



Alfresco Enterprise Content Management (ECM) Cloud Service - Service Definition

Service Overview

SynApps Solutions has developed its Alfresco Enterprise Content Management in the Cloud service to enable organisations to acquire a subscription-based, best-of-breed, enterprise content service applications in a rapid timescale.

SynApps Solutions is a leading provider of enterprise content management (ECM) solutions and associated consultancy, implementation and support services. SynApps is 100% focused on delivering Enterprise Content Management and Enterprise Content Services 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.

Alfresco is the market-leading, open source, ECM platform; coupling open source with the stability of a true enterprise-class platform. This model allows Alfresco to use best-of-breed, open standards, open source technologies and contributions from the open source community to deliver higher quality software that is produced more quickly and at a much lower cost. The Alfresco software has been available in the market now for over 19 years and has been deployed in over 1,300 enterprise companies across 180 countries world-wide.

The Alfresco Platform consists of 3 primary components; Alfresco Content Services (ACS), Alfresco Process Services (APS) and Alfresco Governance Services (AGS). These core components can be further integrated to 3rd party products to content enable and provide content services to line of business applications. Alfresco offers a well-documented open API which supports multiple languages and application interfaces to enable this integration.

The core document management capabilities of the platform providing quick and secure access to content from anywhere, including beyond the firewall. Users can easily discover, share and collaborate on everything from simple documents and case files, to large engineering drawings and rich media files. Access is available from web browsers, mobile apps and users can also take files offline with Windows PC synchronisation.



Powerful search, workflows and rich metadata ensure that the right information is always at hand. ACS offers the performance, scalability and security required to manage huge volumes of business-critical content. The platform can scale to manage over one billion documents and features the robust security and information controls to protect your most valuable business assets.

Key features include:

- Smart folders and dynamic search with auto suggestions, filtering and content previews to provide fast content retrieval
- Rich collaboration features include team sites, version tracking, discussion threads, project wikis, task lists and activity feeds
- iOS and Android apps offer on-device encryption, Mobile Device Management (MDM) support, offline access and review and approval of tasks
- High availability architecture with easy-to-configure clustering
- Multi-level security including encryption of content in transit and at rest
- Robust monitoring and auditing for visibility and control
- Fine levels of access control to safeguard business-critical content



Service and Product Features

Enterprise Content Management in the Cloud provides Alfresco's enterprise content management platform for development and delivery of configured solutions.

- Flexibility for growth - the solution scales indefinitely and on-demand.
- Pre-configured enterprise content services applications available for integration with an organisation's processes and line-of-business applications.
- Bespoke configured enterprise content services can be developed in house or by SynApps in advance of subscribing to the services.
- Assured Security - the platform is hosted in highly resilient Tier3, UK sovereign data centres.
- Based on its experience in delivering and supporting Cloud-based document management services to its customers, SynApps is able to provide a fully-managed service covering system administration and full application support for the customer's configured applications

Example Use Cases

- Divisions / Business Units of organisations that require a low cost / low commitment acquisition of an enterprise-class, document management application on a service basis.
- Organisations that have multiple legacy document management systems and wish to migrate to a modern configurable document management platform can take advantage of the cloud pricing model to migrate system by system without any one system incurring the major capital outlay of acquiring enterprise-wide document management technology and the infrastructure to support that.
- Organisations that require a shared document management system for document / collaboration purposes.

Technical Features

Document Management in the Cloud is based on Alfresco's Enterprise Content Services platform;

- Robust security model.
- Content retention policy management.
- Collaboration services
- Content Services
- Records Management
- Information Lifecycle Management

An overview of the G-Cloud Service (functional, non-functional)



Document management technology for organisations to deliver Document management systems rapidly and efficiently.

Live service delivery of configured Enterprise Content management systems on a subscription model.

Information assurance

All datacentres (locales) are highly resilient Tier3, UK sovereign status.

Level of backup/restore and disaster recovery that will be provided

Organisations can choose from a range of protection levels. The default level is Local Protection - data is held in a single named UK locale and protected using server virtualisation and cloud storage which improves data durability. If organisations cannot tolerate the loss of data, they are recommended to consider the optional Remote Protection level.

Optional: Remote Protection can be chosen where virtual servers and data are stored in two UK sovereign locales, with a copy maintained in a primary named UK locale and copied to a geographically remote UK locale.

