

Software Support

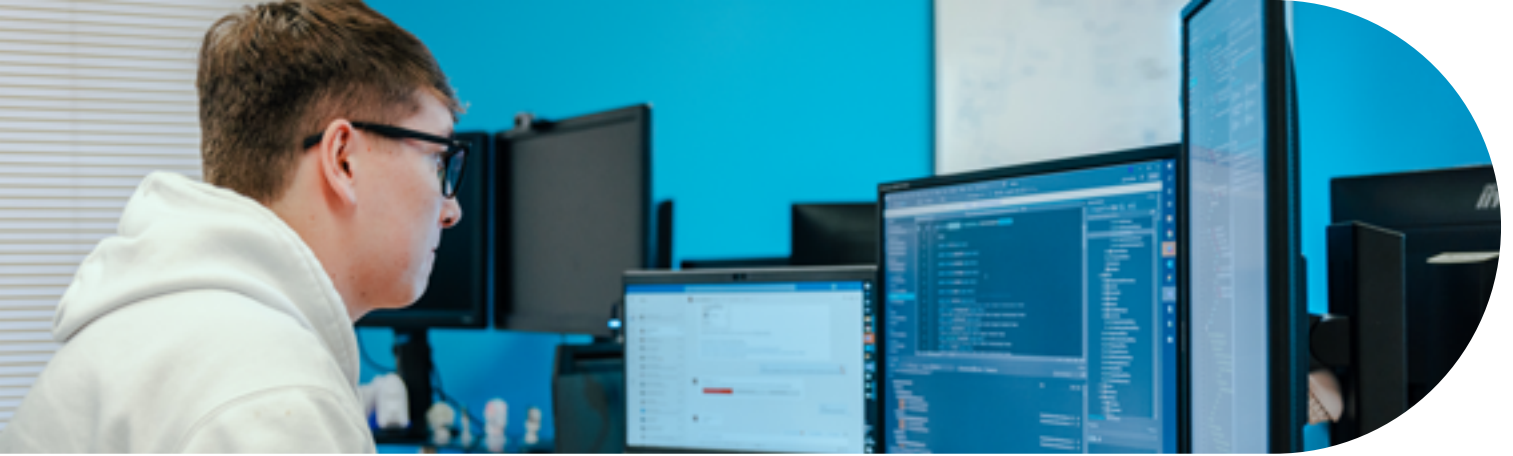
SERVICE DEFINITION

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Software Support Overview

From supporting business critical software systems to customer facing websites, we can create a support package that works for you.

You may want the security or peace of mind of a defined support package that includes agreed response times and Service Level Agreements, or you may prefer a pre-paid support bundle to guarantee access to our Customer Care Team and their wide range of support services.

Our dedicated Customer Care team are on hand to resolve any issues quickly and professionally or answer any queries. They are your first point of contact if you need any help in using your new system or website, if you encounter any problems or decide to make some changes.

They will also work with your team alongside our dedicated project teams to ensure they receive the training and knowledge transfer they need to work confidently with your software. Whether you need assistance with a minor issue or require extensive support, our Customer Care and Technical Team's diverse skill set ensures you have the expert help when needed.

Benefits



Flexible Support

Our Team offers adaptable and responsive support to you and your team's changing needs. Whether it be changes to requirements, evolving technical environment or the need for continuous improvement to support your customer needs; our service ensures optimal product performance and user satisfaction.



Wide Range of Expertise

Our team become experts of your product and users' needs ensuring that should an issue arise; we will have the knowledge within the Customer Care team to handle all calls quickly and efficiently. Furthermore, our technical project teams can efficiently manage Change Requests, ensuring optimal product performance and user satisfaction.



Guaranteed Service Levels

Our team works closely with you and your team to ensure that the product functions as expected and meets the users' needs at all times. Our service levels ensure that we provide an assurance to you about the quality and reliability of the Support Service we offer.



Dedicated Support Team

PDMS offers you a dedicated Customer Care Team who provide reliable and efficient assistance. Our team is not just about fixing problems, they work with you to understand your product and your customers' needs. They can provide solutions, offer guidance on common issues and can escalate more complex issues to our technical project teams.

