



What the service is

The service provides access to the Configur Data Platform. Additionally it provides all of the required support to get started and tailored plans of support thereafter, which can be provided on a bespoke customer by customer basis.

Configur is at the forefront of addressing data literacy challenges. Configur is a singular, integrated platform that replaces the need for spreadsheets and multiple systems. Our code-free, user-friendly approach is designed to cater to each organisation's unique needs, from automating manual processes to building a foundation for advanced AI applications.

Configur enables your business to structure, auto validate, audit, backup, connect, visualise, summarise and collaborate on data securely both internally and with external organisations. We are currently saving businesses across many sectors substantial time and money in their day to day operations and provide fantastic customer support that has seen us operate currently with all our customers opting for multi-year renewals with us.

Configur is the operational and analytical extension to your business you have been looking for.

Security and Storage

Configur provides secure storage for your data as described in the policies outlined above. We have highlighted some of the key benefits and features you receive by using Configur.

- Our Client's data will always belong to the Client and can be exported at any time.
- Configur will not view Client data unless granted access by the Client, which would generally be for the purposes of support.
- Configur is built on AWS serverless infrastructure which offers unparalleled security and speed, allowing us to scale on demand.
- All data is encrypted in transit and at rest, with the ability to create snapshots of your data within the platform.
- Servers are shared and backed up across 3 parallel UK hosted servers for added peace of mind.
- All changes made across your data are tracked with our auditing process and you will have full visibility of who, when and how the data changed.
- Configur operate as a GDPR Compliant organisation with IASME Gold standard GDPR certification. Configur also has Cyber Essentials and Cyber Essentials Plus certification.
- Configur is pen-tested at least once but often multiple times a year to ensure our clients data is as safe as possible.

- Both the Configur team and Configur platform uphold the highest standards of data confidentiality and adhere to all of the rules and regulations laid out in our policies and terms.



Onboarding and Consultancy

Configur provides a truly flexible and connected experience, but often our clients need a helping hand in cleansing and onboarding their data. The Configur platform streamlines this process allowing us to keep the Consultancy requirement to a minimum whilst maximising output. The scope of the consultancy and onboarding for this project is outlined below:

Onboarding

Configur offers a robust onboarding process that includes a discovery session followed by a number of delivery phases:

- Discovery
 - Onboarding scope and data discovery
- Sourcing, Extraction and Validation
 - Data profiling and cleansing
 - Data ingestion
- Data Transformation
 - Data structure design
 - Integration set up
- Mapping and Visualisation
 - Dashboard and Query creation
- User Acceptance Testing
 - User training and feedback sessions

Following the above activities the Configur Team provides a Tailored Onsite/Online Training Session. Additionally, Configur has a knowledge base of FAQs, videos and written guides for assisting clients.

If more information is needed Configur offers Gold Support to all Public Sector clients with personalised support videos and ongoing scheduled account management sessions.

Support and SLAs

Standard support includes ticketing and public knowledge base.

Enhanced support is available which includes a dedicated Account Manager, access to community forum and 24/7 support in the form of a chatbot.

Service Level Agreement

This section outlines the respected support times included in your Standard Support. Operational Hours for support are:

Monday to Friday 9am - 5pm, excluding Bank Holidays.

However, in unlikely even of a critical failure, Configur will best endeavour to apply critical support even outside of operational hours. It is important to note that as highlighted in our terms of service the fix times are based on Configur IP and in the event of unforeseen third party provider, down time these SLAs may increase from time to time.

Issue Type	Response Time
Critical	3 Hours
High	1 Day
Medium	1 Day
Low	1 Day

Technical Requirements

The only technical requirements for the platform are a web browser* and a laptop for the best experience of the setup area of Configur.

*web browser is recommended to be Chrome for the best experience, however Edge and Safari are also viable options.

Data On Exit

Configur provides the ability to export data for both individual datasets and on mass extraction. These downloads can be saved to XLS or CSV. However, data can also be shared from Configur via API and can be accessed via API on an individual dataset basis. We aim to assist any clients on exit to transition over to a new provider should that be required and would provide 3 hours assistance from Configur Consultants to do so. We also offer options to freeze data for 3 months or permanently delete from our databases on exit.

Any additional information required is extensively documented in our terms and conditions or can be discussed directly with the Configur Team.