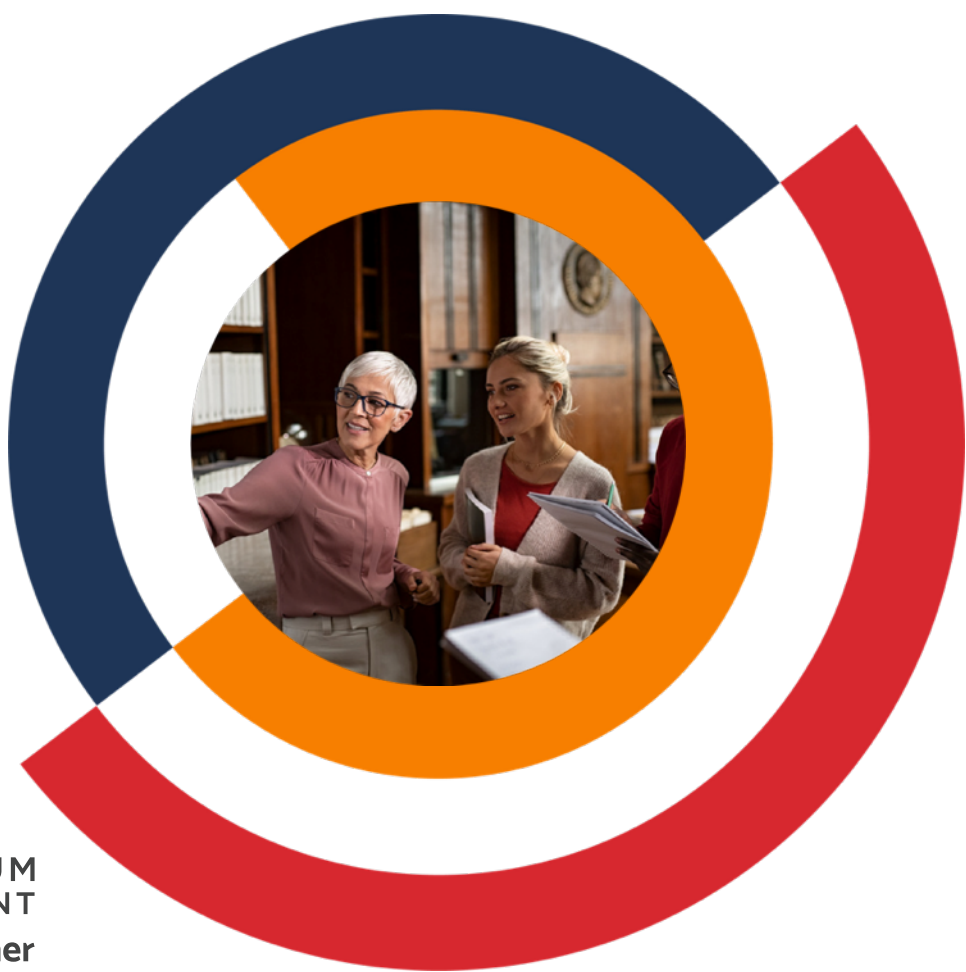


G-Cloud 15

Service Definition

Akari Curriculum Management



AKARI CURRICULUM
MANAGEMENT
Transforming Curriculum, Together

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1 About Akari Software Ltd

Akari Software Ltd. is an international leader of curriculum management software and services to the tertiary education sector. Akari's mission is to provide software that empowers educators around the world to design and deliver a curriculum that serves the needs of learners & society.

Established in 2002, the Akari Curriculum solution was first developed to meet the in-house needs of Cork Institute of Technology in Ireland. Today, Akari Software Ltd. is a privately-owned organisation with customers and business operations in Ireland, the United Kingdom, the Middle East, Asia, Australia and New Zealand. Our customers span both the vocational as well as higher education markets and range in size from 200 students to 200,000 students.

Our software and services support institutions to gain curriculum flexibility, enhancing the student experience, increasing student satisfaction, improving graduate outcomes and employability whilst underpinning curriculum development that widens access and participation.

The Akari Curriculum solution provides a robust, seamless, collaborative and transparent business process, evidencing compliance as well as assurance of learning and constructive alignment.

The transformation of curriculum to a digital data asset will drive the provision of insights to facilitate curriculum innovation, enhance approaches to teaching, learning and assessment and build and improve upon business process, in turn providing prospects and students alike with clarity and transparency of study and development opportunities.

