

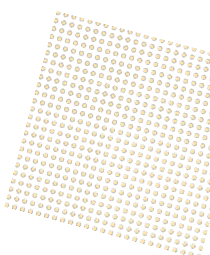


**G-Cloud 15
Terms & Conditions**

**Insytful – The digital accessibility,
website improvement and QA platform**



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Terms and conditions for the use of Insytful

The following terms and conditions are intended to augment and are in addition to the existing G-Cloud framework agreement and call-off contract. They provide more details on the day-to-day processes to get the most out of Insytful on G-Cloud.

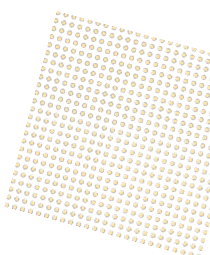
If any conflict is identified between the provisions of these terms and conditions and the G-Cloud framework agreement and call-off contract, the framework agreement and call-off contract will take precedence.

Insytful plans

Insytful offers three plans: Free, Plus and Enterprise. Pricing is based on a scan-per-page model, with scan limits set weekly or monthly. Scans include web pages and other documents found on websites.

Each plan differs in these respects:

- The number of pages which can be scanned.
- The features available in each plan.
- The frequency of scans available.
- The number of websites that can be scanned.





In all other respects, the Insytful software provided at each tier is identical and provides users with the same functionality and service availability.

Supporting variable demand

The Insytful service operates on a highly specified elastic infrastructure and can sustain website scanning traffic of at least 30% beyond normal demand.

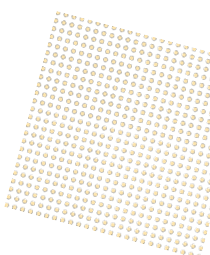
Software-as-a-Service

Insytful is provided on a Software-as-a-Service (SaaS) basis. We are happy to provide details of our infrastructure and security at a point in time, for example, as part of your procurement checks.

However, the specific infrastructure and facilities used to deliver the Insytful service are the choice of Zengenti and are subject to change at the company's discretion.

For clarity, any changes we make will not reduce the capability, performance or security you originally contracted for. Typically, our changes will enhance the resilience, uptime, and security of our services and customer data.

Any changes or upgrades we make to the Insytful platform are included in the SaaS process at no cost.





Support

The Insytful SaaS subscription combines all the essential elements into a single comprehensive service for scanning and monitoring your web estate.

The service includes:

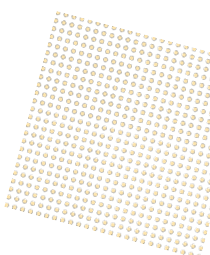
- Access to the Insytful SaaS cloud software.
- Unlimited support, Monday – Friday, between 9am and 5pm (GMT).
- Ticket response within 8 business hours for any issues, with an expected resolution within 3 working days.
- Upgrades to Insytful, including new functionality when available.
- Dedicated account management for Enterprise customers.

All tiers of Insytful include free, unlimited support for any issues our customers may have. An SLA does not cover free-tier users. Tickets can be raised via our help desk.

Account management

Enterprise customers will benefit from a dedicated Client Account Manager who will serve as a general point of contact for all non-technical issues.

They can help escalate issues, handle purchase orders and invoicing, arrange further training, and progress any other topics on your behalf.





Contact us

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Insytful

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New features and updates are made to Insytful as releases are pushed out. For the most up-to-date information, visit www.insytful.com

