



technology¹

OneCouncil

Service Definition Document - G Cloud 15.



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Introduction

TechnologyOne is the United Kingdom's fastest growing provider of modern Enterprise Resource Planning (ERP) solutions for Local Government. With more than 70 UK local authorities using our software, our unique SaaS delivery model empowers councils to transform faster and more easily, accelerating time to value. Backed by over 38 years of experience and insights from more than 350 council implementations globally, our solution is purpose-built to meet the evolving needs of local government.

TechnologyOne understands the challenges faced by UK local government. We develop partnerships with our customers to ensure our OneCouncil Solution enables service transformation and the best platform to give full, and real time visibility for all users, both corporate and service departments - on any device, anytime, anywhere.

Our solution leads the market because we own, build, implement, and support our own software. We take complete responsibility for providing the processing power, software and services, including backup, recovery, upgrade, and support for our SaaS customers.

Providing huge economies of scale, TechnologyOne has created a large production platform delivering our enterprise software to thousands of customers. We have created one single global code line that delivers our enterprise functionality to our customers on a 24/7 basis. Our SaaS customers are always on the latest release, with two releases each year provided at no additional cost. New features, expanded functionality, and added capabilities, with the latest 'defence in depth' security protocols are provided in each new release. It is a compelling value proposition for our customers, and a factor in TechnologyOne having a market leading enterprise SaaS solution.

OneCouncil is an enterprise solution specifically tailored for Local Government. OneCouncil is delivered under a single yearly fee that covers running, supporting, and upgrading. Importantly, we do not charge implementation services for our standard solution. Implementation services are charged solely for site specific requirements outside of our standard configuration. We are leveraging our unique domain experience of 38 years and our unwavering commitment to Local Government in the United Kingdom by taking complete responsibility to deliver outcomes with our best-in-class SaaS ERP.

All of this knowledge and capability ensures customers get live as quickly as possible. With the spread of solution capability built on the same powerful platform, councils will have easier access to information and their employees will save time daily doing their jobs quicker and faster so they can focus on what is important to them – constituents.

TechnologyOne is committed to delivering on the key objectives for our customers and their transformational journey. We believe we can do this, based on the following differentiators.

**Proven and Trusted**

A technology partner with a proven track record delivering streamlined processes into many Local Government organisations.

**Integration Expertise**

The OneCouncil solution provides the power of a single integrated enterprise solution, built on a single modern platform, with a consistent look and feel that can also integrate into other internal corporate systems such as Salesforce.

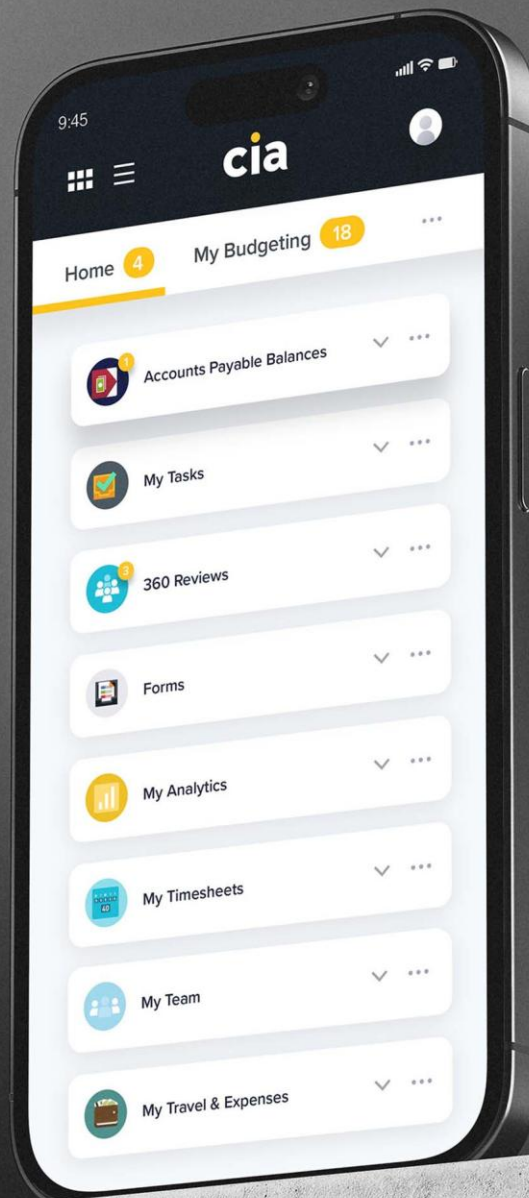
**Affordable**

We understand the Local Government market. We have built a preconfigured SaaS solution to ensure affordability that in turn allows small to medium organisations to have the benefit of an integrated ERP.

**One vision. One vendor. One code-line. One experience**

We do not use implementation partners or value-added resellers. We take complete responsibility for building, marketing, selling, implementation and supporting our enterprise solution for each customer to guarantee long term success.

With a fully integrated OneCouncil solution specifically for Local Government, our customers have the opportunity to nurture their vision of growth for the future. All with the advantages of partnering with TechnologyOne for dedicated account and industry management, professional services, and ongoing customer support.



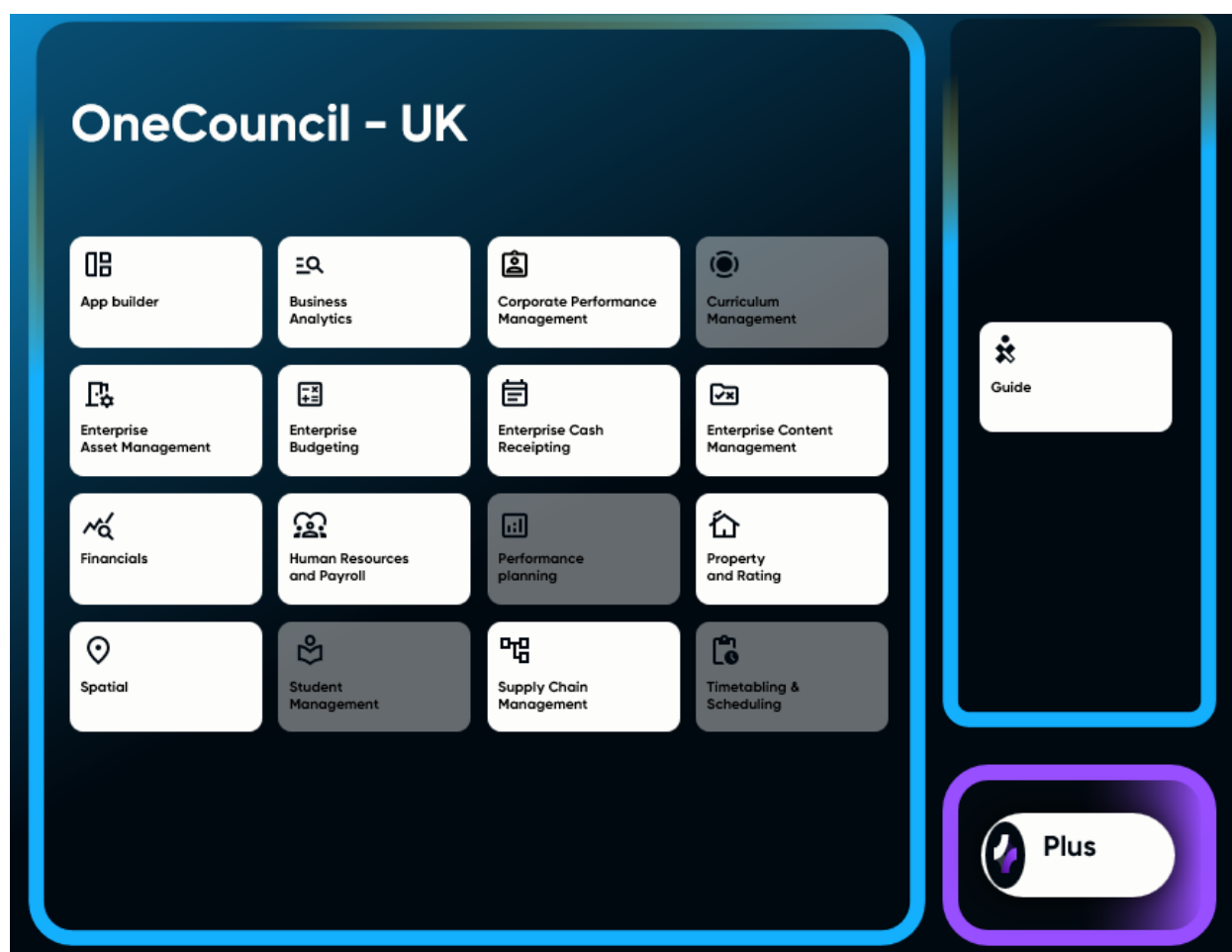
Our Solution

OneCouncil is the culmination of decades of servicing and supporting organisations and understanding their requirements. OneCouncil is made up of three key components:

- Enterprise software — this provides the logic and presentation layer of the solution, which will continue to evolve through our ongoing investment in research and development.
- Configuration — leveraging all our decades of implementation experience, the best practice business processes supported by the solution configuration providing organisations with an accelerated implementation.
- Documentation – understand the scope of the solution and decisions to be made through industry specific documentation.

Based on the experience of supporting our customer base, OneCouncil has been designed to enable and support business activities and relevant legislation. TechnologyOne understands the diversity of requirements for the management of an organisation and the enabling of effective decision making with its business processes.

OneCouncil, as a complete enterprise offering, covers all the relevant functional areas required by businesses and includes the following products and functional groups:



The TechnologyOne solutions have defined pricing metrics and Annual SaaS Fees which will be based on the appropriate metric.

Depending on the customer requirement, TechnologyOne provide a standard solution which can be supplemented by optional functional capabilities. The optional capabilities include additional products and functionality that may be required to suit a customers' specific business needs.

Final pricing will be determined through an engagement and discovery process with the customer to map the appropriate solution capabilities to a customers' specific needs.

Financials

Financials enables organisations to make faster, more informed decisions with instant access to real-time data, to analyse data without complexity and gain complete control of expenditure with a single, integrated solution.

Financial System Establishment & General Ledger

Configure financials to suit the organisation's processes. Track, monitor, control, analyse and report on any financial information flow into and captured within the General Ledger system.

Taxation

The Taxation functional group aids organisations to comply with legislative obligations for submitting periodic tax returns.

Asset Accounting

Manage the operation of fixed assets – from acquisition/commissioning through transfer, retirement, reinstatement, write-down, revaluation, depreciation and to eventual disposal.

Banking

Validate and reconcile the transactions and balances between bank accounts in ledgers against statements from banks.

Accounts Payable

The Accounts Payable functional group enables management of the money owed to suppliers for goods and services provided to the organisation using Accounts Payable.

Supply Chain Management

Supply Chain Management enables organisations to increase efficiencies and improve their bottom line through automated purchasing processes, commitment visibility and simplified inventory management.

Purchasing

Provides organisations with the ability to manage and monitor all aspects of the procurement cycle. Purchasing starts with the requisitioning of items either from stock or as an external order and flows right through to the receipt of goods or services.

Sourcing

Enables the organisation to enforce their purchasing policies, while tracking all aspects of the Approach to Market to ensure no details are missed.