2 The Akari Curriculum G-Cloud Offering

Akari Curriculum is a best of breed powerful curriculum management solution ensuring that agile transformation is centred around the curriculum lifecycle. The solution provides the ability to leverage the curriculum for validation, professional accreditation, publication, resource forecasting and assurance of learning. The powerful and flexible workflow engine supports collaborative curriculum development, review and administration, and drives tangible efficiencies.

Akari Software's investment, dedication and focus on curriculum management solutions has made it a leader in the field, with customers globally leveraging the benefits that the solution can provide, to not only reduce and eradicate risk,



duplication and effort, but to transform the use of the curriculum within the university and to place the student at the heart of everything that it does.

Our philosophy is that the Akari Curriculum Solution captures and manages origin data (single source of truth) and must co-exist with downstream systems such as LMS and SMS. The Akari solution is designed for Academics and Academic professional staff and offers a simple, intuitive user interface without need for complex end-user training. It offers collaborative tools to enable academics to work together in teams to review, evolve and build future offerings with clear visibility to assess how their individual subject area fits into the bigger picture, i.e. designing new programme offerings with direct line of sight to course learning outcomes.

By transferring your curriculum components to single sources of data, key data elements such as Professional Standards, Graduate Attributes, and Learning Outcomes can be easily interrogated and reported upon. Akari drives compliance with professional accreditation mapping and auditability.

This powerful database approach with open data access contributes toward strategic insights and Quality Assurance processes that will steer continuous development and improvement efforts in curriculum provision.

The Akari Curriculum solution is a configurable, software-as-a-service framework leveraging the power of the AWS technology platform, as an AWS Registered Technology Partner:

- An off-the-shelf SaaS system with flexible configuration capability to meet specific organisational business requirements, rapidly delivering a single source of truth for curriculum data seamlessly integrated into key downstream information systems.
- A roadmap that is driven by the needs of our global user community.
- A robust core environment to operate and innovate around curriculum design; staff will have the right tools to efficiently engage in their curriculum planning activities driving enhanced student engagement and maximising student success.

3 Akari Curriculum Management – Solution Suite

The core Akari Curriculum Management solution comprises of:

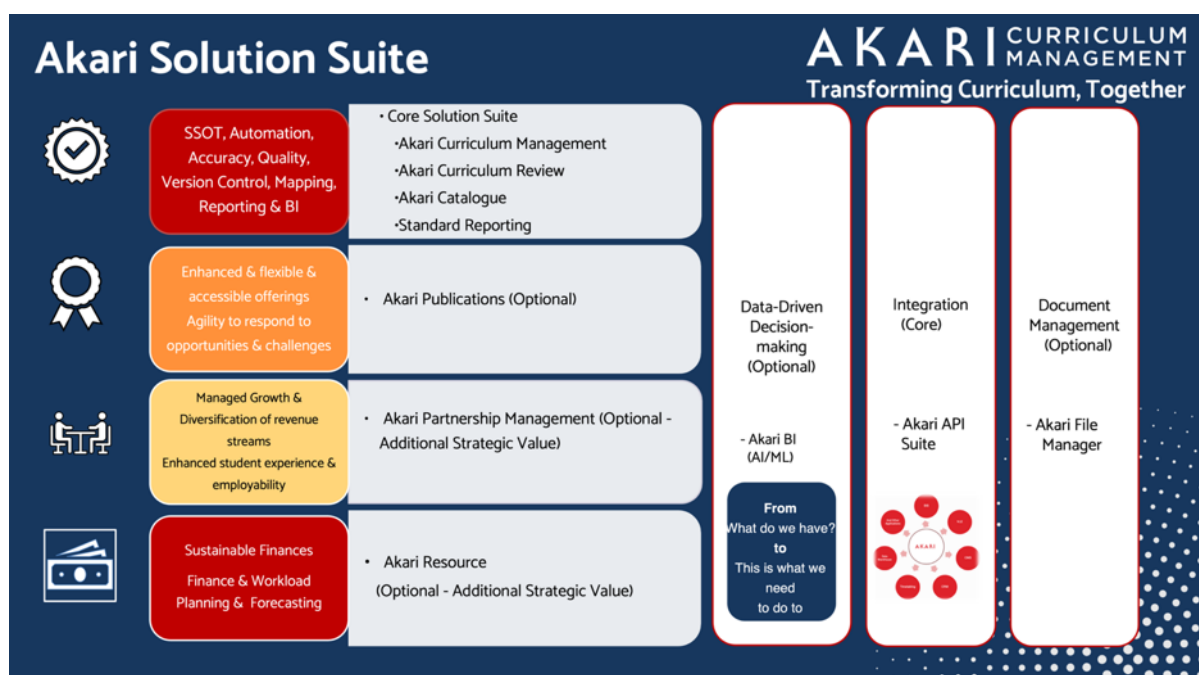
- **Akari Curriculum Management** – this includes the full curriculum data model and all structured rule definition, curriculum management templates, review & version comparison and collaboration and commenting, full constructive alignment and mapping including professional accreditation, academic integrity, business rule validation, user permissions and role groups, standard reporting suite and curriculum keyword search, student study planning.



