



ECM Cloud Support Services

Service Definition

Service Overview

SynApps Solutions is a leading provider of enterprise content management (ECM) solutions and associated consultancy, implementation and support services. SynApps is 100% focused on ECM and is generally acknowledged by ECM vendors, SIs and its customers as an organisation that employs the foremost ECM subject matter experts in the UK and provides the highest level of customer service.

SynApps is a certified partner(s) with a number of ECM Vendors with extensive experience in designing, delivering, supporting and hosting business critical, Enterprise Content Management solutions. Building on our experience in delivering Cloud-based ECM solutions, our G-Cloud Cloud Support Service (SCS) for ECM covers a wide range of consultancy, implementation and support services:

- Strategy Planning and Business Case Development
- Requirements Analysis
- Solution Design
- Solution Configuration and Development
- Systems Integration
- Content and Data Migration
- Solution Testing and Customer Acceptance Testing Support
- System Implementation Services
 - Deployment to the Cloud
 - Training
 - Go Live Support
- Post-implementation System Administration
- Post-Implementation Application Support
- Application upgrade services
- Application Accreditation Support
- Architecture Design
- Application hosting



Pricing

Our services pricing is based on the Skills for the Information Age (SFIA) rate card provided below. The exact mix of skills and experience required for each customer project will vary depending on the specific project profile; which will, in turn, determine the applicable services day-rate(s).

Where the services are for the provision of long-term, post-implementation support (such as System Administration and Application Support - both on- and off-site), services pricing will normally be based on a fixed-fee annual charge. In this case, the annual charge would be based on customer service levels and hours of support required and the overall complexity of the system environment(s) and application(s) to be supported.

Please refer to our SFIA - Standard Rate Card for information about daily rates.

Project Management

All of our services are delivered in accordance with the SynApps project delivery methodology which adheres to industry standard best practice for project delivery and incorporates a blend of PRINCE2 and Agile, with traditional waterfall providing a solid basis for project management and governance. With a very much Agile project delivery focus.

All project activities, responsibilities, deliverables, financials, project governance controls and reporting are defined in a formal Statement of Work (SOW) which forms the contractual basis for all project engagements.

Project engagements can be delivered on a T&M or Fixed Price model.

In the case of long-term, post-implementation support services, service levels and service management processes and reporting will be defined in a formal Support Agreement which will be developed and agreed to meet the customer's specific requirements.

Training and Support

We can work with our customers to produce a tailored training or knowledge transfer plan to ensure all information and training is effectively provided to internal teams. Training can be delivered directly by us via our dedicated in-house subject matter experts or delivered directly by internal client trainers as required.

We can work with client stakeholders to provide formal training through webinars or coordinated classroom training. We can also produce user handbooks and self-paced training material.

Development of training and support will be provided as part of a project engagement.



Support & Service Management

SynApps Solutions provides a flexible Service Management facility, delivering the most appropriate level of support depending on the requirements of our customers and tailored to their needs.

SynApps Customer Support methodology is based on ITIL methodology, which aims to maintain a positive relationship with customers by identifying the needs of existing and potential customers and ensuring that appropriate services are developed to meet those needs. The service management is designed to be flexible and tailored to deliver the most appropriate level of support depending on the requirements of our customers.

Each customer is assigned a Server Manager who is responsible for managing the on-going customer relationship and is accountable for the success of the client's support application. The Service Manager is assigned prior to go live and works closely with the project team (customer and internal) and with project manager to ensure a smooth transition from project to business-as-usual support. The Service Manager is accountable to the head of Support and account teams for ensuring customer success.

Success is typically achieved through a variety of mechanisms a summary of which can be found below: -

- ❑ **Maintaining Customer Relationships** - SynApps continues to understand the needs of customers and establishes relationships with potential new customers. This is conducted as part of regular review meetings and reporting.
- ❑ **Identify Service Requirements** - SynApps will understand and document the desired outcome of a service and decide if the customer's need can be fulfilled using an existing service offering or if a new or changed service must be created.
- ❑ **Customer Satisfaction Survey** - SynApps will plan, carry out and evaluate regular customer satisfaction surveys. The principal aim of this process is to learn about areas where customer expectations are not being met before customers are lost to alternative service providers.
- ❑ **Handle Customer Complaints** - SynApps will continuously monitor and records customer complaints and compliments, to assess the complaints and to instigate corrective action if required.

The Service manager is backed up by our in-house support team and infrastructure project team. The service manager becomes the primary point of contact for the customer to ensure that smooth transition from the build and implementation phases of a deployment into the live operation goes smoothly. The Service Manager will be available to address and answer queries and ensure that any technical issues are handled with the highest priority.



Service Desk

Our service desk is operated on a 9am-17.30 (UK Time), Monday to Friday as standard. With an option for 24/7 on-call support to negotiated as required.

Tickets can be raised via email, our portal or via a dedicated telephone number.

Severity Definitions

Our Service Level Agreements definitions are as follows: -

- S1 - Severe problem preventing customer or workgroup from performing critical business functions.
- S2 - Customer or workgroup able to perform job function, but performance of job function degraded or severely limited.
- S3 - Customer or workgroup performance of job function is largely unaffected.
- S4 - Minimal system impact; includes feature requests and other non-critical questions.

Service Level Summary

Our standard service levels are applied as follows: -

- S1 - 1 Hour response time, 4 hours resolution relief/target.
- S2 - 2 Hour response time, 8 hours resolution relief/target.
- S3 - 8 Hour response time, 5 business days resolution relief/target.
- S4 - 24 Hours response time, 20 business days resolution relief/target.

Ordering and Invoicing process

Following agreement of service requirements and creation and agreement of a project engagement Statement of Work, and/or Support Agreement for post-implementation support services, service delivery will commence on receipt of a signed SOW/Support agreement and associated Purchase Order.

Invoicing will normally be on a monthly basis; supported by timesheets and expenses reports/receipts.

Payment terms are 30-days from date of invoice.

Termination Terms and Costs

No specific termination terms apply.

Customer Responsibilities



Customer responsibilities will vary for each customer project engagement and will be agreed in advance in and SOW or Support Agreement prior to commencement of service delivery.