

Case Management in the Cloud - Reservoir Management Edition – Pricing Document

Product/Service Overview

SynApps Solutions (SynApps) has developed its Case Management in the Cloud - Reservoir Management Edition to provide a fully-configured, subscription- based, case management application that enables compliance with the Flood and Water Management Act 2010. The solution implements a risk-based approach where those reservoirs that pose a risk to life are subject to a more stringent regulatory regime than those that don't.

Overview of the solution available:

Item	Description
Minimum Term	2 years
Invoicing Profile	Monthly in Advance; 30 Day Payment Terms.
Managed Service Support	Service Management 9.00 - 17.30; Mon-Fri; Excluding UK Bank Holidays and including: <i>(See Note 1)</i>
	Annual Disaster Recover (DR) Test
	One (1) Major Release Patch (EMC Releases only) Deployed Annually;
	One (1) Minor Release Patch (EMC Releases only) Deployed Annually
	Hotfixes and Security Fixes applied as required.
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: <i>(See Note 2)</i>
	Development
	Test
	Pre-Production/DR
	Production. Maximum of 150 concurrent users; 500Gb of content storage; 2.2Tb virtual machine storage <i>(See Note 3)</i>
Networking	Internet via Secure VPN
Protective Monitoring	Active Protective Monitoring (Excluding Development and Test environments). This is an optional component please see additional charges.

Notes to Table

1. End-user management is the responsibility of the Consumer
2. If used for more than 7 calendar days in a month each extra day will be charged at £76/day for Development and Test environments and £184/day for Pre-Production/DR
3. Incremental charge per Gb for additional content storage above initial 500Gb limit and for additional virtual machine storage above the initial 2.2Tb limit.

Pricing

Service costs comprise the following:

1. On-boarding/initial Set-up Charge of £43,450
2. Monthly Service Charge of £17,750 (for service profile as provided in table below)
3. Incremental Monthly Charge (per named user) of £21.25/user
4. Incremental storage charges:
 - a. £240 per Tb for all additional Production environment Content Storage over the initial limit of 500Gb
 - b. £1.88 per Gb for all additional Virtual Machine Storage over the initial limit of 2T

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 fees for the monthly billing period during which the failure occurred (to be applied at the end of the billing cycle).

Ordering and invoicing process

Billing for the service is monthly in arrears. Payment can be via Purchase Order

On-boarding charges will be invoiced at time of order placement.