- **Akari Curriculum Review** - Akari's integrated workflow engine supporting version control, notifications, validation, commenting and collaboration via a stringently guided and user-friendly experience ensuring quality and coherence. Supporting governance and review of your curriculum and/or partners and partnership management information.
- **Akari Catalogue** - supporting the automated publication of content to students and staff, via a simple plug-in website without the requirement for integration or manual intervention and providing real-time presentation of content, the ability to download.pdf documents to support CMA compliance and search capabilities.

The core Akari Curriculum Management solution suite additionally includes:

- Software licensing, annual support and maintenance and all cloud-hosting costs
- Unlimited user license for both internal as well as external users of the organisation
- Provision of 3 environments – Development, Test and Production
- All data backups
- Access to all Software Updates and Releases
- User Group membership
- Business Continuity and Disaster Recovery
- Open RESTful API suite (documented in Swagger) and requests for additional APIs.
- 2 software releases per annum
- 1 version upgrade per annum
- Integrated Akari Knowledge Centre which includes Akari User and Administrator guides, release notes, videos and API guides.



Akari Software Ltd. offer a number of optional modules which are as follows:

- **Akari Publications** – this module enables the definition of dedicated marketing and recruitment specific content templates which leverage the Akari workflow engine to support collaboration and review, version control, notifications and the Akari API suite for integration with content management systems for the purposes of website publication.
- **Akari Partner and Partnership Management** – this module enables the management of partners and partnership agreements including financial aspects, terms and conditions and deeply integrates with Akari Curriculum Management, enabling the association of specific partnerships against a programme/module or moreover a programme or module intake. Offering workflow, version and modification auditing and control. This module supports commercialisation and the extension of revenue streams as well as underpinning the HESA requirements for AOR reporting.
- **Akari File Manager** – this module enables customers to upload files and contracts or documents are store them against an item (i.e. Programme, collection of modules, module, partner, or partnership) including up to 500GB of storage.
- **Akari Business Intelligence and Reporting tool** – this module enables customers to define their own dashboards and reports against any of the data in the modules they have purchased and leverages AI and ML to suggest insights and identify data trends.

Akari Software Ltd. additionally offers a number of optional services which are as follows:

- **Additional Environment Instance**
- **Automated refresh of Production Data to additional instance**
- **High Availability Services**
- **Additional File Manager Storage**

4 Akari Curriculum – Non-Functional Overview

4.1 Cloud Hosting

Akari Curriculum Management is a web-based Software as a Service (SaaS) Single-Tenancy solution, fully hosted by Akari within the AWS cloud environment in the Europe (London) eu-west2 region.

Availability and Service Levels

The Akari Curriculum Management solution is available 24 x 7, 365 days with a standard uptime SLA of 99.95%, (less than five hours of unplanned downtime per annum).



4.2 Authentication and SSO

Integrated sign-on (SSO) is provided in Akari Curriculum using Shibboleth, LDAP, Azure, SAML2.0, OpenAM, ADFS and Edugate. The Akari application also includes a proprietary in-built authentication module.

4.3 Permissions and Role-Based Access

Akari Curriculum Management has a number of default roles (user permission levels) in the application. These control the initial behaviour of the application for a user. Application administrators can determine which default user permission level users are assigned on initial login to the application (through SSO), creating an account with the default level value assigned. System administrators can alter the level of access a user can attain through the Users interface.

In addition to this Akari Curriculum includes a capability called Akari Teams, this feature permits team role-based access throughout the application. Users may have multiple roles and responsibilities and the Teams functionality permit the University to define and configure and maintain these within the application.

5 Akari Curriculum – Value Proposition

Akari Curriculum Management transforms curriculum into a digital data asset, streamlining processes, empowering academics, enabling learner success, and providing institutional sustainability.

5.1 Scalable and Sustainable – Singular Source of Truth

Akari's powerful data model, designed specifically for the academic domain, captures the origin data for all courses, short courses, programmes, micro credentials, and flexible provision types, acting as a singular source of truth. Within this origin datapoints stored and maintained in a singular repository, academics and administrators alike can undertake the redesign, planning and delivery of courses and short courses in an integrated and collaborative manner. This enables rapid scalability and innovation in design and delivery for all types of curricular provision offered by your organisation.

