



# Case Management in the Cloud - Reservoir Management Edition

## Service Definition

### 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.

Case Management in the Cloud - Reservoir Management Edition is based on OpenText's industry leading case management technologies and provides the foundation for a wide range of case-based applications.

SynApps is a leading provider of enterprise content management (ECM) and business process management solutions together with 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.

OpenText is a global provider of information management solutions based on the industry-leading Documentum product-family:

- Documentum - for Enterprise Content Management (ECM)
- xCP - for fast-track configuration and deployment of case-management/BPM solutions

### Service and Product Features and Use Case

Case Management in the Cloud - Reservoir Management Edition provides OpenText's industry leading case management technologies for the development and delivery of configured case management applications, integrated with existing systems.

- Flexibility for Growth- the solution scales indefinitely and on-demand.



- Pre-configured case management application that implements a risk-based approach for reservoir management that supports compliance with the support compliance with the Flood and Water Management Act 2010.
- Bespoke extensions/modifications to the configured case management solution can be developed in house or by the provider in advance of subscribing to the services.
- Hosted on Microsoft Azure cloud platform.
- Based on its experience in delivering and supporting Cloud-based services to its customers, SynApps is able to provide (under Lot 4 Specialist Cloud Services) a fully-managed service covering system administration and full application support for the customer's configured applications

## Technical Features

Case Management in the Cloud is based on OpenText's Documentum-based case management technology: xCP

- Documentum- The industry leading enterprise content management platform offering the most robust security model, content retention policy management and record management.
- Documentum xCelerated Composition Platform: xCP. xCP is a platform for configuration and composition of case management systems that require no custom coding.
- xCP enables collaborative and integrated case management systems to be delivered rapidly taking advantage of agile development methods.

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

Case management technology for organisations to deliver case management systems rapidly and efficiently.

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



## Information assurance

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

## Connectivity Available

Connectivity via the internet, via Secure VPN.

## 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 case 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 consultancy services through its Lot 4 submission to G-Cloud Framework.

## Service Profile

| Item                    | Description                                                                   |
|-------------------------|-------------------------------------------------------------------------------|
| Minimum Term            | 2 years                                                                       |
| Invoicing Profile       | Monthly in Advance                                                            |
| Managed Service Support | Service Management 9.00 - 17.30; Mon-Fr; Excl UK Bank Holidays and including: |
|                         | Annual Disaster Recover (DR) Test                                             |
|                         | One (1) Major Release Patch (OpenText Releases only) Deployed Annually;       |
|                         | One (1) Minor Release Patch (OpenText 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                                                                                                                               |
|                       | Development                                                                                                                              |
|                       | Test                                                                                                                                     |
|                       | Pre-Production/DR                                                                                                                        |
|                       | Production. Maximum of 150 concurrent users; 500Gb of content storage; 2.2 Tb of virtual machine storage                                 |
| 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

## **Product / Service Options**

1. Tooling to configure / compose bespoke case management systems.
2. Remote Replication (additional cost). 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.
3. Backup (optional). SynApps is able to backup either entire virtual servers, or selected data to an independent backup solution. This can allow clients to recover their servers and/or data from a backup.

## **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.

## Hierarchical Escalation Procedure of Supplier

The hierarchical escalation procedure for the severity 1 incidents shall be the following:

| Hierarchical escalation procedure |                                     |
|-----------------------------------|-------------------------------------|
| Time spent                        | Hierarchical level within Supplier  |
| 30 minutes                        | Service Manager                     |
| 2 hours                           | Customer Support & Hosting Director |
| 4 hours                           | Sales & Marketing Director          |
| 12 hours                          | Managing Director                   |

This hierarchical escalation procedure does not in any way supersede the technical escalation procedure.

These deadlines shall apply as from the receipt by Supplier of the request for support.

## Ordering and invoicing process

Clients can view their current usage and charges online in real time via the portal.

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.

### **Termination terms By consumers (i.e. consumption) By the Supplier (removal of the G-Cloud Service)**

One Calendar month notice must be given. An exit plan will be provided as part of the contract, termination costs may apply.

### **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.

### **Customer responsibilities**

- 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 Customer is also responsible for ensuring it applies suitable controls to its sensitive data/application.