Features & Functionality



Flexible Support Packages

Our Customer Care Team can tailor our SLAs, reports and access hours to suit the requirements of your organisation. We offer you and your team access to our team of professionals who are ready to provide advice and resolution of any identified support issues.

Self-Service Support Portal

Our self-service portal allows you and your team to resolve your own issues without the need to contact the Customer Care Team. The self-service portal provides a rich knowledgebase, which includes information such as FAQs and troubleshooting guides. If you are unable to find an appropriate answer within the knowledgebase, you and your team can log a support ticket that is sent directly to our Customer Care Team for resolution.

Up to 24/7 Support

Our Customer Care Team is available Monday to Friday 9.00 – 17.00 (UK time) as standard and our customer portal is available 24/7/365. PDMS are open to engaging in conversations about expanding our support hours to better accommodate the requirements for you and your team.

Agreed Response Times and SLAs

PDMS is committed to collaborating with you and your team to establish well-defined expectations for response times to your support inquiries, guaranteeing that matters are resolved in a timeframe that aligns with your needs. Our Service Level Agreements (SLAs) are contractual agreements that specify the standard of service you anticipate from our Customer Care Team, thereby promoting responsibility and dependability.

Training & Knowledge Transfer

In addition to providing you and your team with support for any issues or minor changes, we also strive to deliver training and educational services. This empowers your team to resolve issues independently and fosters a culture of continuous learning.



Flexible support packages

To suit the requirements of your organisation



Self-service support portal

Available 24/7 to raise support calls



Up to 24/7 support

Working hours to 24/7 support on request



Agreed response times

Typical response in less than four working hours



Agreed SLAs

Defined Service Level Agreements so you know what to expect



Training & knowledge transfer

Helping your team be in control



Why work with PDMS?

Our expert team is committed to providing comprehensive support for you and your products. This includes not only addressing the support needs of your software but also facilitating its development and growth through the processing of change requests. We are dedicated to fostering the growth of your team through continuous training and learning opportunities, whether it be through self-service via our Customer portal or through UAT Support.

Our services are delivered with peace of mind, adhering to agreed response times, available support hours, and SLAs. Additionally, our technical project teams are available to assist with fourth line support issues or larger development tasks, ensuring our Support Service provides a truly holistic solution.





Approach to Support Service Delivery

PDMS's approach to support delivery and client onboarding is designed to ensure a smooth transition and immediate value realisation for our customers. Here's a high-level overview of our approach:

1 Understanding Customer Needs

We start by understanding your product or systems, your specific support needs, and objectives. This involves meetings and workshops with key stakeholders to gather requirements and set expectations.

2 Service Mobilisation

Next, we mobilise our resources and set up the necessary infrastructure to deliver the service. This includes assembling the team, setting up access to software and tools, and establishing communication and reporting needs.

3 Onboarding the Customer

We then onboard you and your team onto our support systems. This involves setting up accounts, granting access to relevant systems and tools, and providing training as necessary. At this point we can also introduce you to your dedicated account manager and support team.

4 Support Service Delivery

With everything set up, we commence support service delivery. We work closely with you and your team to ensure our services align with your needs and deliver the desired outcomes.

5 Regular Reviews and Continuous Improvement

We conduct regular service reviews with you and your team to gather feedback and assess our performance. We use this feedback to continuously improve our services and ensure we are always delivering maximum value.





Using the Service - Onboarding

Ordering and Invoicing

Requests for more information or to place an order for our Software Support service, contact PDMS on sales@pdms.com.

We would propose arranging a meeting to find out more about your precise requirements and answer any specific questions you may have. If required, we are also happy to provide an additional detailed proposal which will cover the specific deliverables, approach, timelines etc.

Should we then progress to the order stage, the GCloud call off contract would be signed by both parties. Depending on the solution or service we are delivering, we will also provide a Statement of Work(s) which clearly defines the project deliverables and ensures that we are both fully aligned in terms of the approach and the outcomes.

The minimum contract period is typically 1 year and commences following UAT handover, subject to contract agreements.

