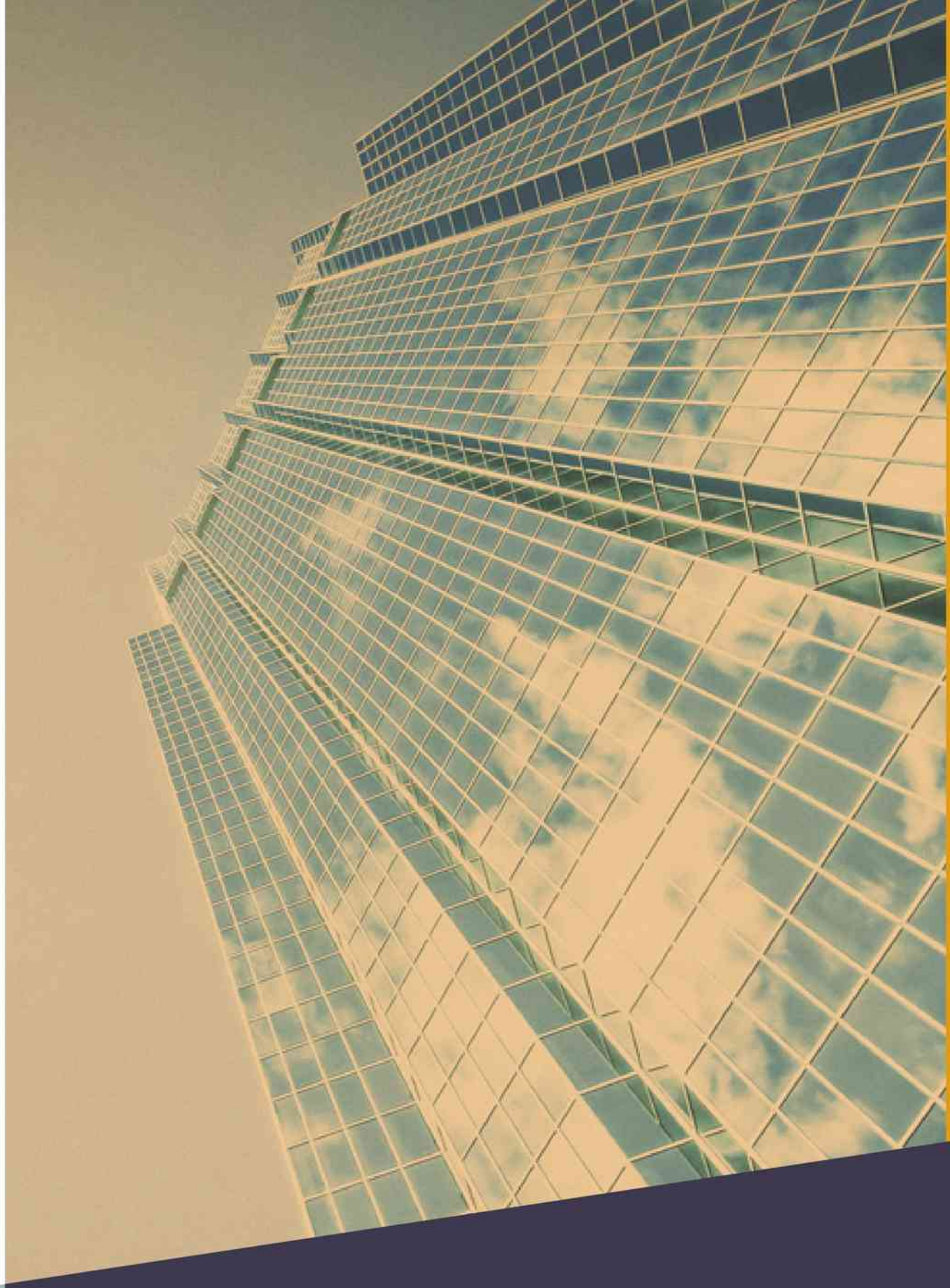
SUITE CRM



G-Cloud 15
SuiteASSURED Service Definition

Total Care for SuiteCRM

SuiteASSURED is a fully supported, discrete build of SuiteCRM, created to provide warranties, support and total ease of mind to enterprise-class customers and other large organisations engaging with open source software.