Contracts

Enables the organisation to record all contractual agreements, maintain a register of Parties with their Qualifications and manage Sureties related to contracts. Contracts also enables integration with purchasing to enable contract arrangements to be enforced in relation to purchasing activities.

Reviews

Reviews enables users to perform review assessments on and make informed decisions about entities, such as suppliers, supplier products, contracts and contract parties.

Enterprise Budgeting

View information across multiple departments, cost centres or line items. Deliver accurate forecasts by measuring and monitoring performance, reporting and analysing trends, and combining analysis of historical data with future goals.

Budgeting

The budgeting and forecasting process enables the organisation to estimate finances for a future period enabling it to plan its operations accordingly.

Property & Rating

Property & Rating facilitates the management of debtors and revenue items, including generation of charges and allocation of payments to invoices/general ledger accounts. It also provides for effective debt management through a range of activities and process automation to provide for a streamlined collection process, whilst leveraging powerful enquiries and reports to keep organisations informed on a customer's payment history.

Debtors & Billing

Enables organisations to manage the creation of revenue items, including maintenance of account (customer) information, generation of charges and the allocation of payments to invoices/general ledger accounts.

Budgeting

Supports the organisation with the collection of unpaid monies due by ageing debt, generating reminder letters and making arrangements to pay outstanding debt for customers via the creation of payment plans.

Optional Modules

Financials

Travel & Expenses

Travel and Expenses functional group enables effective management of expense claim and employee reimbursement process as well as providing an electronic, integrated and efficient solution for the reconciliation of corporate cards.

IFRS16

The Asset Leasing module provides a governed capability to manage lease-in and lease-out arrangements across their full lifecycle, including contract terms, financial calculations, remeasurements, and statutory reporting. It is designed to support organisations with property, equipment, and infrastructure lease portfolios within industries we serve.

Asset Leasing embeds leasing directly within the TechnologyOne ERP, providing a single source of truth for lease contracts, right-of-use assets, and lease liabilities. It eliminates reliance on spreadsheets and standalone leasing systems by integrating leasing with Fixed Assets, General Ledger, Budgets, and Reporting

DXP Expenses

DXP offers a frictionless mobile app experience for everyone that harnesses new technologies and leverages the power of enterprise software. DXP Expenses enables TechnologyOne SaaS customers to experience the full benefits of our innovation, by extending the capabilities of CiA Expense Management.

- In-software on-boarding
- Mobile first user experience from the browser or native app
- Quick receipt capture utilising TechnologyOne AI
- Expenses DXP is quick and easy to roll-out across your organisation.

Supply Chain Management

Inventory

Provides organisations with the ability to manage and monitor all aspects of the inventory cycle. Inventory management leverages off the purchasing cycle for stock ordering, it expands on this functionality to facilitate stock requests and issues as well as other stock management processes including receipting, stocktake and internal or external replenishment processes.

Grants Management

Supply Chain Management has designed and developed Grants Management to support the growing needs of our customers to have more control in the Grant Management Lifecycle. Many organisations fund significant internal projects using funding from Grant Opportunities. Having a centralised register with integrated workflow approvals and status tracking significantly increases the chances of success and provides commonly requested executive reporting solutions. Equally many organisations provide funding to external organisations with the requirement to evaluate applications prior to awarding funding and associated payment. Due to the significant values involved many organisations require detailed auditing and approval histories which are natively available in the new Grants Management solution.

The Grants Management solution provides support for both Grant Acquisitions and Grant Distribution, allowing a holistic approach for managing Grants, which allows an organisation using CiA to think more broadly and utilise the full ERP (Enterprise Resource Planning) solution (e.g. utilise EAM suite to manage Projects funded by Grants).

The Grants Management solution also includes Contract Management, which enables the solution to manage both Pre-Award and Post-Award Grant processes, allowing an organisation to have full control of every stage of the Grant Management process.

Invoice IQ

Seamlessly captures supplier invoices and automatically extracts, classifies, and validates invoice data for fast, accurate processing directly into your ERP. With intelligent supplier identification, a streamlined interface, improved governance and configurable controls, approved invoices flow effortlessly through existing document processing rules—reducing manual effort, improving accuracy, and accelerating accounts payable outcomes.

Resulting in streamlined procure to pay processes, operational efficiency with enhanced compliance and controls. All while reducing manual effort, and delivering real-time financial insights

Enterprise Cash Receipting

Enterprise Cash Receipting (ECR) provides a single collection point for billing and non-credit related sales across multiple systems and business areas. ECR integrates in real-time with all TechnologyOne products and third-party systems.

Receipting

Provides single cash receipting solution that transparently receipts payments in real time from multiple systems, in a single transaction. The simplified, configurable interface makes payment processing easy, driving accurate and fast payment transactions based on organisational rules, security levels and departmental needs. Performance and service standards are raised with improved receipting processes and flexible payment options for clients and customers.

Human Resources and Payroll

Human Resources and Payroll (HRP) incorporates Organisation Management, Payroll, Workforce Management, Recruitment, Talent and Succession, Training and Workplace Health and Safety. It seamlessly integrates with other organisational systems to enable process automation, comprehensive reporting and detailed analysis.

Organisation Management

Organisation Management establishes the reporting structures within an organisation. Position hierarchies consist of positions and organisation units that collectively create a visual representation of the organisation including multiple

companies. Includes maintenance of position records, maintenance of employee records by back office and via self-service, and the onboarding, transferring and offboarding of employees.

Payroll

Manage payroll processing and subsequent payments to employees. The organisation can also remit associated statutory costs such as taxation, superannuation contributions and other authorised deductions and oncosts.

Workforce Management

Allows employees to submit leave and timesheets for their supervisor's approval. Alternatively, managers can submit leave and timesheets on behalf of their employees.

Talent & Succession

Automates the performance management, succession planning and separation processes. Performance plan structures, measures and timeframes are all configured and managed within Talent and Succession.

Training

Provides the ability to track and manage the attendance of external and internal training courses. External training courses are defined as courses conducted by a third party, on or off company premises. Internal courses are defined as courses conducted by the company for employees and possibly external attendees, on or off company premises.

Safety

Allows the easy capture of information about incidents, hazards, and safety teams. The process ensures the reporting of incidents and hazards by enabling the timely capture of information at the source.

Recruitment

Automates the entire recruitment process from requisition, approval, posting and interview management to offer management, onboarding and employment.

Enterprise Content Management

Make life simpler with a robust, proven records management solution to ensure records are appropriately managed, secured and made accessible over time.

Native and Embedded

Simplify information management across your TechnologyOne ERP with Enterprise Content Management seamlessly embedded into our solutions. Information is accessible when and where it is needed, without complex, costly and inefficient integrations.

Extensive Search Capabilities

Uncover the information you need fast with a simple, intuitive, full-text search interface that embeds with your core business systems.

Integration

Enable simpler document creation, capture and editing with seamless integration to applications such as Microsoft 365, including SharePoint, Outlook, and Google Workspace. Empower your enterprise with a comprehensive array of web services to enhance collaboration and compliance across your organisation.

Records Compliance

Prioritise compliance with controls built into policies to manage the retention and disposal of documents. Identify, prepare and transfer digital records in accordance with relevant archival authorities for long-term preservation.

Auditing

Easily produce a clear trail of the document history and proof of the security controls in place to protect sensitive information.

Enterprise Asset Management

Asset Operations and Maintenance

- Manage your operations more effectively with full visibility into the cost and performance of every asset.
- Operate and maintain assets to meet regulatory and service standards.
- Manage work programs efficiently to minimise asset failure and increase availability.
- Create a digitised approach to collecting and managing data in the field to improve data validity, consistency, and accuracy.

Project Lifecycle Management

- Take a strategic approach to your projects from prioritisation and optimisation through to delivery.
- Gain a single source of truth for all project management information and activities.
- Prioritise and optimise projects based on funding constraints and strategic priorities.
- Tailor and deliver projects based on best-practice project governance methodologies.

Strategic Asset Management

- Make informed, evidence-based asset investment decisions with rich, comprehensive data insights to guide you and fulfil long-term infrastructure objectives.
- Manage long-term asset strategies and forecast future infrastructure needs, plan for upgrades or replacements and mitigate risk through comprehensive data insights.
- Plan and analyse future investments based on agreed service levels, risk profiles, asset condition, function, capacity, and utilisation.
- Condition-based asset valuation and Remaining Useful Life calculation.

Agentic AI

Plus

Plus is TechnologyOne's artificial intelligence (AI) platform designed to fundamentally change how organisations engage with their enterprise systems. Plus stands for: Predict. Learn. Uncover. Simplify. — reflecting its focus on turning data into insights and action. So instead of navigating multiple screens, menus and workflows, users simply ask Plus to perform tasks, retrieve information or provide insights using natural language. This makes interacting with TechnologyOne's SaaS ERP faster, more intuitive and significantly more accessible for non-technical users.

Powered by advanced agentic AI, Plus can understand intent, interrogate live enterprise data and execute ERP actions on the user's behalf using natural language. Whether checking budget availability, validating commitments, progressing procurement tasks, generating reports or resolving day-to-day operational queries, Plus compresses traditionally time-consuming processes into a single conversational interaction.

By removing complexity and reducing the cognitive load typically associated with ERP systems, Plus accelerates decision-making and unlocks new levels of productivity. It proactively surfaces insights and recommendations, helping organisations identify trends, reduce delays, prevent errors and improve service responsiveness. The platform learns from usage patterns and organisational context, continuously improving over time.

Plus is fully embedded within TechnologyOne's multi-tenant SaaS platform and requires no separate deployment or infrastructure.

Ethical by Design - Plus operates as a human-in-the-loop experience, ensuring users remain informed and in control of every decision. For any critical or high-impact actions, Plus will always request explicit user confirmation before

proceeding. Intelligent guardrails are built in to prevent misuse and steer users away from inappropriate or unintended requests — while respecting the existing user roles and permissions already defined within your system.

Secure and Compliant - As you'd expect, security is central to everything TechnologyOne builds, and Plus is no exception. Every aspect of its development has been approached with security first. Plus is delivered in alignment with ISO 42001, the first international standard specifically focused on the governance and management of artificial intelligence. This standard defines a framework for establishing, implementing, maintaining, and continuously improving an AI Management System (Aims) —regardless of organisation size or industry.

In practical terms, this means Plus operates within a structured set of policies, processes, and controls that support the responsible development, deployment, and use of AI — capabilities that TechnologyOne already has firmly in place.

Existing governance, security and audit capabilities apply seamlessly, ensuring the platform remains compliant for use within regulated industries including government and education.

Designed for rapidly evolving digital service expectations, Plus bridges the gap between powerful enterprise capability and everyday usability. It enables organisations to empower their workforce, elevate service delivery and maximise the return on investment from their ERP technology, without additional training or complexity.

Enablers

Enablers are available for use throughout the solution to enhance the user experience and include the following areas.

Reporting & Analytics

Designed to easily present complex information in reports and dashboards using a range of visualisation tools such as charts, tables, word clouds, slicers, media and more. The Reporting and Analytics functional group is an enterprise enabler to access and analyse the organisation's operational and strategic information. The capability encompasses dashboards, reports, data sources, alerts, scheduling and subscription notifications.

Spatial

Enables any geographic information to be easily visualised and analysed. It provides spatial context to many areas of an organisation including physical infrastructure and operational work management.