Organisations can also purchase additional backup capacity for the Cloud platform on which secondary copies of data can be automatically created and retained. Such data can also be replicated for even higher data durability.

On-boarding and Off-boarding processes/scope etc.

An organisation will need to engage in definition of their enterprise content management system requirements and the configuration / composition of the system, as well as the more detailed activities for the system to integrate to the organisation's existing business processes.

SynApps provides comprehensive on-boarding and off-boarding ECM Cloud Support services through its submission to G-Cloud Framework.

Service Profile

Item	Description
Minimum Term	12 Months
Invoicing Profile	Monthly in Advance
Managed Service Support	Service Management 9.00 - 17.30; Mon-Fri; Excl UK Bank Holidays and including:
	Annual Disaster Recover (DR) Test
	One (1) Major Release Patch Deployed Annually;
	One (1) Minor Release Patch) Deployed Annually
	Hotfixes and Security Fixes applied as required.



	Please note that End-User Account management is the responsibility of the Customer.
Out of Hours Support	Available as part of an on-call service, provided via Lot 3 Enterprise Content Services (ECM) Managed Support Services.
System Environments	Comprising
	Development
	Test
	Pre-Production/DR
	Production.
Storage	Range of storage pack options available. Storage pack charges are in addition to the base monthly service charge.
Networking	Internet.
Protective Monitoring	Protective Monitoring (Excluding Development and Test environments). This is an optional component please see additional charges.

Service Management Details

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.

Financial recompense model for not meeting service levels

If the service level falls below the stated availability percentage (excluding Planned and Emergency maintenance periods), the Client will be eligible for Service Credits. Service Credits will be calculated as a percentage (5%) of the infrastructure fees for the monthly billing period during which the failure occurred (to be applied at the end of the billing cycle).

Personnel Checks

All our resources are UK based and have either undergone Baseline Personnel Security Standard (BPSS) checks or are Security Cleared (SC).

Service Constraints

No built-in service constraints.

Service Maintenance

SynApps will adhere to the following in terms of maintenance windows:

“Planned Maintenance” means any pre-planned maintenance of any infrastructure relating to the Services. SynApps shall provide the Client with at least twenty four (24) hours’ advance notice of any such planned maintenance:

- Planned maintenance of the infrastructure relating to the Services shall happen between the hours of 00:00 and 06:00 (UK local time) Monday to Sunday and/or between the hours of 08:00 and 12:00 (UK local time) on a Saturday and/or Sunday;



- Planned Maintenance shall be excluded from any availability calculation in regard to Service Credits but shall be included in the monthly service reporting;

“Emergency Maintenance” means any emergency maintenance of any of the infrastructure relating to the Services. Whenever possible, SynApps shall provide the Client with at least six (6) hours’ advance notice:

- Whenever possible Emergency Maintenance of the infrastructure will happen between the hours of 00:00 and 06:00 (UK local time) Monday to Sunday and/or between the hours of 08:00 and 12:00 (UK local time) on Saturday and/or Sunday unless there is an identified and demonstrable immediate risk to a Client's environment;

Emergency Maintenance shall be excluded from any availability calculation in regard to service credits but shall be included in the monthly service reporting.

Service Levels - Support Hours

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 which can be negotiated as required.

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

Service Levels - Platform availability

SynApps offers a 99.95% availability SLA based on the availability of both the portal and the virtual server environment itself.

Service Levels - 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 Levels - SLA 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.

Training

A range of user and administrator training options are available as standard or custom training modules can be created. These are provided by our Lot 3 - Enterprise Content Services (ECM) Managed Support Services.

Ordering and invoicing process

Billing for the service is monthly in advance. Payment can be via the following methods: Direct Debit or purchase order.

Service Lead Time

New Clients (organisations) will typically be deployed within 1 month from order. Shorter deployment times may be available and prioritised upon request.

Existing Organisations have instant access to additional usage with no notice period required.

Data restoration / service migration

Customer has ability to extract their information. A migration service is offered separately and is recommended to maintain integrity of information under retention.

Consumer responsibilities

- Definition of and configuration / composition of document management system.
- The control and management of access and responsibilities for end users.
- Organisations must also be aware of the variable nature of the billing based on usage.
- The consumer is also responsible for ensuring it applies suitable controls to its sensitive data/application.

Details of any trial service available

Demonstration service is available by agreement.