Once we have a more detailed understanding of your specific requirements, we can provide a detailed cost breakdown. Recurring fees will be invoiced annually in advance.

Use of the service is subject to the PDMS Terms & Conditions and any terms outlined in the Call Off Contract.

Pricing Overview

You can find pricing information in the Software Support Service Pricing Document and the PDMS Rate Card.

Offboarding

We will agree an offboarding process which will include details of the data that will be provided, the format, any relevant documentation and details of how knowledge and learning can be handed back over to the organisations. Depending on the specific tasks related to offboarding at the end of a contract, there may be additional costs.

Termination Process

Our terms and conditions are tailored to meet the nature of the specific solution, project or service we are delivering to ensure that it best meets our client's objectives. The specific terms relating to contract termination would be agreed as part of the contract award and onboarding process and form part of our final contract.

Our standard termination clause, without cause requires 3 months' notice of termination.

Training

PDMS provides training for our services and solutions in a variety of different ways. We will outline and provide costs for an agreed training plan and knowledge transfer as part of our onboarding process.

We offer several different training approaches including:

- Workshops and training sessions – in person or online
- User guides – including online wikis
- Online video tutorials and how to guides – for self-paced training or as refresher materials

We can also provide in-depth training to “Super-Users” of the solution to support a “train the trainer” approach.



Data Security

PDMS is certified to ISO/IEC 27001:2022, the internationally recognised standard for Information Security Management and is certified under the Cyber Essentials Plus scheme.

In the Isle of Man, the Data Protection Act 2018 makes provisions for the regulation of the processing of information relating to individuals.

The Data Protection (Implementation of GDPR) Order 2018 gives effect in the Island to EU Directive 2016/79 of the European Parliament (General Data Protection Regulation).



Data Back Up & Restoration

PDMS understands the requirements and the comfort that is brought about by backing data up. PDMS has exceedingly high levels of uptime, resilience and redundancy although there are still occasions where data will need to be restored to a previous date.

PDMS has therefore built a backup system which provides continuous recovery points for the data underlying the systems that we have developed. These backups are written to online storage for quick recovery and also regularly taken to tape so as to provide a point in time archive.

The underlying database engine allows point in time recovery, giving an RPO of near zero in the case of data corruption. In the unlikely event of a total system failure, our combination of backup strategies (including transactional data backups every 4 hours) supports an RPO maximum of 4 hours.

We perform periodic testing of the backup archives to ensure integrity of the data and restore capabilities.





Business Continuity

PDMS has a robust set of policies and procedures, which form part of an overall Business Continuity and Disaster Recovery Framework to ensure that PDMS is able to provide services to its customers during, and after, significant events that can occur from time-to-time. These policies and procedures form part of PDMS' ISO 27001 and ISO 9001 certified management systems, and as such are externally audited to validate their appropriateness and effectiveness.

PDMS' general approach to business continuity is to ensure that there are no single points of failure within any part of the business.

This ethos means that we make use of multiple, geographical diverse, tier 3+ datacentres to house all of our business-critical data processing units. Our systems are setup in such a way that should a single datacentre fail then customers and PDMS staff should see no loss of service. Should an incident occur then the system will automatically fail over to the other data centre for the provision of services.