Business Process Automation

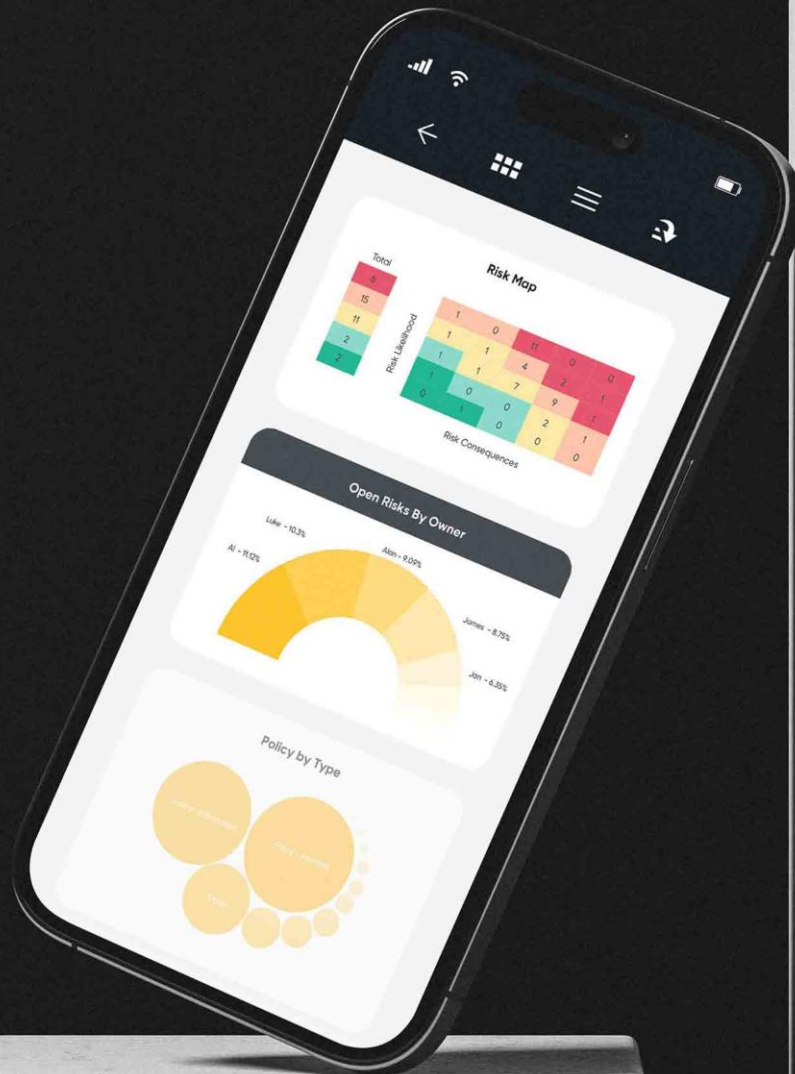
Designed to streamline and automate business processes within the solution, allowing for clocks, workflow, approvals and more. Business Process Automation functional group brings together all the essential elements for organisations to accurately and efficiently manage business processes online within the system.

Forms

Enables the collection of information from suppliers, customers, employees and other people and moves it into the solution where it can be used to improve the business outcomes.

Interactions & Correspondence

Enables users to create specific interactions, such as emails or letters written for a specific purpose and then link them to a debtor, contact, employee or user.



SaaS Provision

TechnologyOne NCSC Compliance

14 Cloud Security Principles published by NCSC in November 2018 are designed to provide guidance on how to configure, deploy and use cloud services securely. The 14 Cloud Security Principles align with ISO27017 and are consistent with the Cloud Controls Matrix (CCM).

Assurance

The TechnologyOne SaaS Platform has effective controls in place, enabling compliance with all 14 Cloud Security Principles.

TechnologyOne SaaS customers are protected by our multi-tiered security measures and accredited procedures, subject to audit at least annually and attested to under ISO 27001:2013 and AICPA SOC 1, SOC 2, SOC 3 certification programs.

NCSC COMPLIANCE PRINCIPLES

Principle 1 – Data in transit protection

User data transiting networks should be adequately protected against tampering and eavesdropping.

- The TechnologyOne SaaS Platform is compliant with Principle 1 – Data in transit protection.
- Data is encrypted at all times, transiting in and out of the application servers and all files at rest.
- The data in transit protection principle and related processes are attested to in the TechnologyOne SOC Reports.

Principle 2 – Asset protection and resilience

User data, and the assets storing or processing it, should be protected against physical tampering, loss, damage or seizure.

- The TechnologyOne SaaS Platform is compliant with Principle 2 – Asset protection and resilience.
- The SaaS Platform is built on an active-active application architecture to provide the highest possible levels of availability and resilience.
- The asset protection and resilience principle and related processes are attested to in the TechnologyOne SOC Reports.

Principle 3 – Separation between users

A malicious or compromised user of the service should not be able to affect the service or data of another.

- The TechnologyOne SaaS Platform is compliant with Principle 3 – Separation between users.
- Software is delivered via a single global code line. Customers receive the benefits of multi-tenant software, with the added security and separation of a single tenant database.
- The Separation between users principle and related processes are attested to in the TechnologyOne SOC Reports.

Principle 4 - Governance framework

The service provider should have a security governance framework which coordinates and directs its management of the service and information within it. Any technical controls deployed outside of this framework will be fundamentally undermined.

- The TechnologyOne SaaS Platform is compliant with Principle 4 – Governance framework.
- The SaaS Platform is governed by an Information Security Management System incorporating formal policies, best practice procedures and an ongoing Compliance Program.
- The governance framework principle and related processes are attested to in the TechnologyOne SOC Reports.

Principle 5 - Operational security

The service needs to be operated and managed securely in order to impede, detect or prevent attacks. Good operational security should not require complex, bureaucratic, time consuming or expensive processes.

- The TechnologyOne SaaS Platform is compliant with Principle 5 – Operational security.
- An extensive security program covers the five key trust categories – Security, Availability, Processing Integrity, Privacy and Confidentiality.
- The operational security principle and related processes are attested to in the TechnologyOne SOC Reports.

Principle 6 - Personnel security

Where service provider personnel have access to your data and systems you need a high degree of confidence in their trustworthiness. Thorough screening, supported by adequate training, reduces the likelihood of accidental or malicious compromise by service provider personnel.

- The TechnologyOne SaaS Platform is compliant with Principle 6 – Personnel security.
- Background verification checks, information security training and role-based access are mandatory.
- The personnel security principle and related processes are attested to in the TechnologyOne SOC Reports.

Principle 7 - Secure development

Services should be designed and developed to identify and mitigate threats to their security. Those which aren't may be vulnerable to security issues which could compromise your data, cause loss of service or enable other malicious activity.

- The TechnologyOne SaaS Platform is compliant with Principle 7 – Secure development.
- TechnologyOne design for security, privacy, compliance and performance from the earliest point in the development process and operations align with the OWASP Top 10 requirements.
- The secure development principle and related processes are attested to in the TechnologyOne SOC Reports.

Principle 8 - Supply chain security

The service provider should ensure its supply chain satisfactorily supports all security principles which the service claims to implement.

- The TechnologyOne SaaS Platform is compliant with Principle 8 – Supply chain security.
- Third Party suppliers attest to various certification standards, ensuring customer data is protected.
- The supply chain security principle and related processes are attested to in the TechnologyOne SOC Reports.

Principle 9 - Secure user management

Your provider should make tools available for you to securely manage use of their service. Management interfaces and procedures are a vital part of the security barrier, preventing unauthorised access and alteration of your resources, applications and data.

- The TechnologyOne SaaS Platform is compliant with Principle 9 – Secure user management.
- Customers are enabled to authorise their users to access designated TechnologyOne customer support interfaces.
- The secure user management principle and related processes are attested to in the TechnologyOne SOC Reports.

Principle 10 - Identity and authentication

All access to service interfaces should be constrained to authenticated and authorised individuals.

- The TechnologyOne SaaS Platform is compliant with Principle 10 – Identity and authentication.
- Designated support interfaces enable the use of multi-factor authentication to ensure user access is authorised.
- The identity and authentication principle and related processes are attested to in the TechnologyOne SOC Reports.

Principle 11 - External interface protection

All external or less trusted interfaces of the service should be identified and appropriately defended.

- The TechnologyOne SaaS Platform is compliant with Principle 11 – External interface protection.
- The SaaS Platform service is designed with multiple layers of defence and monitoring including a security regime with ongoing vulnerability and penetration testing activities, monitoring for potential security risks.
- The external interface protection principle and related processes are attested to in the TechnologyOne SOC Reports.

Principle 12 - Secure service administration

Systems used for administration of a cloud service will have highly privileged access to that service. Their compromise would have significant impact, including the means to bypass security controls and steal or manipulate large volumes of data.

- The TechnologyOne SaaS Platform is compliant with Principle 12 – Secure service administration.
- The SaaS Platform uses a dedicated workspace administration model including multi-factor authentication and which is accessible to authorised employees only.
- The secure service administration principle and related processes are attested to in the TechnologyOne SOC Reports.

Principle 13 - Audit information for users

You should be provided with audit records needed to monitor access to your service and data held within it. The type of audit information available will have a direct impact on your ability to detect and respond to inappropriate or malicious activity within reasonable timescales.

- The TechnologyOne SaaS Platform is compliant with Principle 13 – Audit information for users.
- Applications include audit functionality enabling customers to monitor access to their services and data.
- The audit information for users principle and related processes are attested to in the TechnologyOne SOC Reports.

Principle 14 - Secure use of the service

The security of cloud services and the data held within them can be undermined if you use the service poorly. Consequently, you will have certain responsibilities when using the service in order for your data to be adequately protected.

- The TechnologyOne SaaS Platform is compliant with Principle 14 –Secure use of the service.
- The SaaS Platform operates on a shared responsibility model where customers implement Complementary User Entity Controls to protect the security and privacy of the system and the data it contains.
- The secure use of the service principle and related processes are attested to in the TechnologyOne SOC Reports.

TechnologyOne's SOC reports are designed only for our SaaS Platform customers and their auditors.

TechnologyOne SOC3 Compliance

TechnologyOne has spent 30 years and hundreds of millions of pounds building the world's most trusted enterprise SaaS platform. We understand the importance of running systems that house customer data and the gravity of that privilege. We believe trust, credibility and reputation is of paramount importance and that is why securing our customers' data is of utmost concern. All customer data, from the very first interaction to the last, is treated with the utmost sensitivity as if it were our own data.

Digital risk management is becoming increasingly critical to the success of any organisation. With the ever-increasing IT security and privacy threat profile, it is critical vendors can demonstrate strong and reliable controls to reduce the cyber security risk for their customers. To do this, TechnologyOne's philosophy is to embed security, privacy, compliance, and performance at the earliest point in the architectural process before any development has commenced. We want TechnologyOne customers to trust that their data is secure and private, that the service operates and performs reliably whilst enabling the increased efficiency and productivity.

Trust is built on transparency and the ability to evidence the effectiveness of the controls in place to reduce digital risk. Trust is also built on the reliability and performance of the services being delivered. Requirements of highly available, performant systems and Disaster Recovery (DR) and Business Continuity (BCP) plans are critical components of risk mitigation.