The implementation of the Akari Curriculum Management solution will effectively enable the complete digital management of curricula and commit to fully digital approval pathways under the full control of your organisation.



5.2 Improved Management Performance

Once the curriculum data is integrated centralised all relevant data becomes immediately visible and therefore easily surfaced from the database at individual field level to ensure the availability of high-quality management information, dashboards, and insights.

In addition, Akari will also provide a set of open API resources which will enable the University to access data through the available APIs from the Akari database. This open API resource will allow key stakeholders to extract all relevant data to allow for further downstream analysis and manipulation.

5.3 Increased Efficiency

Akari curriculum management software provides an agile environment to create and develop new curricula from course inception to student award ensuring increased visibility of curriculum data that the application provides to the executive team, academic administrators, and academics.

As the application is data base driven there is no fear of multiple versions of course documents, there will only ever be one course for review and once approved it becomes the definitive course and can be published with confidence. The course that has been replaced is archived and is always available to the curriculum team. Reducing duplication in this way leads immediately to increased efficiencies as does the speed with which course marketing material can be generated.

5.4 Tailored to your Organisation

Akari is a fully extensible and flexible solution which can be tailored to the University's curriculum, language and terminology, business processes and roles and responsibilities, assuring a reduction in administrative load on staff, committees, and administrative units.

5.5 Work Seamlessly

Akari seamlessly integrates with your downstream applications and web site enabling you to bring your curriculum to market sooner and have confidence in all system published curriculum data.

5.6 Akari Software – A Journey of Transformation

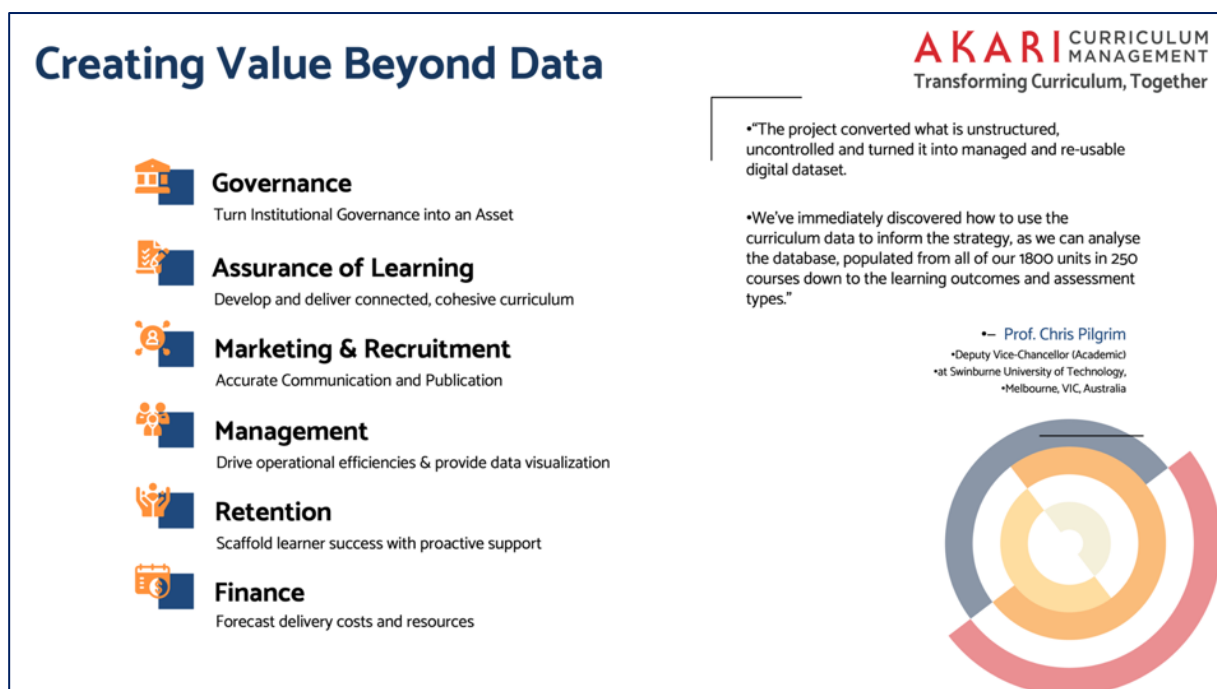
Working with Universities internationally, over a period of multiple years, we see that our customers experience two distinct phases of success over time with the deployment of the Akari Curriculum Management solution. The first success is immediately after Go-Live.