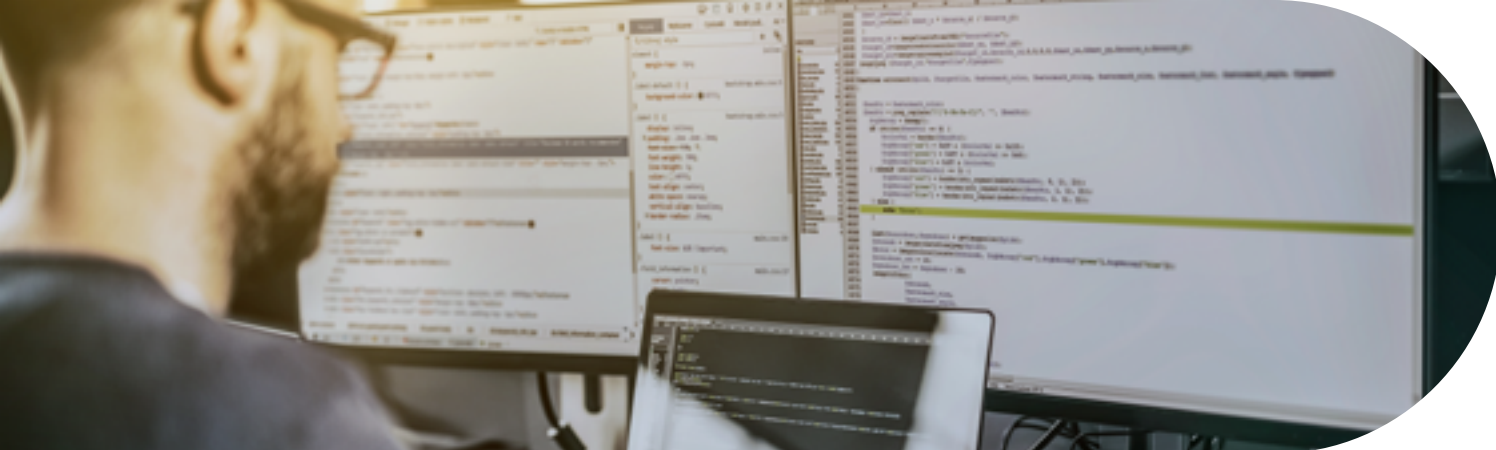
We can provide copies of the various policies and procedures that relate to Business Continuity on request.

Data Protection

PDMS has a dedicated, qualified Data Protection Officer who is responsible for overseeing data protection across the organisation. PDMS has a Data Protection Policy that details how PDMS and our staff will conform to the requirements of the applicable Data Protection Legislation. The Data Protection Officer provides support and advice to each department and ensures ongoing compliance with the legislative requirements through auditing each department. These audits cover all aspects of data protection from collection through to disposal, ensuring that we correctly follow the identified requirements.

PDMS will also, in conjunction with our customers as the Data Controller, provide assistance for any required Data Protection Impact Assessments as part of our services and solutions, which may identify any controls needed that are over and above the standard provision.





Support

We have a dedicated Customer Care Team providing support for the solutions we have developed. We will agree a support service that meets your specific needs as part of our implementation plan and we provide a support and management contract which outlines our support commitments.

PDMS will work with you to identify suitable KPIs for ongoing monitoring to demonstrate adherence to agreed service levels. These will be included within regular project service reports. An example of a typical response time KPI is as follows:

Target achievement of SLA response times	P1 (High): Response within 1 working hour; resolution within 4 working hours.	>95%
	P2 (Medium): Response within 4 working hours; resolution within 2 working days.	
	P3 (Low): Response within 2 working days; resolution within 5 working days.	

Service Levels

Our Customer Care Team is committed to becoming experts in every aspect of your product. They strive to fully understand the requirements of you and your team. Our Subject Matter Expert (SME) within the Customer Care Team will serve as the initial point of contact for any support issues. They are equipped to handle first, second and in certain instances, even third line support issues.

Our team is equipped to cover all levels of support issues, engaging the Technical Project Team where required. They will step in to review and address fourth line support cases. This approach ensures that no issue is too big or too small for us to handle.

Account Management

We assign a dedicated Account Manager to all our customers. Our Account Managers, together with our Project Managers are a main point of contact for our customers. They are responsible for contract management and any account queries that you may have over the course of the contract. They will pro-actively support you to ensure that our services and solutions are delivering the best possible outcomes for your business.





Service Management

Customer Responsibilities

At the beginning of our contract, we will engage in a comprehensive discussion to ensure a mutual understanding of responsibilities. This conversation will clarify the obligations of both parties, fostering a transparent and collaborative relationship. It's crucial that we are on the same page, understanding not only our own Support Service responsibilities, SLAs, reporting Requirements, and contracted hours to name but a few, but also the expectations and responsibilities of the other party.

This mutual understanding will serve as the foundation for our partnership, promoting effective communication and cooperation throughout the duration of our Support Services contract.

