.

- By direct email to Propeller Tech-Support or by raising a Support Ticket, response is guaranteed.

Monday-Friday - Tickets will be responded to the same day.

Bank Holidays and Weekends - Tickets will be responded to the next working day.

- By telephone

Calls will be answered 09.00 to 17.00 (UK time), Monday to Friday (excluding bank holidays)

Additional support can be procured on a day/half day basis at a cost of £850 per day or £450 per half day. Bespoke, extended packages of support can be agreed to assist with complex configuration or integration at a negotiated discounted rate.

Technical Requirements

Access

- The web-service by any connected desktop or laptop device
- The Mobile app can be accessed by any connected mobile or tablet device.

Supported Browsers

- Microsoft Edge
- Chrome

Data Upload

- CSV
- Excel

Data Download

- CSV
- Excel

Mobile Services Supported

- IOS
- Android

Recommended Internet Bandwidth - 2mb

Service Outage and Maintenance

The Propeller system has a historical service availability performance of over 99%.

Outage reporting is available 24/7 – 365 via a public dashboard at Public Dashboard at www.status.propellerpowered.co.uk

Propeller's approach to system resilience is available on request

Hosting Options and Locations

The Propeller Powered System is provided via AWS UK.

All Data and Software is hosted within the UK in line with AWS Standards

Monitoring and system administration including database administration is all undertaken by Propeller

Data Access Upon Exit

Once a Client/User has notified Propeller of their intention to exit from using the system they can download their data free of charge.

Security

Protecting your data

We're committed to the security of our customers' data and provide multiple layers of protection for the personal information you trust to Propeller. As part of our internal security measures, we perform daily backups of all files, daily server image backups and nightly backups of the database. As a result, we can restore the database from a backup within one hour, and in the case of an operating system failure the server image can be restored within four business hours. Our privacy policy can be viewed at <https://propellerpowered.co.uk/privacy-policy/>

You control access.

As a Propeller customer you have the flexibility to invite unlimited users into your account to collaborate on your data, and the users that hold the Company Configuration role have control over who has access and what they are able to do.

User authentication

We provide access to the Propeller software through a login and password. Web users can modify their own password and users with the Company Configuration role can configure login details for users of the Mobile App.

Data encryption

We encrypt all data that goes between you and Propeller using industry-standard TLS (Transport Layer Security), protecting your personal data. Data Storage is secured using symmetric keys to encrypt / decrypt in AWS which use industry-standard AES-256 data encryption across all our accounts, RDS SQL and its associated snapshots are also encrypted with these keys, with SSL used to secure website connectivity.

Secure data Centres

Propeller's servers are hosted in state-of-the-art AWS data centre, both located in the UK, which boast a very high standard of Infrastructure resilience revolving around physical security, backup power supply and network resilience. For more information read Data Centres - Our Data Centres (amazon.com).

Security monitoring

The status of our servers is monitored 24/7 and the Propeller development team receive automated server disruption notices in real-time