

Service Definition: Soutron Global, Inc.

An overview of the G-Cloud Service (functional, non-functional)

Soutron is a fully web-based library management system (LMS) designed to manage information in a structured manner using advanced database techniques. It is designed to improve productivity and effectiveness within information-dependent departments.

Soutron functionality includes cataloguing, authority control, search and discovery (OPAC), acquisitions, serials control, circulation, interlibrary loans, enquiry management, staff skills register, and reporting.

Soutron is designed to:

- Aid worker productivity
- Share information and capture knowledge capital
- Lower the cost of finding information
- Reduce IT dependency and save IT resources

Soutron has been designed to meet the requirements of government departments with high-value and dynamic content that must be accessible 24/7. It is designed for managing information in diverse formats and publishing it securely to discrete communities or wider audiences. Soutron provides the ability to capture metadata across different types of information (such as books, journals, reports, internal documents, images, webpages, etc.) and to then to make that content easy to find through faceted and/or powerful cross-content searching.

Soutron offers a full range of implementation services, delivered by librarians and technical experts, which is central to the success of our library automation projects. These include consultancy, project management, configuration, data conversion, training and high quality on-going annual support via our Help Desk.

Information assurance – Impact Level (IL) at which the G-Cloud Service is accredited to hold and process information

For hosting, Soutron has partnered with Pulsant, Bluesquare House, Priors Way, Maidenhead, SL6 2HP, United Kingdom. The Pulsant facility can support IL0, IL1/2. Pulsant owns and operates numerous worldwide data centres, twelve of which are in the UK (including Reading & Manchester). Every one of its facilities is certified to ISO9001 Quality Management System and ISO 27001 Information Security Management System standards.

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

Soutron offers a fully managed service and will perform automatic backups. Server snapshots are taken on an hourly basis, a full server backup is also taken nightly, the nightly backup is stored at a remote datacentre this is transferred in an encrypted format and via a dedicated secure connection only accessible between the two data centres. Restores can be performed to the last snapshot. Additional provisions and backups are in-place to account for specific events, for example before an application upgrade takes place a full backup is taken on the application and database.

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

The information below outlines an example Soutron Implementation Process. A formal project plan, containing details of milestones, dependencies, responsibilities and deliverables, will be created as part of the Project Management/Planning phase of the project to implement Soutron.

Soutron has a proven methodology to implement systems in a planned and measured way and will carry out the majority of the work.

A single person from Soutron Global, Inc. will be appointed to the Project as Project Manager.

The Project Manager will control all aspects of the implementation and be a consistent authority for consultation on the system and how best to apply it to your needs. The same person, to maintain continuity, will provide the training of staff as well as performing any data migration. Additional Soutron staff may be involved in different aspects, as needed, but a single point of contact is maintained throughout. It is recommended that a single person from your library serve as Project Manager to liaise with the Soutron Project Manager.

Typically, a period of up to 8 weeks would be required to deliver the complete solution. The exact timescale is determined upon receipt of a purchase order but could be shorter than 8 weeks in certain circumstances.

Example Project Timeline

Stage	Description	Week
Order Placed	Signed Purchase Order received; Soutron Project Manager assigned	1
Define Scope	Kick off meeting to define setup requirements.	1-2
Set up Test System	Soutron analyses data requirements, workflows and outputs and defines the database schema: fields and record templates	2- 4
Review	Receipt of client feedback; application of any changes to configuration settings applied by <i>Soutron</i>	4
Technical Review	Installation of Soutron on Cloud servers; checking of user file loading; security settings; access to system by users	6
Training	Training of library staff	7
	Final testing of all functions and workflows; verify outputs	7
Go Live	Sign off; confirm Go Live	8

Upon service termination, Soutron will deliver to the client the contents of the application database in respect of catalogue data and item copy data, as exists in the database at the date of termination. This will be made available in electronic format, in an XML structured format, at no additional cost.

Soutron will remove all client data, and any copy thereof, and all backups of the same will be removed from back up devices and deleted.

Pricing (including unit prices, volume discounts (if any), data extraction etc.)

Pricing for the Soutron SaaS service is on an annual subscription basis with one off setup costs in the first year to cover services for consultancy, setup, data migration and end user training (professional services are charged at £950 per day).

The typical cost ranges from £1,650 p.a. to £30,000 p.a.

Service management details

Soutron provides a full range of support services to ensure that our projects are delivered on time and on budget - and to total client satisfaction.

Soutron offers the following services to ensure client objectives are met on each implementation:

- Project Management – dedicated Soutron Project Manager for project planning, ongoing review and sign-off.
- Data Migration Services – transfer of legacy data into Soutron with associated testing and QA.
- Training Services – delivered onsite or online by qualified librarians (full time Soutron employees)
- Customer Support and Help Desk

After go-live, we offer help, advice, and on-going improvements to enable the continued effective management of the system.