The TechnologyOne SaaS Platform and the people, processes and technology associated with the platform are designed and structured to mitigate risks associated with such disruptive events. Our multi-tenant SaaS Platform allows every customer to benefit immediately from every pound we invest - whether it's in security, performance, privacy or functionality. We run the largest deployment of TechnologyOne software in the public cloud, which provides us with unparalleled data, insight and experience.

Partnership with market leaders

Partnering with market leaders that amplify our strengths is part of our core DNA. As a market leader in enterprise software, we leverage the power of Amazon Web Services (AWS) cloud computing platform to deliver a world-class SaaS Platform that is high-performing, reliable and secure. We deliver innovation through AWS to guarantee our SaaS Platform is at the leading edge of technology. Customers can take advantage of new business opportunities, drive unparalleled productivity and transform their mobile workforce into a connected team with TechnologyOne and AWS.

SaaS Platform

TechnologyOne takes total responsibility for the running and maintenance of the software and infrastructure of our enterprise SaaS platform. This provides customers with an alternative to expensive and restrictive on-premise installations or Managed Service Provider based hosting approaches. Our approach enables customers to simplify the adoption of the latest software and technologies and in doing so, facilitates innovation, organisational transformation and enables customers to focus on core business activities.

The TechnologyOne SaaS Platform is unique as we deliver our software via a single global code line with major software releases, delivered twice a year underpinned by a continual patching process for all software and systems. Our approach means that all customers gain immediate access to the latest enhancements, updates and patches as soon as they become available, without compromising availability of the service or security of the entire system. With the ever increasing global cyber threat, this continual patching is a critical feature in ensuring the security and privacy of our customers data.

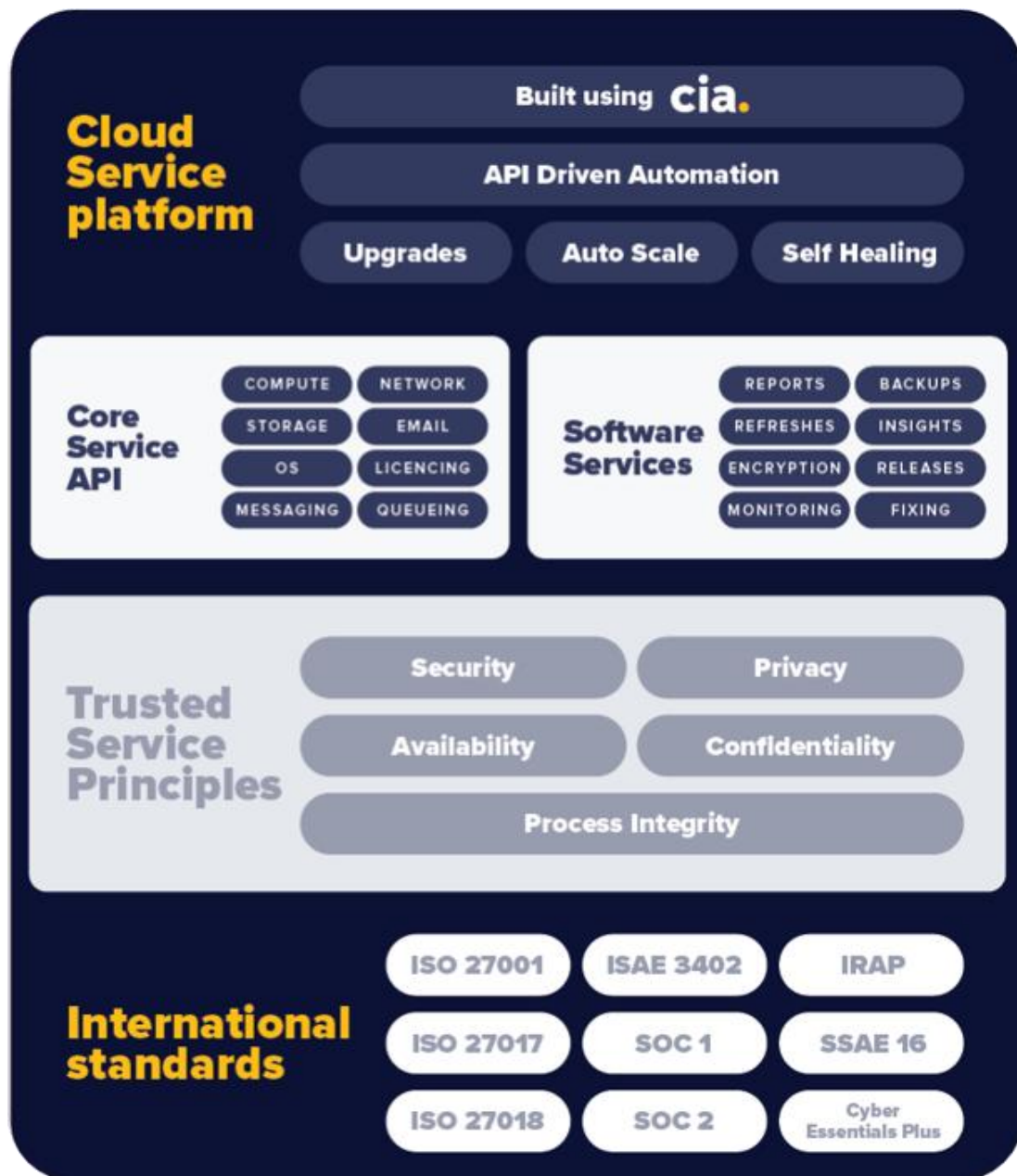


Diagram 1 - TechnologyOne SaaS Platform

The TechnologyOne SaaS Platform operates on a shared responsibility model. All parties have a significant role to play in protecting the security and privacy of the system and the data contained within it.

This approach allows the whole to be greater than the sum of its parts, as each group is laser-focused on what they are good at, and what their business is designed for each day.

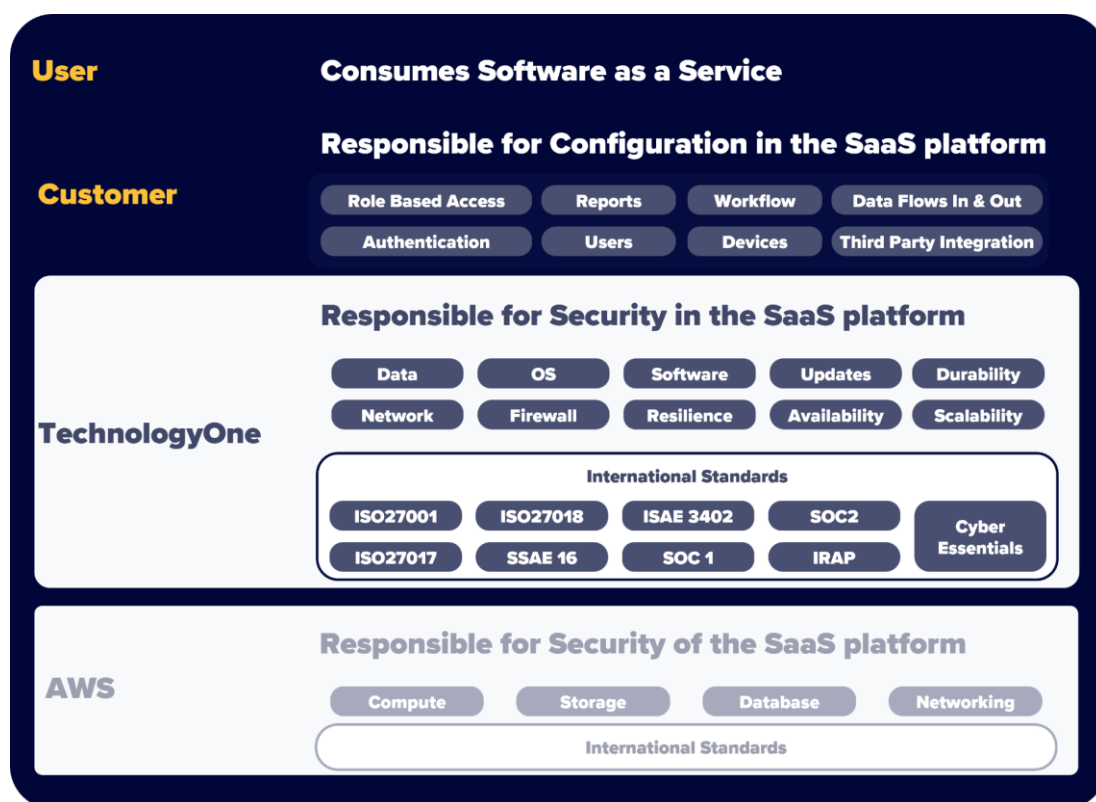


Diagram 2 - Shared responsibility model

The SaaS Platform is deployed across logically and physically isolated locations and zones:

Data regions - TechnologyOne customer data is always stored within their nominated region and is never stored at rest outside that geographic location.

Compliance zone - the SaaS Platform is deployed into separate and contained software-defined networks that we call Compliance zones within specific Data Regions. Each compliance zone is purposely designed to meet the specific jurisdictional or legislative requirements for a group of customers.

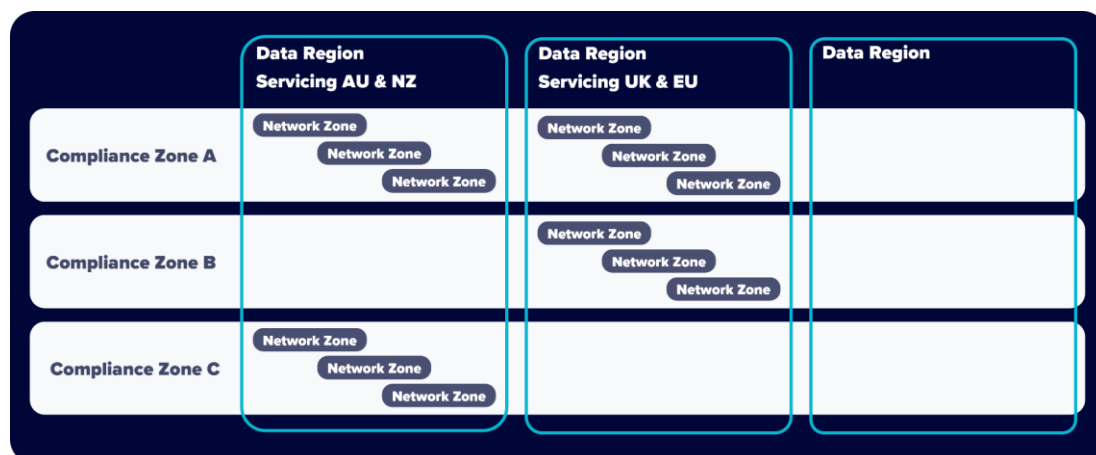


Diagram 3 - Logically and physically isolated locations and zones

Application Overview

TechnologyOne's Connected Intelligence (Ci) platform underpins our enterprise software, providing the core functionality, security and a consistent user interface for each of our products. Ci Anywhere, our fourth generation software, provides TechnologyOne customers with a simple and easy way to embrace smart mobile devices and new concepts that can enable business transformation and reduce operational costs.