Technical Requirements

Depending on the scope and scale of the support requirement, we may assign a Project Manager and assemble a Technical Project Team alongside our Customer Care Team, for example Business Analysts, Test Analysts, Developers, and Design and UX specialists. Their role will be to address technical support requirements that emerge during the term of the Support Services Contract.

Our aim is to gain a technical understanding of your product to ensure we can provide the most effective and tailored support possible. This approach allows us to anticipate potential issues, respond quickly to your needs, and potentially contribute to the ongoing development and success of your product.

Outcomes/Deliverables

The outcomes and deliverables that we aim to provide include the following key components:

Dedicated Support Service

We offer a dedicated support service that operates within agreed contract hours. This ensures that help is readily available when you need it and minimizing downtime.

Service Level Agreement (SLA)

We will establish a comprehensive SLA that outlines our commitment to maintaining high standards of service, including response times and resolution targets.



Customer Portal

We will provide access to a dedicated customer portal. This online platform will serve as a central hub for managing your service requests, tracking progress, and accessing support resources.

Subject Matter Expert (SME) within Customer Care Team

Our customer care team includes subject matter experts who possess deep knowledge in specific areas. They will be available to provide specialised support and guidance tailored to your unique needs.



About PDMS

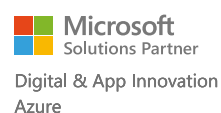
PDMS is a technology company specialising in software development and digital services. With a unique blend of software engineering excellence and creative digital design, we prioritise user-centric solutions. From analysis to ongoing support, we guide clients through every stage of their digital journey.

Our team consists entirely of full-time employees who are committed to continuous learning and skills development. Each member undergoes BPSS checks, with the majority holding SC security level clearance. Our diverse team brings expertise in project management, business analysis, UX design, software development, testing and infrastructure support.

We prioritise customer success, fostering long-term relationships - working with over half of our clients for a decade or more.

With three decades of industry experience, we've honed our understanding of the unique challenges, pressures, and opportunities encountered by the public sector in harnessing technology for maximum impact. Passionate about leveraging technology for tangible outcomes, our digital projects have saved millions, benefiting both public and private sectors while reducing environmental impact and enhancing productivity and customer service.

Accreditations



Memberships





Social Value

Right from the outset, giving back to our local communities has always been important to PDMS. We do this in many ways including fundraising activities undertaken by our generous and enthusiastic staff, corporate charitable donations to local, national and international causes and providing services in kind - for example, a new website for a sporting club or a database for a wildlife charity.

However, what we are most proud of is the time that our team generously gives up to support many community charities and organisations - particularly those that focus on young people. We provide mentors to schools and students, support the work of Junior Achievement and help to broaden the horizons of young people, especially young girls, when it comes to career opportunities in tech. We've welcomed hundreds of students on work experience, placements and apprenticeships over the years and have loved helping young people to learn more about the world of work and grow in confidence.

We want to play our part in protecting our environment too. Our ISO14001 accreditation, is helping us to measure and minimise our impact.

PDMS has committed to achieving Net Zero and has pledged not only to take action to measure, reduce and offset its carbon footprint but to also champion environmental protection within all spheres of influence including biodiversity.

When awarded contracts to undertake work as part of the GCloud framework, we will discuss with the buyer appropriate levels of social value that we could offer that are aligned with the buyer's social value objectives, we also liaise with the relevant buyer project team to see how we can develop and maintain skills as part of any contract. We will look to support the buyer's own social value framework by offering work careers support, mentoring and supporting charities that help women and young girls to progress a career in tech, STEM ambassadors etc.

We regularly take on apprentices across different technical roles and 17% of our current development team started as apprentices.

We will pro-actively seek to openly share our knowledge/ expertise by providing online 'lunch and learn' training sessions on accessibility, agile delivery and UX design. Examples include work experience placements, careers talks & mentoring, diversity & inclusion initiatives and supporting the development of digital skills.



We will provide regular updates on how we are performing in relation to our social value commitments as part of our regular Account Management meetings and will provide an annual report detailing the activities undertaken which have been attributed to a buyer's specific contract and the impact delivered.



Our Clients





Contact Details

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