As the Soutron system is installed and delivered via the Cloud, it removes any in-house technical concerns apart from ensuring the provision of an internet connected workstation. Soutron is responsible for all backups, upgrades, and operating system patches which allows the library staff to focus on the core library service and not maintenance or IT tasks. You will benefit from a 99.5% uptime guarantee to ensure that the library management service is uninterrupted during core business hours.

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

You will benefit from a 99.5% uptime guarantee to ensure that the library management service is uninterrupted during core business hours.

Maintenance windows are scheduled to occur out of hours to prevent system downtime during core business hours.

The system administrator will have full control of the configuration and customisation options within Soutron. System appearance is flexible and can be modified to suit your requirements.

Deprecation notices, where relevant, are made available to clients with new releases.

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

The Service Desk shall be available from the hours of 9.00am to 5.00pm GMT (Monday to Friday except UK Bank Holidays and the period between 24th December to 1st January inclusive). During the Christmas/New Year period there will be an emergency contact number available for Severity Level 1 Critical errors.

The Service Desk staff and the client grade the severity of the error reported and classify it based on the information provided by the client. This will determine the level of response provided.

Soutron will use reasonable endeavours to resolve support tasks within the target period. Each priority has a target period for resolving the support task. For details of the target support task resolution period, please refer to table below. Support tasks related to functional modifications to the software (i.e. where the Customer has requested that the functionality be modified), or third-party products are handled separately from this procedure.

Severity Level	Severity Definition	Target Response	Target to Resolution
1 Critical	Software is inoperable, such that the Software cannot be initiated or a mainstream program error has rendered an entire module or major business function inoperable. The failure is critical and has an immediate and material impact on the day to day business operation of a customer.	1 hour	1 working day
2 Urgent	Software error in a mainstream day to day function which renders an important function unusable and for which there is no practical workaround. The module or business function itself is still largely operable and/or there is not an immediate and material business impact.	3 hours	5 working days
3 Medium	Software error in a function which is not part of the mainstream day to day functions which renders it unusable and for	3 hours	Future shipment determined by Soutron

	which there is no practical workaround.		
4 Low	Program or function completes but has a fault in the day to day function but does not render it unusable or a severity level 2 with a workaround.	3 hours	Future shipment determined by Soutron

Financial recompense model for not meeting service levels

To be agreed with the client at the time of purchase.

Training

Soutron will provide a comprehensive set of training materials and expert advice and assistance to every person who uses the system at a library staff level.

General end users will not need training unless it is to introduce the system as a way of marketing the new LMS service to end users. Soutron is a very intuitive system and needs less formal training than most systems. It is easy to understand and use but we introduce it to users in a formal way with classroom sessions and quick start guides to build confidence.

Training is conducted onsite for staff using a copy of the converted data and a test system configured to be exactly as the live system will be. This is available to you for the implementation period and is used to familiarise staff with functions distinct from the live system.

Training is performed initially with the system administrator to introduce how the system is configured and set up. Classroom training is provided to staff in each function using the system and then by follow up online training using GoToMeeting for specific areas that may benefit from top up training.

Additional training aids available include video tutorials on specific topics with full screen guidance and instruction on how to perform an operation or process.

Ordering and invoicing process

Orders should be placed to Soutron using the Government Procurement Service pro-forma via email, post or fax.

Payment terms are annual in advance and described more fully in our terms and conditions; this is attached as an additional document.

Termination terms

By consumers (i.e. consumption)

By the Supplier (removal of the G-Cloud Service)

Either party may terminate this Agreement where the other party commits a material breach of any of the terms and conditions set out in the Agreement provided that where such breach is capable of remedy, the other party has been notified in writing of the breach and has not rectified it within fifteen (15) days of receipt of such notice.

The Agreement can be terminated by the client on providing to Soutron not less than three (3) months' notice in writing prior to the annual renewal date of the License.

Data restoration / service migration

Soutron provides a recovery service to include reconfiguring and reloading the library system, configuration settings and library data should that become necessary. Automatic, full, backups are made and will be available for restoration in the event of so being required.

Consumer responsibilities

Soutron identifies resource requirements and responsibilities for each project with the client, including an initial guide as to the allocations of those responsibilities. The tables below will assist planning for the internal allocation of resource to a project:

Library Data Requirements	Details
Existing library data for migration into Soutron	The availability of a complete data set from the current LMS is required in order for the data migration analysis and subsequent work to commence. Assistance from a third party or in-house IT or Library staff, for data extraction may be required.
User data	The availability of a third party or in-house IT or Library staff may be required to assist with the provision of user data to facilitate initial loading of user data for integration within the Soutron system.

Client Staffing Requirements	Details
Client Project Manager	The availability of a client Project Manager to control and coordinate the system implementation, as single main point of contact within the client department, will be required. The client Project Manager will work closely with their Soutron counterpart to ensure the project is delivered to deadline and that all agreed milestones are met and deliverables
Client Library Staff	The availability of client library staff to test the conversion and feedback to Soutron in a timely manner will be necessary for QA checks on data and to facilitate processing of any necessary changes to the conversion routines ahead of the final data conversion and go-live.