The first builds the foundation, establishes the capture and management of the curriculum data and efficiencies derived from single source of truth, automation of approval pathways, visibility, and confidence in outputs from the curriculum and downstream integrations, allowing the university to leverage the curriculum for validation, accreditation, publication, resourcing, and assurance of learning.

The second success starts in years 2 and beyond is ongoing. The second is based on leveraging the digitised curriculum asset to drive strategic enterprise-wide insights (combined with data elements from other areas/systems of your organisation) to identify duplications and efficiencies across the curriculum, to continuously develop and improve curricular offerings, to improve use of university resources, to improve and enhance the student experience and outcomes, thereby supporting agile institutional transformation.

6 Akari Curriculum – Value Proposition



- *Challenge 1 – Fragmented systems*

- The Akari Curriculum solution portfolio is a true end-to-end curriculum management solution, offering a singular source of truth for:
 - Curriculum
 - Partnerships
 - Resources
 - Professional Accreditation
 - Committees
 - Regulatory Handbooks
 - Learning Outcome Mapping
 - Reading Lists

- Akari's suite of open RESTful APIs enable seamless integration with downstream systems ensuring accuracy and compliance at all times, eradicating duplication of effort and unnecessary administrative maintenance:
 - Tribal SITS SMS
 - VLE
 - Content Management
 - Data Warehouse
 - Timetabling
 - CRM
 - University website
 - Library
- An unlimited user license enables all stakeholders (internal – staff and students) as well as external (industry, PSRBs, partners) to effortlessly collaborate providing efficiency and genuine co-creation, review, and enhancement of the curriculum.
- Akari's inbuilt powerful workflow engine, will simplify processes supporting the management and development of the curriculum and automate approval cycles in accordance with the University's governance policies. This will improve the staff experience and offer enhanced efficiency, eradicating the associated risk of version management.
- *Challenge 2 - Resource Allocation*
 - As a best in breed solution, Akari Curriculum captures and manages the full range of both human as well as physical resources required to support business case development, the delivery of the curriculum as well as optimisation of the curriculum to enhance the student experience, ensuring transparency and visibility across the entirety of the university's academic portfolio.
 - Akari's optional dedicated Resource Management module is a planning tool designed to explore alternative delivery options in terms of utilising both human and physical resources. With easily available and accurate data, management teams and academic leaders can plan staff and resource allocation in advance of programme delivery based on forecast student recruitment/enrolment and the known resources available to them.
- *Challenge 3 - Lack of Agility – emerging academic trends & industry requirements*
 - Research, Development & Innovation - Akari Software Ltd. spends a significant part of its annual budget on research and development activities, not alone with customers but also with research agencies. We also employ a full-time academic staff



researcher whose sole role is to generate peer standard research that will help both the company and its customers to anticipate future directions either caused by technology, legislative changes, or market dynamics. We are a patron member of Learnovate ,a technology centre funded by Enterprise Ireland and IDA Ireland, an initiative to allow Irish companies and multinationals to work together on market-focused strategic R&D projects in collaboration with research institutions. (<https://www.learnovatecentre.org/>). Learnovate is located in Trinity College Dublin, the leading university in Ireland. They have spent more than ten years generating successful, industry-led research in learning technology, educational technology, and the future of work and learning. What makes Learnovate unique is the way they leverage multifaceted expertise to help supply-side clients to develop commercially impactful products and demand-side clients to deploy and use them effectively in their organisations. Akari Software Ltd. ensures that its solution portfolio remains ahead of academic trends as well as industry requirements.

- The Akari Curriculum Management solution is a fully extensible and configurable application, offering the ability to create an unlimited number of curriculum types – micro-credentials, short courses, pre-masters, design-your-own degree programmes; safeguarding your investment in a curriculum management solution and enabling curriculum agility to innovate and extend your curriculum portfolio in line with your strategic plans.

- *Challenge 4 - Student Engagement*

- An unlimited user license affords our customers to engage all stakeholders in quality management and curriculum development processes, including students as well as any external stakeholders required for your business processes.
- Akari's integrated business intelligence tool provides meaningful and actionable insights on curriculum design, ensuring academic integrity and a positive student learning and assessment experience.
- Dedicated Interactive Study Plans support 121 student advising to create unique learning plans aligned to student employability goals and career ambitions. Recommended Study Plans seamlessly integrate with university websites and student management systems, facilitating student choice and module enrolment.
- Stringent version control and accurate content and information reduce the risks associated with CMA compliance, whilst ensuring that both applicants as well as students have all the information they need at all times.



