



G-CLOUD 15
Service Definition
ELCOM Analytics



ELCOM
TRUSTED TECHNOLOGY, TAILORED TRANSACTIONS



INDEX

ELCOM	3
ELCOM Analytics	4
Pricing	6
Hosting and Backup	6
Minimum Length of Contract	6
Service Levels	6
Service Constraints	7
Training	7
Implementation (On-Boarding)	7
Termination (Off-Boarding)	7
Customer Requirement	7
Technical Requirements	8
Other Client Software	8
Open Standards	8
Open Source Software	8
Trial Service	8
Contracting/Contac	9



ELCOM

Optimise and energise your organisation by simplifying and digitalising your Supply Chain processes. Save your time and money, with limited change and no hassle. Our tailored solutions provide you with easy-to-use tools that guarantee better financial control and greater transparency of spend, in everything from local SMEs to the most complex global organisations. It's straightforward, paper-free and adapted to your specific business needs.

Elcom's understanding of a "customer-centric" approach is much more than just a series of processes to deliver the best experience to our customers. It involves how we – as trusted partners – appreciate the solution requirements and most importantly how we identify, create, capture, monitor and measure the value created. It is crucial for us to listen to our customers' feedback and also to address their expectations. We always work in collaboration with our customers and adopt a proactive approach.

ELCOM Spend Management is an all-in-one flexible solution that can be easily tailored to any sector-specific requirement. ELCOM is deployed in complex Public Sector organisations and collaboratives helping to reduce system fragmentation and ease collaboration.

Customers can subscribe to one or more of the following service options. Where several options are subscribed to, the elements are integrated, including sourcing and purchasing.



Today

We make eProcurement smarter, more connected and transparent while helping our customers trade, and save money.



Tomorrow

Working on transforming eProcurement all over the supply chain making it accessible for all users and sectors.



Always

As loyal partners, our teams of experts are committed to lead the way and be supportive to maximize outputs.



ELCOM Analytics

Modern business moves fast and Elcom Analytics enables you to uncover hidden insights, make informed and smarter decisions, and drive better outcomes. Revolutionise the way you use data with the most powerful and complete solution for modern Business Intelligence. Our analytics platform empowers every user to do more with data. Combine any number of data sources, no matter how large or complex.

The Challenges

- Lack of visibility of organizational processes
Fragmented systems and data
- Collecting data but not using it
- Complex tooling
- Poor quality data
- Lack of internal skills e.g data science Insufficient support
- Unable to track performance

The Solution

- A single integrated view of all your business data.
- Track progress against KPIs, set goals, and improve.
- Predefined reports and KPIs
- Simple and bespoke dashboards and reports
- Fully integrated across all Elcom solutions.
- Managed service and advance AI
- Dedicated and friendly support



Data Warehouse

- Interoperable e.g: Power BI, Tableau, QlikView
- Cloud-based and Secure



Reports and KPIs

- Predefined reports
- Report development
- KPI tracking



Managed Services

- Expert team
- Artificial Intelligence (AI)
- Data science



All solutions are mobile enabled.

Associated service functionality includes:

- Reporting and Management Information
- Data Warehousing priced on specification
- Interfaces with other systems, for example ERP or Finance systems priced on specification.

UK public sector requirements have heavily influenced service development since 2001 and the solution fully meets UK public sector needs including management of VAT.

Elcom was been accredited at IL2 by OGC and under goes regular security penetration testing via Government Security experts.

Elcom has managed the information security risks associated with hosting transactional procurement services for its client organisations for over 10 years. Elcom's reputation is built upon the security, reliability and resilience of its service. All aspects of the operational systems are controlled. Elcom operates to an equivalent standard of ISO2700 and is in the course of obtaining formal ISO27005 certification.



Pricing

Please see separate Pricing Document and SFIA Rates.

Hosting and Backup

Hosting is provided in the Scottish Governments secure data centre. We provide full backup/restore services. Disaster Recovery is part of our standard Service Level Agreement. We offer both Escrow and archiving arrangements and, as a chargeable option, hot backup.

Minimum Length of Contract

Our minimal contract term is one year for all solutions with exception of the P2P which is two years. This is the realistic time required for the service to be properly embedded and start delivering benefits in a typical public body, particularly where the service is interfaced with other systems.

Service Levels

Service Levels and service management provisions are detailed in our model terms and conditions. System availability is as follows:

Environment		Scheduled Hours of On-Line Availability
Production		7x24x365*
Development and Test		7 a.m. – 6 p.m., Mondays – Fridays*
Measurement	Downtime is measured from the time a problem record is opened and the outage has been coded until the problem has been resolved and service has been restored. The vendor tool must be used to track and measure the availability objective.	
Target Performance	99.5% compliance with target service level	
Period of Review	Monthly	
Elcom will make available their web accessible, self-service, service desk tool, which is available 24x7x365 for logging calls related to service availability issues. Calls are monitored and updated throughout established service desk hours until issues are resolved. Additionally, Elcom provides phone support to expedite reports and the resolution of any availability related issues. Elcom uses the audit trail of calls logged for measuring and reporting any downtime during the month. Elcom can also provide reports to identify the root causes and corrective actions associated with any downtime events.		



Service Constraints

User organisations can request some customisation of the appearance of the service (for example corporate branding) and can switch on or off some elements of functionality. Bespoking of functionality for individual organisations is not offered through G-Cloud.

Training

Implementation fees include organisational set up and training for all types of users. Our preferred approach is to “train the trainer”. Our solutions are easy and intuitive to use and training will generally be a half day familiarisation process. There is also dedicated system administration training for a very small number of local users.

Implementation (On-Boarding)

Our highly experienced implementation team works with customers during all aspects of implementation. We use a standard, proven methodology which is flexible to match local requirements. More than 100,000 suppliers to the UK public sector are already on-board including more than 1000 punch-out connections. Implementation includes all necessary training. Elcom has a dedicated integration team and already has interfaces established with multiple ERP/Finance systems.

Termination (Off-Boarding)

At termination Elcom can take an extract from the production environment and extract only the customer’s information. All data is stored in an Oracle database and any extracts provided would be in a character delimited format or an Oracle extract /export.

Importing the Oracle extract/export into a new system would be the responsibility of the incoming supplier. Additionally, Elcom can provide a scoped professional service engagement to provide data in a format which the customer requires.

If individual customers request destruction of customer data including archived backup data this would be quoted as a professional service.

Customer Requirements

We expect that customers will:

- Satisfy themselves of their network capabilities to implement e-Commerce
- Establish the level of business change with which they are comfortable and
- Establish a project team to manage the change/implementation appropriately, for example against PRINCE2 project methodology or equivalent



Technical Requirements

Elcom's solution requires only an internet connection in normal use. There will be an initial requirement to check local firewall configuration as part of the implementation process when local network loading will also be assessed.

Other Client Software

For management reporting purposes we offer a number of options from native reports to data download to a reporting environment of your choice.

Open Standards

Elcom works on the open cXML standard and has recently achieved certification as a PEPPOL Access point using the Java Oxallis API.

Open Source Software

Elcom uses open source software where appropriate. Currently this includes:

- Tomcat
- Java
- Oxallis
- SEAM
- JBoss
- Soap
- PostFix
- Talend
- Linux
- PLS

Trial Service

We would be happy to discuss the provision of our solutions on a trial basis.



Contracting/Contact

To discuss your requirements or arrange a no-obligations demonstration please contact in the first instance:

Contact Details:

[Sales Team](#)

E: sales@elcom.com

T: 0151 482 9230

[Steve Quinn](#)

E: steve.quinn@elcom.com

M: 0777 629 5484