Implementation Phase					
Category	Operating System	Database	Application	Network	Physical Security
Access Management	Soutron	Soutron	Soutron	Soutron	Soutron
Password Controls & Authentication	Soutron	Soutron	Client	Soutron	Soutron
User and Group (Role based) Management	Soutron	Soutron	Client	Soutron	Soutron
System Configuration	Soutron	Soutron	Soutron	Soutron	Soutron
Auditing and Logging	Soutron	Soutron	Soutron	Soutron	Soutron
Post Go-Live - Operational Management					
Category	Operating System	Database	Application	Network	Physical Security
Access Management	Soutron	Soutron	Client	Soutron	Soutron
Password Controls & Authentication	Soutron	Soutron	Client	Soutron	Soutron
User and Group (Role based) Management	Soutron	Soutron	Client	Soutron	Soutron
System Configuration	Soutron	Soutron	Client	Soutron	Soutron
Auditing and Logging	Soutron	Soutron	Client	Soutron	Soutron
Backups DR & BCP	Soutron	Soutron	Soutron	Soutron	Soutron

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

All access to Soutron is via a web browser – the system is fully web based and requires no client application or local software installation. The following internet browsers are supported:

- Microsoft Edge (latest version)
- Mozilla Firefox (latest version)
- Apple Safari (latest version)
- Google Chrome (latest version)

Details of any trial service available.

Soutron does not offer a trial service.

Data extraction/removal:

Soutron offers a “simple” and “quick” exit process to enable consumers to move to a different supplier.

On termination of the Agreement for any reason, Soutron shall deliver to the client contents of the Software database in respect of catalogue data and item copy data, as exists in the database at the effective date of termination in an electronic format, within ten working days of request, delivered in an XML structured format, at no additional cost to the client.

In addition to the above, all client data and any copy thereof, will be expunged and all backups of the same will be removed from back up devices and deleted by Soutron and Soutron will certify to the client in writing that the same has been done.

Data storage and processing locations

All data is stored on the server in the SQL database which is located in our hosting centre in Reading, and which is operated by Pulsant. As such, data is never available on any portable device except for use within the web browser or, if allowed, to be downloaded to a file. The Pulsant data centre locale has a security classification and can offer security impact levels IL0, IL1/2.

Deployment Models:

Soutron has partnered with Pulsant for hosting in the Cloud. Pulsant owns and operates data centres in 12 UK locations and also owns and manages its own fibre network. As such, this negates the need for reliance on multiple providers and means there is no reliance on third parties.

Service Models:

Soutron is made available under the Cloud Software as a Service (SaaS) service model.

That is, the client is afforded the capability to use the Soutron application running on a cloud infrastructure. The application is accessible via a web browser and the client does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage. Soutron takes care of all of this for the client to offer a fully managed service.

Cloud Support Services

Soutron supports services associated with the different cloud service models to include the secure transfer of data, where required.

Persistence of storage

Data stored in Soutron will be persistent to the duration of your subscription and contract to use the LMS service.

As noted in the off-boarding section of this service definition document, upon termination Soutron will remove all client data, and any copy thereof, and all backups of the same will be removed from back up devices and deleted.

Service provisioning:

Soutron will provide rapid provisioning and de-provisioning for our services.

Utilisation monitoring/reporting:

Utilisation reporting will be available together with “Real-time” online management information relating to the usage of the system.

Data centre(s):

Soutron has partnered with Pulsant for hosting in the Cloud. Pulsant owns and operates data centres in 12 UK locations, owns and manages its own fibre network and operates the data centres to TIA-942 Tier 4+ ranking.

Network:

Soutron utilises an assured data transport mechanism, appropriate for the library service being delivered. There is support for SSL where required.

Standard Configurations

The pricing provided herein is based on a standardised configuration with all core functionality included.

Service Roadmaps

Deprecation notices, where relevant, are made available to clients with new releases.

The Soutron Information Management System continues to evolve and mature to meet the needs of our clients, taking advantage of new technologies to meet the challenges of today and the future, to

achieve this, we actively engage with our clients via a variety of means like workshops, users' groups, client advisory group along with one-to-one collaboration with a project implementation. There will be at least one major update per annum which will be applied to your system by Soutron at a pre-defined and agreed time. In 2024 we will introduce a new copy management interface along with exciting improvements to our catalogue interface. We also plan to start work on a complete re-design of our user management module going into 2025 which will also see new developments around loans & circulation. Alongside this we are actively exploring how we can take advantage of AI to solve real challenges and take our application to another level over the next 2 or 3 years.

PaaS Types

Soutron offers managed components – that is, we provide and manage server components (OS, Microsoft SQL and the Soutron application) on database, application and web servers for the client.