- *Challenge 5 - User Experience*

- The Akari Curriculum Management solution was designed for academics by academics and affords users with a consistent, guided, and intuitive user experience, so that browsing/searching capabilities and system use is easily mastered by all users, without the need for extensive training.
- An integrated user as well as administrative manual and guidance videos ensures that staff have the necessary tools and information to be efficiently and swiftly onboarded in the navigation of the application or can undertake a refresher activity.
- The application is focussed on the user experience and ensuring that the experience is not only guided but moreover aligned to the University's own business processes. Language and terminology may all be aligned to the institutional glossary, and user-defined individual onscreen field help can ensure that user understands what is required when for example, defining a learning outcome. Integrated business-defined validation rules, ensure that content is captured at the right time and in the right way, ensuring curriculum coherence, curriculum quality and curriculum completeness.
- Extensive permissions capabilities ensure that users only see information that is relevant to them and the task they need to perform at any singular point in time, offering a contextual as well as personalised user experience.
- The core of Akari's product design and development is the user experience. Akari's dedicated customer community group and early adopter programmes for new features and modules, ensures that the user experience design is fully aligned to the way in which our customers need to work, ensuring ease of use as well as efficiency.

7 Service Management

Akari Software offers a full suite of services to support Akari customers, including:

- A fully hosted Cloud SaaS managed service
- Auto-Restart facility: 24x7 system monitoring, where any application server outage is instantly reported to Akari Support and Customer, re-started automatically and once monitoring identifies system is restored both Akari and Customer are updated. To date average downtime where the auto-restart has been implemented is < 2 minutes.
- Disaster Recovery and Business Continuity
- Customer Support Portal
- Customer Product Gallery, providing product release previews



- Customer Community Forum
- Customer Community Group

8 Service Levels

8.1 Availability and Service Levels

Akari Curriculum Management is a web-based Software as a Service (SaaS) Single-Tenancy solution, fully hosted by Akari within the AWS cloud environment in the Europe (London) eu-west2 region.

The Akari Curriculum Management solution is available 24 x 7, 365 days with a standard uptime SLA of 99.95%, (less than five hours of unplanned downtime per annum).

8.2 Customer Support

Customer Support is governed by an agreed Service Level Agreement. We work with each customer to develop the preferred approach to support arrangements, specific metrics, governance and reporting, aligning to each organisation's business requirements.

We mutually agree service levels and response times as part of the contract definition and agreement process. These will be formally documented as part of our Akari Service Reliability document.

The purpose of the document is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to each Customer.

Our objectives in the definition of the Akari Service Reliability document are to:

- provide clear reference to service ownership, accountability, role and/or responsibilities.
- present a clear, concise and measurable process of service provision to the University.
- report actual service provision within the agreed terms of contracted service support and delivery.

A regular framework and engagement process is adopted post-implementation to regularly review customer support issues raised and SLA metrics.

9 Customer Support

Akari Software provides support to customers in Australia, New Zealand, Asia, the Middle East in addition to the United Kingdom, Ireland and Europe. We have a team of support analysts and developers dedicated to the Akari Curriculum software who provide all support. There is no 'front line' or generic support layer to negotiate prior to engaging to system experts.

Akari Software operates a dedicated customer support desk which is accessible online, as a web-based service. All incidents are logged in our Customer Support portal and are assigned a priority and severity.



Our Customer Support desk is open between the hours of 8am and 6pm, Monday to Friday, excluding public holidays.

The Customer Support desk provides responses to queries about the operation of the software and does so within a Service Level Agreement to ensure that customers receive timely assistance to resolve any issues.

A formal transition to Customer Support is undertaken following finalisation of the implementation, subsequent to UAT acceptance immediately prior to Go Live. Customers are transitioned to our Customer Support team who will establish a Jira service desk portal for trained Akari Curriculum administrators. All Customer Support metrics are formally tracked, measures and reported in line with agreed Service Level Agreements.

10 Software Updates

Akari provides bi-annual software update releases. Software Updates are available exclusively to customers to preview within the Akari Curriculum dedicated Product Gallery. Each Software release is fully documented and available online in the integrated Akari Knowledge Centre.

11 On-boarding and Off-boarding

Onboarding Process

Our dedicated team of Akari Professional Services Consultants will work with you upon initiation of the contract to design and plan the approach to implementation of the solution, taking into consideration such key factors as data migration and data loading, integration to downstream solutions and reporting requirements as well as key business constraints.

