



Service Definition Document

What the service is

- Qflow is a web-based SaaS platform , that enables construction teams to collect real-time materials and waste data at the source, informing decisions on cost, carbon, and quality.

The levels of data backup and restore, and disaster recovery you will provide, such as business continuity and disaster recovery plans

- Data is live-Geo replicated between our two sites, providing us with resilience against physical disasters at either location. Our RPO is < 5 minutes.
- We possess the capability to deploy servers in either of our locations or a new Azure location. Our Recovery Time Objective (RTO) during office hours is set at 2 hours. This procedure aligns with our standard release process for updates and undergoes frequent testing.
We've established a comprehensive disaster recovery plan, which includes routine drills to verify our ability to recover from backups.
- Data is encrypted at rest using AES 256
- Data is encrypted in transit using TLS1.3

Any onboarding and offboarding support you provide

- Once contract has begun, you will have a dedicated Customer Success Manager who will be there to support with training and onboarding, and helping you get the most out of your data through the platform. There are different levels of support, depending on the subscription tier chosen.

Service constraints like maintenance windows or the level of customisation allowed

- Planned downtime shall be any period outside of the hours of 0600hrs to 2100hrs GMT, Monday to Friday and 0800hrs to 1700hrs GMT, Saturday, Sunday and public holidays, for which Qualis Flow will use commercially reasonable endeavours to give 8 business hours or more notice that the Services will be unavailable;
- There are no customisation options available for the software provided.

Service levels like performance, availability, and support hours

Support

- Users may raise support tickets in connection with the Services through the designated Qflow Customer Success Manager/Support Manager, who will be disclosed to the Customer during set-up and deployment. Qualis Flow will respond to them in accordance with the service levels set out below.
- Qualis Flow's support, unless agreed otherwise, is limited to the operation of the Qflow System and does not extend to include, among other things, support or guidance in the use of the data for internal or external reporting.
- Support response targets are given below in terms of Business Day(s) and Normal Business Hours:

Severity	Description	Response Time	Service Recovery	Issue Resolution
Critical	Qflow System completely non-operational, or key data lost, or the majority of Users prevented from using the system.	Within 2 hours	Within 4 hours	Within 10 days
High	Functional or operational issue with the system, which does not render the system inoperable, but does significantly impact daily	Within 4 hours	Within 8 hours	Within 10 days



	operation of the system. The issue being considered sufficiently urgent to warrant an accelerated resolution turn-round.			
Medium	Functional or operational issue with the system, which does not render the system inoperable, but which does significantly impact daily operation. The issue not warranting an accelerated resolution turn-round.	Within 8 hours	Within 16 hours	Within 20 days
Low	Other problems, e.g. minor input or output problems which do not disrupt normal working, or enhancement requests, or general enquiries/ clarifications.	Within 16 hours	N/A	N/A

Availability

- The Service shall meet a service availability target of 99.5% (the “Availability Target”). Service unavailability will cover the failure of software, hardware and associated services and systems within Qualis Flow’s control up to and including the boundary between Qualis Flow’s hosting environment and the internet.
- The following categories are excluded from the Availability Target:
 - planned and unplanned downtime, which shall be any period outside of the hours of 0600hrs to 2100hrs GMT, Monday to Friday and 0800hrs to 1700hrs GMT, Saturday, Sunday and public holidays, for which Qualis Flow uses commercially reasonable endeavours to give 8 business hours or more notice that the Services will be unavailable;
 - downtime, including emergency downtime, caused by use of the Services contrary to Qualis Flow’s Documentation or modification or alteration of the Services by any party other than Qualis Flow or Qualis Flow’s duly authorised contractors or agents.
 - downtime caused by circumstances beyond Qualis Flow’s reasonable control, including without limitation, network outages, power supply

After sales support

- This will be via a dedicated Customer Success Manager as mentioned above.

Any technical requirements

- No technical requirements are necessary for the software to be used.

Outage and maintenance management

- Qflow has a comprehensive Disaster Recovery Plan and ensure that regular testing of the software is completed in accordance with the various accreditations we hold.

Hosting options and locations

- Data is hosted on Microsoft Azure, UK data centres.

Access to data (upon exit)

- Data is available to export from the Qflow platform. There is a period of 14 days to export all data and reports, upon contract termination.

Security

- As mentioned above, we are proud to showcase our many security accreditations. Cyber security is a fundamental part of the Qualis Flow product and the accreditations we have, ensure we are upholding the latest and strongest Cyber Security Practices.



- Our accreditations are:
 - Cyber Essentials.
 - Cyber Essentials Plus.
 - ISO 27001.
 - ISO 9001.
 - GDPR (ICO Registered).
 - CHAS Accreditation Standard