Ci Anywhere has been designed to operate within a native browser to make it device independent, removing the need to install software on individual devices. To be truly device independent, it is not enough to simply have browser support; the application must adapt to the device size, scale and features, providing the same functionality on any device - Ci Anywhere does this. To access the software from any device, users only need a URL and authorised access.

Ci Anywhere delivers TechnologyOne's entire enterprise suite of software and all functionality on both traditional laptops/PCs and all smart mobile devices. It also supports seamlessly moving from one device to another, ensuring the data being accessed is instantly available on any device. All SaaS Platform security, privacy and availability controls are in effect regardless of which device is used to access the SaaS Platform.

Architecture, Disaster Recovery and Business Continuity Plan

Under the SaaS delivery model, TechnologyOne is fully responsible for managing all aspects of the relevant infrastructure, software and solution.

TechnologyOne has invested heavily in building a leading global automation and orchestration platform (Cloud Services Platform (CSP)) to deploy and run the SaaS Platform. This leverages the significant capabilities of TechnologyOne's partners to deliver class-leading performance and reliability, along with providing the highest levels of security and privacy of customer data.

Our SaaS Platform is built on an active-active-active application architecture to provide the highest possible levels of availability and resilience. All elements of the SaaS Platform are replicated across multiple distributed data centres and are all simultaneously working to service TechnologyOne's customer activities. Should one data centre fail, the others will automatically pick up the load without any service interruption.

The SaaS Platform will automatically scale out to deal with any extra workload, this caters for the above mentioned failure scenario, but also caters for peak and seasonal workloads driven by customer demand.

Due to the highly automated nature of the SaaS Platform as described above and the abstraction of operational tier from the processing tier the SaaS Platform Operations Team are not tied to a specific location in order to operate the platform. This forms part of the SaaS Platform BCP.

Customer data (database and files) is protected by layers of controls to ensure security, privacy and confidentiality. All data is backed up and retained at a durability level of 99.999% for agreed retention periods and aligned to meet the contracted RPO/RTO values.

This all presents a very different DR model compared to the more traditional failover or simple dual site models. TechnologyOne's customers can be assured that their DR and BCP requirements are catered for by the most resilient and secure Enterprise SaaS platform.

Cloud Service Platform (CSP)

Our SaaS Platform is a production line of software and infrastructure, assembled into multi-tenant groups of software managed and orchestrated by the CSP. The CSP provides the repeatable and reliable operation of the SaaS Platform at scale and at speed. It allows TechnologyOne's SaaS Platform Operations Team to run and maintain the entire global SaaS Platform in an abstracted way, without the need to access the servers.

The CSP automatically builds, tests and monitors all infrastructure components required to operate the SaaS Platform. It runs a continual cycle of replacing existing servers with new fully updated and patched (security and application) servers ensuring the entire system is up to date and refreshed automatically over short cycles - no application server lives for more than 28 days.

TechnologyOne has made a considerable investment in the automation provided by the CSP to ensure the repeatable and reliable operation of the key business critical functions performed using the CSP. This also supports the Zero Host Access policy enhancing our security and privacy posture.

Security and privacy by design

We operate one Trust and Security Model; a model built by design, incorporating the needs of TechnologyOne customers and engineered into the product from the ground up. To maintain the highest level of certifications and accreditations, we integrate the latest in innovative security and privacy technologies. Regardless of the TechnologyOne solution or product/service being used, as a TechnologyOne SaaS customer, you are protected by our multi-tiered security measures and accredited procedures.

Our single platform allows our compliance standards, attestations and audit reports to apply universally across the entire TechnologyOne SaaS Platform. We have carefully selected standards that improve our business and the business of our customers.

There are a number of key tenets and practices that ensure TechnologyOne's customers' data is safe, secure and private. The first and foremost of these is security and privacy by design, which is built into the fabric of what we do and how we do it, from day one. These are not bolt-on afterthoughts.

Security practices

Key security tenets are:

- **Zero host access** - extensive automation to minimise and remove the need for operations staff to access host servers. Our infrastructure as code (IaC) approach drives this.
- **Continual server replacement and patching** - no application server lives for more than 28 days, and the vast majority of servers are replaced weekly with all required security or application updates and patches applied.
- **Isolation & separation** - all SaaS Platform infrastructure components are divided into their own separate and isolated network or compliance zones, which are completely locked down and restricted to allow only very specific and permissible traffic.
- **Least Privilege.**
 - The entire SaaS Platform and its architecture are built and designed around the principle of 'Least Privilege', with the default being that there is no access for traffic, systems, or people. From there, the minimum required permissions are applied to allow the system to operate.
 - TechnologyOne uses role-based permissions based on the 'Least Privilege' principle in operating the SaaS Platform. Each member of the SaaS Platform Business Unit is assigned a role that contains the minimum level of privileges necessary to perform their job. The SaaS Platform Business Unit maintains a record of the role assigned to each individual and the level of access granted to that role while performing regular reviews of this access.
- **Encryption of data** - data is encrypted at all times, transiting in and out of the application servers and at rest.

TechnologyOne operates a large program of work to ensure the continual review and improvement in the controls and processes that underpin the security posture of the SaaS Platform.

The entire SaaS Platform is subject to a continuous program of vulnerability and penetration testing. This encompasses a continual bug bounty program with numerous targeted campaigns throughout the year. All identified issues are addressed and remediated within prescribed security incident handling timelines.

The SaaS Platform leverages the capabilities of TechnologyOne's partners combined with our design principles to provide the highest levels of security required. This incorporates a Content Distribution Network (CDN), utilising a global array of edge locations to deliver content securely and with improved application responsiveness regardless of location, a Web Application Firewall (WAF) to protect the SaaS Platform from all major web security threats, and services to monitor and protect against Distributed Denial of Service (DDoS). This also provides a highly effective incident handling and threat mitigation mechanism.

Privacy Practices

Key privacy tenets are:

- The customer controls access to their data.
 - ⦿ Data is only stored, processed, and retained for purposes defined in the relevant contract between TechnologyOne and its customers.
 - ⦿ the customer is responsible for the data content, permissions to collect, store and process, its quality and correctness.
- **Zero host & data access** - builds on the security tenets and removes the need to interact with customer data or the servers within the SaaS Platform.
- **Extensive privacy program** - backed by policies, procedures, and resources to ensure that the privacy of our customer's data is at the forefront of everything we do.
- TechnologyOne has a Chief Privacy Officer and a team of Privacy Officers. They are responsible for ensuring privacy considerations are integral in all aspects of the business and are consistently part of the fabric of what we do.
- Privacy teams and procedural plans are in place to manage privacy incidents. These comply with several global regulatory and legislative requirements and set the highest possible bar for all TechnologyOne's customers globally.

Assignment of authority and responsibility

The SaaS Platform is managed by TechnologyOne's SaaS Platform Business Unit. The SaaS Platform Business Unit is split into operational and administrative groups that manage key aspects of the SaaS Platform. Key groups and roles are described below:

Team / Role	Organisational control and responsibilities
SaaS Production Engineering	● Day to day running and effective operation of the SaaS Platform. ● Develop customer environments by deploying the relevant build templates. ● Scheduled and emergency maintenance of customer environments. ● Incident and problem management (raised by customers).
SaaS Platform Research and Development	● Continuous development, enhancement and verification of the SaaS Platform automation and tooling, including the CSP, focused on ensuring the highest levels of security, privacy, availability and resilience are provided. ● Design and development of templates used for provisioning customer environments. ● Configuration of the Automation Templates responsible for the auto-scaling infrastructure. ● Research, develop and implement policies and standards for security, infrastructure and systems. ● Ownership of the Independent Testing Quality Assurance (ITQA) environments.
SaaS Platform Transitions	● Liaise with existing and new customers in the implementation phase of a project. ● Transition existing customers from on-premise installations to SaaS environment.
SaaS Platform Compliance	● Monitor and test core tenets and philosophies underpinning the development and operation of the SaaS Platform are effective. ● Delivers a continuous audit and surveillance program ensuring the effectiveness of controls and driving improvement initiatives.
SaaS Platform Architecture Design Authority (SPADA)	● Comprised of senior engineers and security experts, who lead the development of new technologies for the underlying infrastructure of the SaaS Platform. ● Act as change authorities to ensure continual improvement of both the technical solution and TechnologyOne's security posture. ● Research new technologies, techniques and best practices that apply to the underlying SaaS Platform infrastructure. ● Perform impact analysis of potential changes identified from the research against the '5 Trust Services Criteria'. ● Authorise and provide guidance for any change that impacts the SaaS Platform.

Team / Role	Organisational control and responsibilities
Chief Information Security Officer	Senior executive responsible for coordinating communication between security and business functions as well as overseeing the application of controls and security risk management.
IT Security Manager and Advisor	A senior staff member who coordinates and manages strategic directions provided by the Chief Information Security Officer.
Chief Privacy Officer and Privacy Officers	A senior executive and team who are charged with developing and implementing policies designed to protect all data from unauthorised access in line with relevant global regulations, legislation and standards.

Table 1 - SaaS Platform Business Unit Responsibilities

SaaS Platform Business Unit employees

TechnologyOne hires candidates suited for work in a fast-paced environment where a culture of collaboration and innovation is paramount. Employment is contingent on successful reference checks and additional background checks that are carried out in accordance with relevant laws, regulations and ethical standards, proportional to the business requirements, the classification of the information to be accessed, and any perceived risks.

The SaaS Platform Business Unit has formal policies and controls covering critical aspects of employment services including recruitment and selection, training/development, performance management and terminations.

Supporting these policies is an ongoing training program, which is mandatory for all SaaS Platform Business Unit employees. This training program ensures that all employees are fully versed in the expectations of their role and responsibilities and current TechnologyOne policies and procedures.

SaaS Platform operational controls

The SaaS Platform operates within a broad compliance program that ensures the business focuses on TechnologyOne's customers and operates in alignment with TechnologyOne's values and key tenets.

SaaS Platform Compliance Team

A dedicated SaaS Platform Compliance Team is responsible to run the program of work that both maintains and enhances TechnologyOne's security and privacy postures and ensures all compliance activities are part of the fabric of what we do. The team is responsible for:

- a continuous audit program with monthly internal and quarterly external third-party audits, to ensure the business always operates as designed and with TechnologyOne's customers at the centre of our focus.
- a continuous improvement program to ensure all controls are effective and aligned to current jurisdictional and legislative requirements.
- the introduction and roll out of new compliance standards that further enhance our Security, Privacy and Availability postures and add value to TechnologyOne's customer's business.
- providing our employees with training and education to ensure they are fully versed in their responsibilities and operate within the policies and procedures that govern change control for the SaaS Platform.
- supporting customers to meet their own compliance needs.

SaaS Platform Controls

The SaaS Platform Business Unit employs an extensive security program for its SaaS Platform that covers the five key trust categories. The components that make up the security program for these categories are:



Diagram 4 - Components of the security program covering the key trust categories

Onboarding and Exiting the SaaS Platform

Customers will be guided through a structured program of work and activities when they are onboarded onto the SaaS Platform. This ensures their data is handled securely at all times (if transferred from on premise) and that their systems and functional expectations are met prior to going live.

Should a customer decide to exit the service then there are formal procedures in place to handle the secure return of their data and the subsequent destruction of their TechnologyOne held data 30 days after termination.