SuiteASSURED is a separately maintained, tested and product-managed version of SuiteCRM. It is accompanied by a legal agreement that delivers indemnities, warranties, support and performance guarantees.

With SuiteASSURED you get:

- Extensive support
- Faster innovation
- The freedoms, quality and innovation of open source
- Reduced Code Base
- Enhanced Security
- Indemnifications
- Patent Protections
- Warranties
- Contractual annual guarantee of support, training, consulting or engineering time.

Designed for organisations that value assurances and guarantees, SuiteASSURED is unique.
It is the world's first assurance program for open source CRM applications and provides you with total care for your CRM needs. With SuiteASSURED, you gain peace of mind through valuable benefits like extensive support, faster innovation, maintenance assurance, and more.

EXTENSIVE SUPPORT

With SuiteASSURED, you get access to technical expertise, guidance, and knowledge provided by the authors of SuiteCRM – nobody in the world knows the product better. Support includes collaboration with product support engineers teams by phone, email, portal or chat according to rigorously monitored Service Level Agreements. Our support teams routinely achieve 99.9% compliance to SLA requirements.

INNOVATE FASTER

Our aim is to empower clients to faster innovation. SuiteASSURED provides direct access to the experienced and knowledgable teams of SuiteCRM consultants, architects, business analysts and software engineers who deliver complete solutions to help meet the most demanding business requirements globally.

REDUCED CODE BASE

SuiteCRM code that is deemed “experimental” is removed from SuiteASSURED leaving only the highest quality, most robust, mature functionality.

ENHANCED SECURITY

SuiteASSURED is subject to additional regular vulnerability scanning and penetration testing by independent, accredited third party code security partners. Code flaws are patched first in SuiteASSURED and then down streamed to SuiteCRM releases. SuiteASSURED will always be the most secure version of SuiteCRM.

INDEMNIFICATIONS

SuiteASSURED indemnifications include (i) replacing any infringing portion of the software, (ii) modifying the software so that its use becomes non-infringing, or (iii) obtaining the rights necessary for a customer to continue use of the software without interruption.

PATENT PROTECTIONS

We are members of Open Invention Network (OIN). OIN is the largest patent non-aggression community in history and supports freedom of action in Linux and Linux-related systems and applications as a key element of open source software. OIN acquires patents and licences them royalty free to its community members.

WARRANTIES

SuiteASSURED warrants that the copyrights in the software are owned by or have been licenced to us and we have the right to distribute the Software (copyright warranty). Further warranties state that the software is free from significant programming errors and defects in workmanship (quality warranty).

SuiteASSURED and SuiteCRM Comparison

Features	SuiteASSURED	SuiteCRM
Enterprise Ready	✓	✓
Established Community	✓	✓
Fully Scalable	✓	✓
Multi-Platform	✓	✓
On-site and Off-site Deployment	✓	✓
Open Source AGPL License	✓	✓
Indemnity Against Patent Actions	✓	✗
3rd Party Vulnerability Scans	✓	✗
Copyright Assurances	✓	✗
Experimental Features Removed	✓	✗
Defect Warranties	✓	✗
Dedicated Product Team	✓	✗
Consultancy Services	✓	✗
Development Services	✓	✗
User Support	✓	✗
Technical Support	✓	✗
L1, L2 & L3 Helpdesk	✓	✗

Maintenance Assurance

SuiteCRM will assure that the core application code, as well as any custom code written by us specifically for your organisation is covered for Maintenance, Error Correction, Bug Resolution and point Upgrades. This gives your organisation peace of mind that during upgrades, patches or in day to day operation, you have access to a team of engineers who will diagnose and resolve issues which fall into that category.

With Maintenance Assurance your instance will always benefit from the latest security patches and increased feature set that comes with each SuiteCRM point release, with predictable costs and minimum disruption to your organisation.

Care Hours

Care Hours are your tool to empower your workforce, increase adoption and maximise your investment in SuiteASSURED. They can be used for services which fall outwith Maintenance Assurance.

These flexible hours can be used for Enhancements and Change Requests or additional care such as Training, Consultancy, Audits and Optimisation. We offer a comprehensive range of services designed to meet your organisations evolving CRM requirements and maximise your return on investment. Using your Care Hours effectively will ensure your CRM continues to adapt with your organisations evolving needs.