During the Project, the dedicated Akari Project Manager will be responsible for the successful delivery of the project and will work collaboratively and closely with your Project Manager, to ensure successful coordination of all key tasks, activities, dependencies and milestones.

Akari has extensive experience in the successful delivery of Curriculum Management projects and higher education and operates to a robust and proven delivery methodology – AIM (Akari Implementation Methodology), combined with a suite of standard templates and tools, the methodology will be tailored to the needs of your individual project to ensure mutual successful delivery.

In summation, the AIM approach offers 4 key phases:

1. Initiation and Discovery
2. Solution Implementation
3. Business Solution and Readiness



4. Closure and Transition to Business as Usual (including post-go live Hypercare)

Akari Software Ltd offers 4 implementation pathways to align to the needs of your organisation:

Implementation Pathway Options

- **Akari Express** – Standardised implementation approach based upon Akari’s good practice templates, with limits and restrictions on the number of workflows, curriculum templates. Advanced configuration and features are excluded. This approach excludes data migration and integration with downstream applications. All data is manually entered using the capabilities of the Akari Curriculum Management solution. This approach is available with the purchase of the Akari Curriculum Core solution suite only and excludes optional modules.
- **Akari Express Plus** – Offers the same scope as an Express approach, however, includes migration of data from a source system. Integration with downstream systems is excluded. This approach is available with the purchase of the Akari Curriculum Core Solution suite only and excludes optional modules.
- **Standard** – Full unrestricted access to all configuration features and capabilities and no restrictions on workflow, content templates or user defined fields, includes integration with downstream systems and data migration from one or more source systems. This approach is the most prevalent model selected.
- **Transformational** – Offers the same scope as a standard implementation but offers additional integrated time and services for concurrent curriculum initiatives, policy and business process change, provides higher levels of change management supporting, outsourcing of end user training, etc. This approach is suited to organisations who wish to undertake wide transformational initiatives in tandem with the implementation of a curriculum management solution.