As standard, TechnologyOne provide:

- The Buyers database.
- The Buyers server folders (attachments).
- The Buyers specific configuration (unload).
- The Entity import template which describes the data fields and purpose.
- The Buyer will retain their specific Configuration Design Documents (CDDs).

Change management

Effective change management processes enable rapid innovation and response, while maintaining key compliance guidelines, availability requirements and security commitments to TechnologyOne's customers.

The SaaS Platform is designed and engineered to allow any and all components to be updated without any customer disruption or impact on system availability. This allows for rapid deployment of updates to mitigate security concerns and issues. It also provides for seamless, regular updates and replacement of server infrastructure that supports the SaaS Platform.

Customer service requests follow a defined change management process and are managed by the SaaS Platform Operations Team.

TechnologyOne does not access, has no interaction with and makes no changes to customer data unless under instruction to do so by the customer. Data is the sole responsibility of TechnologyOne's customers.

Risk management

Risk identification and management are built into the core activities of the SaaS Platform Business Unit. The following activities are performed as part of risk management:

- ongoing and regular reviews of the landscape for developing legislative and financial requirements.
- ongoing monitoring for potential information security and cyber security risks over and above vulnerability and penetration testing activities.
- all teams conduct privacy, technical and compliance risk assessments before any major changes.
- all staff are trained and encouraged to raise concerns and risks for management review.

The SaaS Platform's Senior Management regularly reviews any potential gaps or risks identified from these activities. Risks are managed in line with a formal Risk Management Framework to determine both the rating of the risk and how it should be managed - whether it is to be mitigated, safeguarded, or avoided.

IT Policies

TechnologyOne enforces stringent password policies along with multi-factor authentication for critical systems and all administrative users. To ensure all employees are aware of password requirements, TechnologyOne uses an 'Access Control and Permissions' matrix to document and record access entitlements and the level of authentication required to access the system.

Monitoring

The SaaS Platform has extensive monitoring embedded into all aspects of the system and the operation of the business. The areas and activities covered are:

- application security, availability and performance
- infrastructure security, performance and status
- changes to operational systems and access to those systems
- log files from all systems and services used are retained
- audit activities and resultant data.

The above monitoring is then supplemented with real-time alerts and escalation where appropriate.

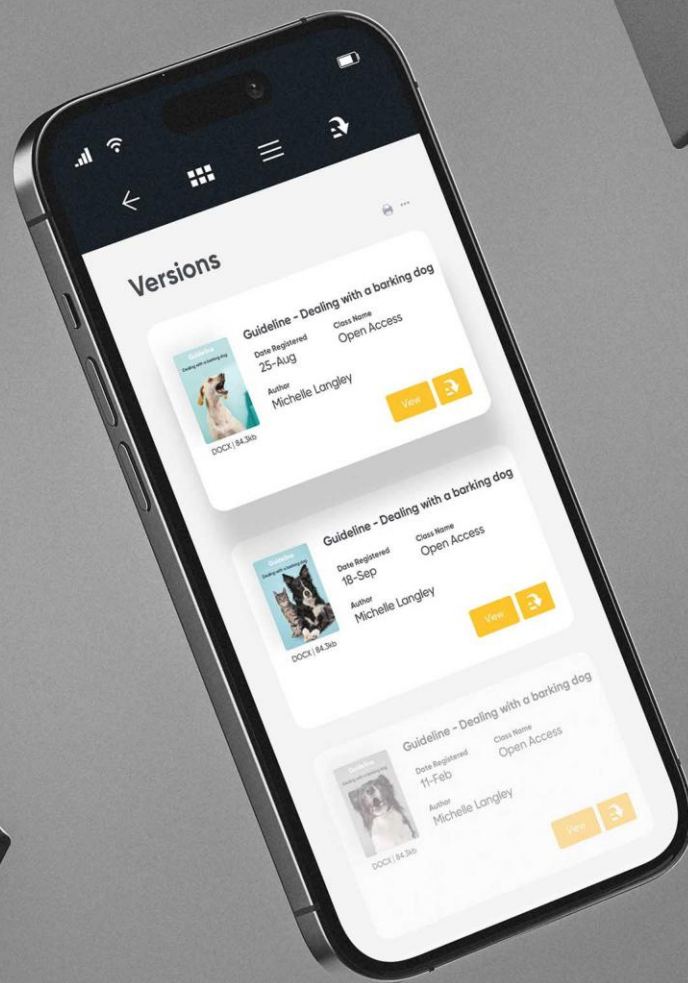
The SaaS Platform Operations Team, Privacy Officers and SaaS Platform Compliance Team monitor any potential deviations in the operation of internal controls including major security, privacy and confidentiality, availability and processing integrity events.

Third parties

To deliver our SaaS Platform, we place reliance on the services of third parties. Though the process and controls of these parties are not included in the scope of this report, TechnologyOne places reliance on the various certification standards our third-party vendors have attested to, ensuring TechnologyOne customer's data is protected. The third parties and the services TechnologyOne uses are listed below:

Amazon Web Services (AWS)

TechnologyOne uses AWS to provide network and compute infrastructure services. TechnologyOne places reliance on AWS' Service Organisation Control (SOC) 1 (ISAE 3402 and SSAE18) and SOC 2 (AT-C 205) reports and attestations. Management routinely examines the processes and controls undertaken by AWS in order to assess the ongoing suitability for the delivery of the service.



Supporting your success

We know how important ongoing support is to your organisation. That's why our support team are true advocates for your success. We deliver what customers expect: fast response times, friendly and knowledgeable staff, and quick follow-up and resolution. Our dedicated support teams are based around the globe to provide the highest level of support and the best customer experience.

TechnologyOne's standard Software as a Solution (SaaS) Support Services, referred to as Annual Support and Maintenance (ASM), include the following features:

- Access to the TechnologyOne Customer Community which includes a range of helpful online support, including:
 - **Case Management:** Create and manage cases online.
 - **Collaboration Groups:** Receive updates, ask questions, share news and collaborate with other customer experts and TechnologyOne.
 - **Knowledge:** Access to extensive self-service knowledge articles for product and software Information.
 - **Ideas:** Suggest product enhancement requests or ideas.
 - **Profile:** Manage individual profiles (contact details and online preferences).
- TechnologyOne University, which connects users with powerful and timely training resources, which can be accessed on any device, anywhere, any time.
- Online Webinars (for example: Product and Support Webinars).
- Access to TechnologyOne User Groups (Virtual and/or in person).
- New software releases and software updates.
- Fault / issue reporting on shipped products.
- Access to emergency assistance for minor or major system disruptions.
- Server infrastructure support.
- Database management.
- Network management.
- Availability and performance management.
- Direct Access to TechnologyOne's dedicated Customer Support team.

Accessing TechnologyOne Support services

Customer Support for all TechnologyOne products and services can be accessed either online or by phoning the Customer Support Centre.

TechnologyOne Customer Community — 24/7 online access

The TechnologyOne Customer Community is a great place to connect, chat and collaborate. It provides self-service access to online support services and resources, such as searching for useful articles or asking questions to resolve your enquiry.

The Customer Community platform includes the ability to log and manage Support cases. If customers do need to log an incident with Support, the case management functionality includes:

- Automated routing to the most appropriate TechnologyOne expert.
- Instant recording of the request in the Support database, with customer visibility to manage cases.
- A reference number to be provided for tracking and ongoing online communication.

Access is included in your Annual Support and Maintenance (ASM) agreement and upon completion of your implementation, your project manager will provide you with your unique usernames for the Customer Community and run through a Support handover and show you how to access a wide range of Support products via this channel.

Telephone support

TechnologyOne provides a telephone support service that enables a caller to get to the right person promptly.

Standard business hours to contact the customer support centre, is between 7am and 7pm, Monday to Friday (your local time). We ensure multiple office locations are recognised in their local regional time.

If the caller has an existing case number and the TechnologyOne case owner is available, the call is transferred directly to them. We recognise the importance of personal contact, and our telephone support service ensures calls are not placed in queue. If there is a time where all Support Consultants are busy, the caller can select the auto call back option. As soon as a consultant becomes available, they will return the call promptly.

Please note: If a third party supports the customers systems, they (the third party) will not be able to gain approved access to the Customer Community for knowledge-based articles, group information and collaboration, etc. Only the customer directly has access to this platform, including case management and to the TechnologyOne Support Centre.

TechnologyOne SaaS Software Release Process

TechnologyOne invests significant funds annually into the ongoing Research & Development of our SaaS solutions and builds and delivers two SaaS Releases per year providing new:

- Functions.
- Features.
- Modules.
- Products.
- Technologies.

One of the major benefits of the SaaS agreement is that these new software benefits are included within the annual SaaS fee.

This means that your organisation continues to benefit from new features and functions produced by our rigorous R&D program. Best of all, a seamless upgrade path is included in your maintenance investment.

TechnologyOne SaaS Support Process

Should Customers experience issues or have SaaS related queries, TechnologyOne's customer support issue logging is available 24 x 7 via the Customer Community.

Customer logged issues are instantly recorded in our support database, allocated a unique reference for case tracking & automatically routed to the team responsible for the functional area. This ensures an efficient and effective response.

Direct Telephone Support is also available between 7am and 7pm, Monday to Friday, excl. Public Holidays (in your region)*.

TechnologyOne use an ITIL based Service Management Framework governance model that pre-defines the steps that are taken to handle an incident impacting a customer's environment.

Service management details are outlined in TechnologyOne's Standard Terms & Conditions for SaaS services.

** Standard support is available Mon-Fri only; out of hours and/or weekend support is available at additional fees.*

Priority Definitions, Target Response and Resolution

The following table provides definitions for standard Priority Levels assigned to cases and associated target Response and Resolution times, for software fault correction. Where customers have a specified service level agreement with TechnologyOne, the following information may not apply.

Case Priority	Definition	Target response time	Target resolution time	Software changes
Critical	The system is unavailable for critical business activities. No possible alternative or workaround	30 min	1 day	General & Mature Release
Urgent	An incident or fault to elements of the system where significant business activities are severely impacted. No possible alternative or workaround.	2 hours	2 days	General Release
High	An incident or fault that causes a loss of functionality where important customer business activities are impacted. A workaround exists.	4 hours	5 days	Future Release
Medium	A minor incident or fault where limited customer business activities are impacted. A workaround exists.	1 day	-	Future Release

*Software Change descriptions can be found in Figure 1 below.

Future Release	A major future TechnologyOne A or B release, not yet available.
General Release	The currently available major releases. Customers are required to stay up to date on a General Release to ensure consistent and ongoing stable support. For our SaaS customers, we manage the upgrade to the next General Release. <i>To find out more about how we manage these upgrades, see the 'Resources' section of this guide for links to more information.</i>
Matured Release	As each new General Release is made available, a previous release begins its retirement process – the first stage is 'Mature Release'. You can continue using mature releases whilst you upgrade to your next release, and you can log Support cases in line with priority guidelines, however: • A reduced amount of software updates are made • Lower priority software corrections may require an upgrade to a general software release to be addressed
Retired Release	The second and final stage of the release retirement process, is 'Retired Release'. You can still log Support cases however: • All software (including security) updates are no longer delivered for the release • You will need to upgrade to a general software release to address software or security issues. A retired release will no longer be available to uptake through the Enterprise App Store or on the SaaS platform

Figure 1: TechnologyOne Release Lifecycle stages

Application Managed Services (AMS)

TechnologyOne understands the challenges facing our customers in relation to the continued management and administration of their core business solutions, as well as access to skilled resources for assistance when you need them the most. Specifically:

- Attracting, training and maintaining the skills and experience required to keep solutions running efficiently and recognising ongoing productivity improvements.
- Keeping pace with on
- Going solution enhancements and capability.
- Ensuring valuable internal resource time is not taken up managing systems and can be dedicated to core business functions and projects.
- Ensuring systems support is consistently and constantly available.