Hosting Options

SuiteCRM offers a range of fully managed hosting options. These are optimised for performance and reliability and are constantly evolving to meet stringent compliance requirements while benefiting from the latest technical advances and security improvements.

We include round the clock monitoring with SLA response times and 24/7 engineer coverage for disaster recovery and incident response. All instances are covered by our comprehensive backup and recovery plan with enhanced Recovery Point and Recovery Time Objectives available on our higher tier plans.

Clients who choose to host with SuiteCRM can lower internal IT costs while benefiting from our enterprise ready, scalable and highly available infrastructure. Your hosting will be covered by a separate Hosting contract.

Clients who choose to self host are statistically more likely to require complex support, which can be more time consuming compared to our hosted solutions. For this reason, SuiteASSURED pricing for self hosted clients will be higher to cover the additional effort involved.

Customisation

SuiteASSURED is as customisable and flexible as SuiteCRM.

The core application contains powerful tools such as Workflow Manager, Studio and Drop-down Editor which can be used to customise the application directly from the UI. Changes using these tools have no impact on your assurance calculation.

As capable as these tools are, many SuiteASSURED clients require more complex, comprehensive and efficient features and system integrations.

Most new SuiteASSURED clients will begin with one or more projects, where the CRM is customised to match their organisations needs. Some organisations prefer to fully customise the CRM from the outset, others a more incremental approach where features and functionality are added or evolve as adoption improves in the organisation. Our Agile development methodology and quality first approach compliments either strategy.

Projects begin with a requirements gathering exercise, led by one of our Business Analysts to clearly define the changes and outcomes. Delivery is co-ordinated by a dedicated project manager and their team of experienced software and QA engineers. Projects conclude with a short period of User Acceptance Testing. The outcome is a CRM that is tailor made to directly fit into your organisation with minimal effort and a low barrier to entry.

When you undertake changes by employing the services of SuiteCRM through an Implementation, Change Request or Enhancement, these changes can be undertaken using your SuiteASSURED Care Hours and will be covered within your Maintenance Assurance. Our proposals will include an impact assessment on your SuiteASSURED renewal pricing when required.

Third Party Customisation

There is an established community of experienced developers and plug-in providers serving the open source community. Some clients have their own in house software developers or contract a third party to act their behalf.

While this flexibility is a major advantage, it introduces risks when poorly designed or implemented code is deployed to an enterprise CRM. Stability, Security and Upgrade Compatibility are valid considerations when considering third party customisations.

Third party code integrated by you would not normally be included within your SuiteASSURED Maintenance Assurance.

The risks presented by the integration of third party code can be mitigated by covering third party code additions within your SuiteASSURED Maintenance Assurance. Customisations created by your own developers or a third party can be adopted, provided it meets our minimum standards for inclusion. This will be ascertained through our Assurance Code Review process which will indicate the potential impact on your SuiteASSURED renewal.

Migrations

Going hand in hand with the powerful core customisation tools described above, the application includes an importer tool. This can be used to import existing data from external sources such as third party CRM's, databases and legacy tools.

Depending upon the data involved and the experience of those undertaking the task, preparing the data and CRM for import may be a complex undertaking. SuiteCRM are experienced in migrating the most complex data-sets into the CRM and our pre-migration analysis and migration services can be employed for this task using your SuiteASSURED Care Hours or as part of your initial implementation.

Data and Service Integrations

The real efficiencies of a CRM come with the centralised view of your organisation. When your data is spread over several disconnected, individual software packages and data stores it becomes difficult to view and process the information needed.

The core REST API can be used when integrating with third party applications. Likewise, the open and flexible nature of the software means it's straightforward to integrate SuiteCRM with virtually any existing software on the market today. Some common integrations are already available on the SuiteCRM Store allowing you to readily integrate your business applications with your CRM. These integrations are provided by third parties.

We offer a range of official SuiteCRM Plug-ins which are authored and maintained by SuiteCRM Ltd. The use of these official SuiteCRM Plug-ins will not increase your SuiteASSURED costs.

Where your needs are not covered by these, we have built countless bespoke integrations bringing together multiple enterprise applications, websites, accountancy packages, communication and marketing platforms so they share information and data as one.

When a bespoke integration has universal appeal and market value, we have the option to collaboratively create an official plugin. The benefits of this approach include lower initial and ongoing costs.