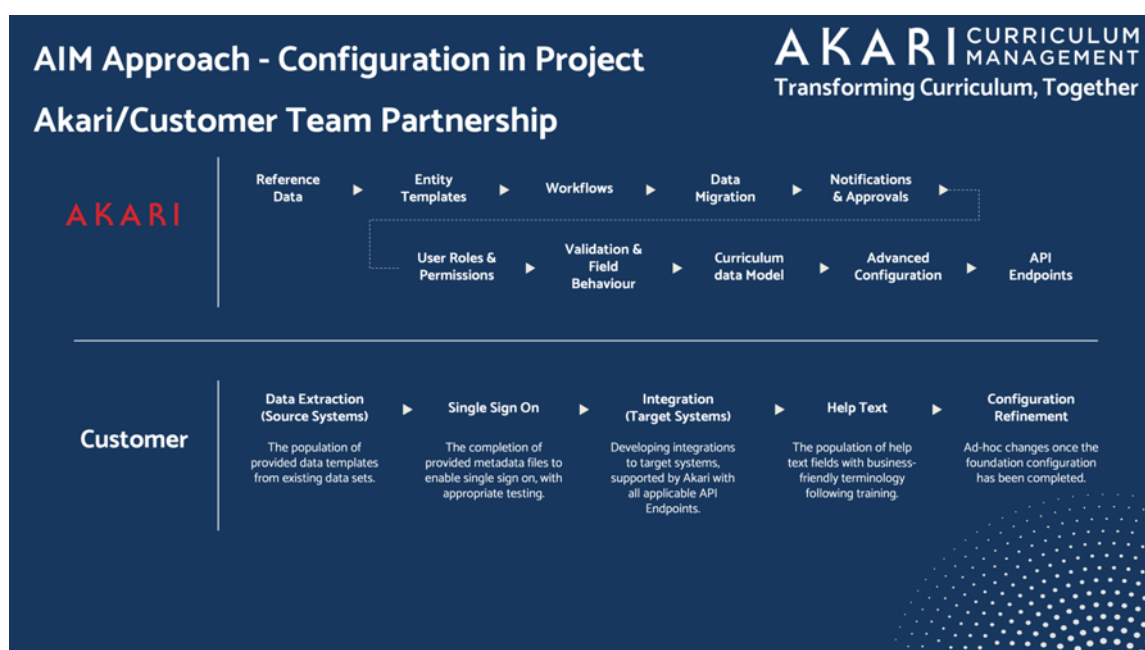


AKARI CURRICULUM MANAGEMENT	Akari Express (circa 6 months)	Akari Express Plus (circa 9 months)	Akari Standard (circa 12 months)	Akari Transformational (circa 18 mths +)
Akari Document (Modules, Groups & Programmes)	✓	✓	✓	✓
System notifications	✓	✓	✓	✓
Workflows	<=4	<=5	Unlimited	Unlimited
Custom fields	<=20	<=30	Unlimited	Unlimited
User Teams	1	1	Unlimited	Unlimited
Organisational roles within workflows	<=9	<=10	<=59	<=59
Standard reports	<=4	All	All	All
Customised labels, tabs and helptext	✓	✓	✓	✓
HTML output	✓	✓	✓	✓
Version Comparison (i.e. Review)	✓	✓	✓	✓
Simple module requisites	✓	✓	✓	✓
Lock to version / copy configuration	✓	✓	✓	✓
Data Dictionary	✓	✓	✓	✓
Discovery report and Gap Analysis	✓	✓	✓	✓
Solution Design report	✓	✓	✓	✓
Learning outcome mapping*	Standard	Standard	Advanced	Advanced
Graphical structures	✓	✓	✓	✓
Accreditation	✓	✓	✓	✓
Akari Catalogue	✓	✓	✓	✓
Deep searching			✓	✓
Recommended Sequence (i.e. student study plans)			✓	✓
Data migration		✓	✓	✓
Switch workflows			✓	✓
Major versioning	✓	✓	✓	✓
Insert or minor versioning			✓	✓
SiSense custom reporting & analytics			✓	✓
Entity subtypes			✓	✓
Linking entity subtypes to workflows and/or fields			✓	✓
Contract cheating risk and academic integrity functionality			✓	✓
Complex requisites			✓	✓
Akari Publications			✓	✓
Akari Partner and Partnership Management			✓	✓
Integration support			✓	✓

* Standard = Modules > Programmes
Advanced = Competencies, National framework, Assessments, Workloads

Working in Partnership

Akari's Implementation Methodology (AIM) is predicated on an open, collegiate and collaborative approach to engagement. Our engagement approach through all project delivery activities, including configuration, data migration, integration and stakeholder engagement is summarized below:





Offboarding Process

Upon agreement to initiate the off-boarding and disengagement process, we will work with you to establish a detailed plan of tasks, activities, roles and responsibilities which would involve extraction of all customer data and completion of any outstanding services.

12 Training

Upon initiation and onboarding, Akari will provide a full training and solution implementation plan aligned to the project's timescales. Full training

documentation is provided, and training is targeted to both business as well as application administration users. Our training approach is premised upon a train the trainer approach, training the core project team who will in turn cascade training to end business users underpinning a best practice approach to organisational change management. The Akari Curriculum solution is intuitive, consistent and simple to use and therefore end user training is minimal with inbuilt context sensitive user-defined help functions and the ability to embed user guides directly within the application. Akari offers a dedicated integrated Knowledge Centre which is updated in tandem with each software update release.

13 Documentation and Tools

Full documentation is provided including but not limited to:

- Training User Guides
- API Suite
- Release Notes
- Data Migration Tools and Mapping Templates
- Data Dictionary and Data Reference Dictionary
- BI Data Dictionary
- Project Management Tools and Templates

14 Customer Community Group

Akari operates a dedicated global customer community group which meets remotely and in person up to 3 times per year. All customers are automatically invited to join the Akari Community.

The Customer Community Group is instrumental in informing the direction and strategy of the product development roadmap for the Akari Curriculum solution.

The Akari Customer Community informs the developments that are in our roadmap in a variety of ways. The Aims and Objectives of the Akari Curriculum Community include gathering feedback from Customers on the Akari Roadmap and Strategy as communicated from time to time; offering Focus Groups that provide input during the design and development stage of new functionality; and the collection, collation, prioritisation and communication of common requests to Akari Product Management through the Product Development Fund.

We provide our customer community with a dedicated online Product Gallery portal, which provides advance opportunity to provide review and early feedback on our active product development activities and have the ability to actively track our product roadmap of planned enhancements and new developments.

Our customers also have a dedicated online customer community collaboration platform in order to submit ideas and suggestions as well as discuss and share



strategies and approaches to project delivery and implementation as well as business processes, practices, and policies.

We actively engage our customer base in partnership and collaboration opportunities for areas of specific interest; such activities might include early adoption or beta testing of new software modules or enhancements of the solution.

15 Additional Resources

Additional resources such as White Papers, Customer Case Studies, Articles, and Industry Insights are available at: <https://akarisoftware.com/resources/>