We understand that every resource allocation spent on administering systems and associated processes is valuable time your team could be spending assisting in the delivery of core business services.

TechnologyOne's **Power of One** approach means that under an Application Managed Services program, your TechnologyOne solution will be supported and managed by the organisation that designed, developed and implemented the solution delivering the following benefits:

- Providing our customers with a cost-effective alternative to establishing and maintaining a skilled solution management team across multiple products and functions.
- Guaranteed access and continuity of highly skilled resources who are specialists in the specific products, modules and tasks being performed and have deep knowledge of your application setup.
- Enabling our customers to realise benefits from continual product research and development by having dedicated resources assist implement new features and product enhancements as they become available.
- Full integration to our product support and development teams, meaning that application issues are investigated and resolved efficiently.
- Demonstrate productivity improvements and cost reductions to the executive and stakeholders.

Our Training Series provides your teams with on-demand TechnologyOne Solutions learning on any device, anywhere. The content has been tailored based on customer feedback and preferences, ensuring your organisation can maximise the benefits across the TechnologyOne Solution.

AMS Program Overview

The details below outline the specific activities and expected benefits of the AMS Program:

Program Services Activity Category	Service Type	Description or Services	Expected Benefit
Application Management, Administration and Support.	AMS Service Requests (Combined Total).	● Systems Administration activities including: ○ User, Security and Access management; ○ Compliance Management; ○ Role and workplace management; ○ Report, Alert and Workflow scheduling; ○ Distributed Processor Management; ● Responses to systems queries and application assistance; ● Data enquiries and extraction. ● Application Issue investigation where TechnologyOne Product Support have triaged and deemed the issue unrelated to a specific Software Issue and therefore outside	In addition to ensuring that the TechnologyOne application is configured for maximum efficiency and effectiveness, the customer will benefit from full systems administration functions on demand provided by experienced systems administrators with detailed and up to date knowledge of the application.

Program Services Activity Category	Service Type	Description or Services	Expected Benefit
Advanced Application Services		the scope of the customers Annual Support and Maintenance agreement.	
		- Creation of new and changes and modifications to: - Crystal Reports and Stationery; - XLOne reports; - System Alerts; - ETL Processes; - System Workflows; - Business Intelligence (BI) dashboards; - Data Analyser changes and modifications; - System Configuration changes as identified, including: - Quality Assurance and review of impact of proposed configuration changes; - Management of configuration changes in the customer test / project environments; - Management of systems and user testing of changes to environments; - Migration of changes to pre-production (if applicable) and production environments; - Documentation of all systems changes. - Application update and efficiency management, including: - Review of available new release features to determine the benefit, impact and priority of configuring these for the customer; - Application audit reporting production and analysis; - Review and implementation of features implemented at other TechnologyOne customers to determine benefit to the customer. - Consultation on underutilised systems functionality to assist the customer further utilise their application. - Testing and release management of configuration changes; - Testing of product fixes against defined issues; - Manage user testing requirements and outcomes; - Manage production environment release and migration; - Application process education and assistance and applications issues investigation	The customer will also benefit from having dedicated resources allocated for the ongoing development and maintenance of system components including reporting and workflow requirements and configuration changes. In addition, TechnologyOne will provide full configuration management and Quality Assurance services to the customer as part of the Application Managed Services program. This will provide the customer with risk mitigation and controls over all changes made to their systems environments. This will ensure all proposed changes to the customer application environments are thoroughly reviewed to assess the impact of the change on other areas of the application and associated processes and that changes made are clearly documented, managed and traceable.
Service Delivery Management	Inclusive	- Facilitation of regular monthly AMS Status meetings; - Fortnightly Case Status Reports; - Monthly AMS Program Summary - Management and coordination of AMS Service Requests;	A core component of the TechnologyOne AMS program is the provision of full request and service management. This enables the customer to have confidence that their service requests will be assigned and

Program Services Activity Category	Service Type	Description or Services	Expected Benefit
Service Delivery Management (Value Added Services)	AMS Service Requests (Combined Total).	Product Support and SaaS (incident) case management, including follow up and escalation;	actioned appropriately and within the target service level guidelines. The TechnologyOne AMS team will work directly with the customer to ensure that their TechnologyOne application is maintained at the optimum level and that new product features are introduced and implemented quickly as well as key application metrics being reviewed to ensure the most effective configuration and use of the system.
		- Coordination of Consulting Services Engagements (*non project & < 5 days) - Scheduling of consulting resources - Engagement Issues Management (via Cases) (excludes coordination of consultants and activities for engagements greater than 5 days. If required, the SDM will introduce a PM at associated fees) - Coordination of SaaS Database Refreshes - Additional AMS program meetings and reporting *Project refers to installation of new product.	This pro-active approach to systems administration will ensure the customer continually benefit from TechnologyOne's ongoing investment in research and development and product improvement.

AMS Program Details

Program Term

This proposal is based on an initial thirty-six (36) month AMS program for the services categories outlined above. The AMS program can be extended for 1 period of up to 12 months, as per the G Cloud 14 framework.

AMS Cases, Case Priority and AMS Service Hours

The following details apply to the management of AMS Cases and Associated AMS Service Hours:

- Each individual AMS Service Request has a duration of 30 minutes. Once a Case has consumed 30 minutes a second Service Request will be consumed (and so on).
- Each individual Case uses a minimum of one AMS Service Request.
- All cases will be actioned based on priority and then by date logged with older cases actioned first. Customers can re-set the priority and request a revised estimated delivery date to promote specific cases be actioned at any time.
- There is no limit to the number of Cases that can be logged by the Customer in any month across all AMS service types.
- TechnologyOne AMS will schedule and commence activity on Cases up to the maximum number of AMS Service Requests specified per period.
- TechnologyOne will progress one (1) AMS Service Request case at a time per product, unless otherwise agreed.
- AMS Service Requests can be utilised at any time for the scope of services defined above during the one (1) month AMS Program Service Period.
- Unused AMS Service Requests do not carry over to subsequent periods.

A detailed review of the services agreement will be carried out with the Customer six (6) months from the commencement of the program to determine the customer's ongoing AMS requirements and adjustments made as defined in the TechnologyOne standard terms for AMS.

AMS Services Requested as Onsite

Where the Customer has requested AMS Services to be carried out onsite, the following additional conditions and AMS fees will apply:

- All onsite engagements must be booked in full days (7.5 hours).

- Onsite engagements will be scheduled based on the availability of consultants with the required skills.
- An Onsite Uplift Fee of 20% of the effective AMS Program Hourly Rate will be applied to all AMS Hours requested onsite.
- The Onsite Uplift Fee will not be charged in addition to the monthly AMS fee but will have the effect of reducing the remaining program requests to reflect the total number of requests remaining within the month up to the program value remaining at the effective AMS Program Hourly Rate.
- Where there are costs associated with a consultant travelling to complete the requested AMS engagement onsite, these costs will be charged to the Customer in addition to the customer's AMS fee in line with TechnologyOne's standard travel and expense terms and conditions. This includes airfares, accommodation, mileage and incidentals.
- A normal working day means 7.5 hours. Where time spent travelling to and from the customer's premises exceeds one hour (60 minutes) each way, the travelling time that exceeds sixty (60) minutes each way will be included as part of the 7.5 hour day.

Specific Exclusions

The following activities are deemed to be outside of the scope of services of the AMS program:

- Implementation, including scoping and configuration of any TechnologyOne products (e.g. Enterprise Asset Management) not previously implemented.
- Services that would be delivered separately by the TechnologyOne Adapt team. These services include but not limited to:
 - Design and implement integration solution using tools like web services and BETL.
 - Enhance TechnologyOne integration capability.
 - Develop complex stored scripts for integration purposes.
 - Migrate existing and legacy integration to TechnologyOne SaaS environment.

Supported TechnologyOne Environments

As any proposal for Application Managed Services is provided based on an estimated number of AMS Service Requests per month, there is no limit or restriction to the number TechnologyOne environments that the customer can request AMS services and support for.

Application Support and Administration Availability

The table below defines the target service availability of the TechnologyOne Applications Services resources for the administration services for the products covered as part of the Application Managed Services proposal:

TechnologyOne Product	Required Service Availability
All	Mon – Friday, 8:00 AM – 6:00 PM (Customer Local Time)

AMS Requests and Estimation Process

The customer will log Cases within the TechnologyOne Customer Community portal. The TechnologyOne AMS team will respond to the customer within the target response times for the category of case logged. Where applicable, an estimate of the time taken to complete the case and the estimated delivery timeframe will be provided to the customer within the target response time.

Case Prioritisation

The TechnologyOne AMS team will action AMS Cases in order based on:

- Priority.
- Date logged (oldest to newest).

Application Maintenance Window

TechnologyOne proposes the following Application Maintenance Window is allocated for the regular updating of application packages and updates.

- Application Maintenance Window Frequency: Monthly (one per month).
- Application Maintenance Window Day: To be determined in conjunction with customer.
- Application Maintenance Window Time: 6:00 PM – 9:00 PM (Customer Local Time).

The Application Maintenance Window is factored into the AMS program proposal and does not attract specific out of hours charges. The customer will agree to make required resources availability for technical support if required during the Application Maintenance Window.

Service Level Objective

TechnologyOne recognises the criticalness and importance of ensuring the TechnologyOne solution is available and meets the ongoing operational needs of the customer. The provision of AMS services to the customer is based on TechnologyOne AMS providing a number of AMS Service Requests per month for the delivery of included AMS services, the following Service Level management structure below is proposed.

Service Level Objectives — Application Management, Administration, Support and Questions

Delivery Method	Priority	Target Response Time	Target Resolution Time
Remote	1 – Critical	30 minutes	1 day
	2 – Urgent	2 hours	2 days
	3 – High	4 hours	5 days
	4 – Medium	1 day	10 days

Service Level Objectives — Advanced Application Service Requests and Technical & Environment Management

Delivery Method	Priority	Target Response Time	Estimate	Target Resolution Time
Remote	1 – Critical	30 minutes	< 8 Hours	1 day
			> 8 Hours	As Agreed
	2 – Urgent	2 Hours	< 8 Hours	3 days
			> 8 Hours	As Agreed
	3 – High	4 Hours	< 8 Hours	5 days
			> 8 Hours	As Agreed
	4 – Medium	1 Day	< 8 Hours	10 days
			> 8 Hours	As Agreed
Onsite	ALL Onsite	3 Days	Onsite	As Scheduled

In the event that an AMS Service Request (Case) is estimated as requiring greater than eight (8) hours effort, TechnologyOne will contact the customer to Provide an estimate of the total number of AMS Requests that the case will consume and agree on a proposed delivery date.

Resolution Measurement

The following applies to the definition of resolution measurement for all AMS cases:

- Target Resolution Time is measured as the time that the Case is set to a status of Resolved.
- The Case will be set to Closed once the customer has confirmed acceptance of the Case.

- The Target Resolution Time for a case is defined as the total amount of time (in hours), representing the number of business days a case is open, excluding time in which the case has a status of:
 - Awaiting Customer, or
 - On Hold.
- Cases will be automatically set from Resolved to Closed if the customer has not notified TechnologyOne of any further issues pertaining to the case within three (3) days of the case being set to Resolved, or the end of the month, whichever occurs first.

Program Reporting and Meetings

TechnologyOne's approach is to develop a strong partnership with our customers, and we will work collaboratively to ensure AMS program service and delivery meets the demands of the customer. TechnologyOne AMS will provide the following reports and undertake the following meetings with the customer as part of the AMS program to ensure the ongoing success of the program:

Report/ Activity	Frequency	Description and Purpose
Regular AMS Program Activity Review Meetings	Monthly	TechnologyOne will meet (remotely) with the customer on a regular basis to review AMS program activities and ensure that future customer requirements and projects are prioritised and that appropriate resources and skills are planned and scheduled as required and that the customer is receiving the maximum benefit from the program.
AMS Case Summary Report	Fortnightly	Overview of AMS case activity within the current reporting month, including summary AMS Service Requests consumed, and the balance remaining for the current period (month).
AMS Status Report	Monthly	Monthly overview of AMS program including summary of cases completed within the reporting period (month), summary of cases open and program recommendations.
AMS Program Review	6-Monthly	As part of the proposed six (6) monthly program, the Service Delivery Manager will discuss your ongoing AMS program requirements.

AMS program reporting will provide details and updates of activity against AMS Service Requests. The status of Cases, sitting outside the AMS team (e.g., Product Support, Product Development, Regional Consulting) is available for the customer to review through the TechnologyOne Customer Community.

The value of Application Managed Services

The Power of One

The services delivered through the TechnologyOne AMS program complement our customer's existing TechnologyOne support framework delivering end-to-end application management support and ensure that our customer is deriving maximum value and output from your TechnologyOne applications. The AMS services to be provided to our customer and their relationship to other TechnologyOne services are highlighted below:



Figure 2: TechnologyOne Support Experience

Service Delivery Management

Underpinning the TechnologyOne AMS program is our fully integrated Service Delivery Management (SDM) function. Your SDM will provide:

- A single point of communication and escalation for AMS, Consulting and Application Support issues;
- Assistance to ensure product issues are actively managed between the AMS, Support and Research and Development (R & D) teams to ensure a resolution;
- Overall AMS program management and coordination.

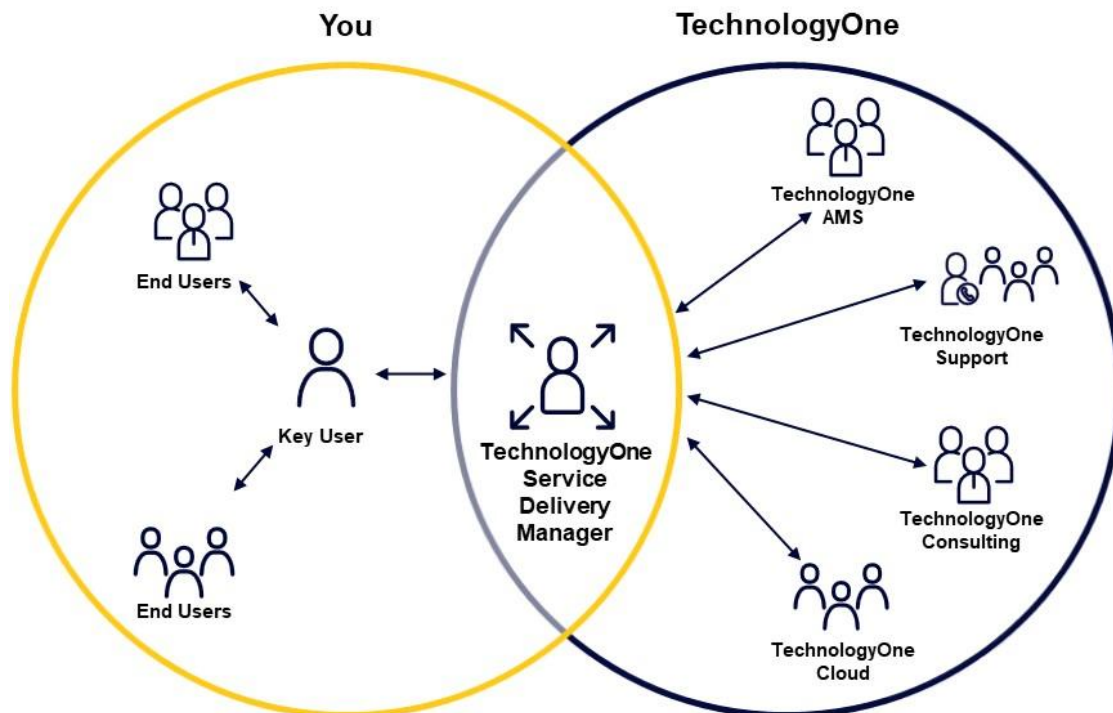
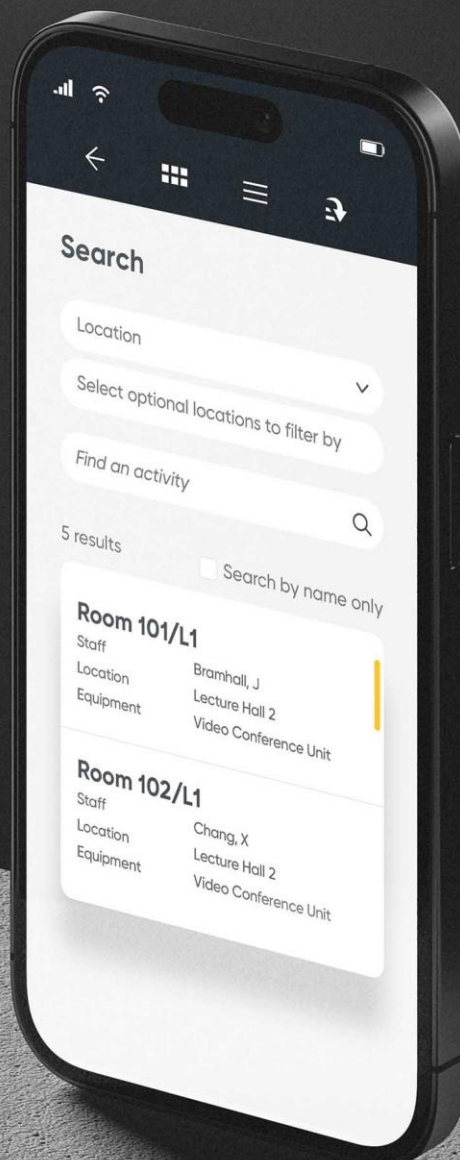


Figure 3: AMS service delivery

If an AMS Case is not able to be resolved through the AMS program your AMS team will take full responsibility for your Case and manage the processes and activities between our integrated Support, R & D and Consulting Services teams to deliver, test, implement and manage the delivery of an acceptable resolution.

The key activities undertaken by your SDM include:

Report / Activity	Frequency	Description and Purpose
Regular AMS Program Activity Review Meetings	Monthly	TechnologyOne will meet (remotely) with the Customer on a regular basis to review AMS program activities and ensure that future requirements and projects are prioritised and that appropriate resources and skills are planned and scheduled as required and that the Customer is receiving the maximum benefit from the program.
AMS Case Summary Report	Fortnightly	Overview of AMS case activity within the current reporting month, including summary AMS Service Requests consumed, and the balance remaining for the current period (month).
AMS Status Report	Monthly	Monthly overview of AMS program including summary of cases completed within the reporting period (month), summary of cases open and program recommendations.
AMS Program Review	6-Monthly	As part of the proposed six (6) monthly program, the Service Delivery Manager will discuss your ongoing AMS program requirements.



Training Series

Our Training Series provides your teams with on-demand TechnologyOne Solutions learning on any device, anywhere. This content has been tailored based on customer feedback and preferences, ensuring you can maximise your product's benefits. Here's some other perks:

- Additional support resources
- Available on demand - anyone, anytime, anywhere
- Develop your own expertise
- Cost effective and flexible
- Growing library of content
- Access to support beyond learning videos

Fabric and Platform

Learn how to enable your organisation through the use of the powerful Fabric and Platform tools in the TechnologyOne Solution.

Learning Outcomes

- Learn how to configure, maintain and control access across the TechnologyOne Solution utilising these tools
- Start from beginner and make your way to advanced
- Follow along with worked examples across a range of scenarios
- Complete your own scenarios with the accompanying workbooks
- Get your questions answered by the product experts using the Q&A tool

End of Financial Year

Set your system up for success next year by following along with the consultants as they guide you through what you need to know.

Learning Outcomes

- Learn the recommended preparation and housekeeping for the End of Financial Year (EOFY) process.
- Learn the recommended reconciliation steps and procedure to ensure you are balanced and ready to rollover
- Understand the key changes required due to legislation updates.
- Learn the key configuration steps and system maintenance required to be successful.
- Use the content as a basis for your own personalised EOFY checklist

Turning on the solution

The "Turning On" series covers each new release of the TechnologyOne software. The consultants will demonstrate the new features and functions for the release and how you can enable these yourself.

Learning Outcomes

- Learn about the key features and functions in the release across these products.
- Learn what the configuration steps are to enable them for your organisation

How to access

- The content is accessible via the T1Uni and the Customer Community.
- When you have subscribed, any person in your organisation with access to the application and/or Customer Community Login has access.
- No limits on the amount of people is enforced. All of your people can watch the content.
- No limitation is place on who can watch which content, everyone has access to all of the content.

Frequently Asked Questions

Question	Response
Is this a long-term plan?	Yes, we are committed to the continuous refreshing of the content and the creation of new content on a regular basis.
What content is provided with the webinars?	Many of the webinars come with downloadable resources such as workbooks or templates for you to use.
How is this different to the content we get for free?	The free content demonstrates how modules looks, what they do and some processing steps. The Training Series is designed to give users more in depth knowledge of configuration and maintenance of the solution.
Will you update this content regularly?	Yes, TechnologyOne is committed to providing new topics on a regular basis and based on the feedback from our customers.
How do I ask questions?	You can ask questions through the webinars themselves by utilising the Q&A tool. Otherwise you can send your questions or feedback directly to T1Training@Technology1.com

~ End of Document ~

Certified and Approved Proposal

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technology¹

About TechnologyOne

TechnologyOne is a global Software as a Service (SaaS) company. Founded in Australia, we have offices across six countries. Our enterprise SaaS solution transforms business and makes life simple for our community by providing powerful, deeply integrated enterprise software that is incredibly easy to use. Over 1,300 leading corporations, government departments and statutory authorities are powered by our software.

Our global SaaS solution provides deep functionality for the markets we serve, including local government and higher education in the UK. For these markets we invest significant funds each year in R&D. We also take complete responsibility to market, sell, implement, support and run our solutions for our customers, which reduce time, cost and risk.

Ready to learn more?

Technology¹.co.uk