



Archive in the Cloud Service Service Definition

Service Overview

SynApps Solutions is a leading provider of enterprise content management (ECM) solutions and associated consultancy, implementation, and support services. Our service is designed to provide organisations with the ability to archive content to the cloud or to on-premise solutions enabling the decommissioning of legacy platforms and retirement of hardware which would consume customer resources. The service is based around the OpenText InfoArchive Platform.

The need for an Archiving Solution is partly based on around the need to decommission obsolete systems and applications without losing valuable information. This relieves active systems that contain large amounts of business complete information which no longer needs to be managed in a high-cost production environment but still needs to be accessed by business users and preserved to meet regulatory requirements.

This solution will capture, manage, secure and share content connected to multiple applications for user access.

The OpenText InfoArchive platform is unique in its ability to archive data, unstructured content and hybrid information from any application and ensuring it remains accessible to business users; and is also able to provide a comprehensive set of compliance features that will enable customers to continue to meet their regulatory obligations. The solution is built on a standards-based archive that holds data in an open format, which is essential for preserving business information for long term access.

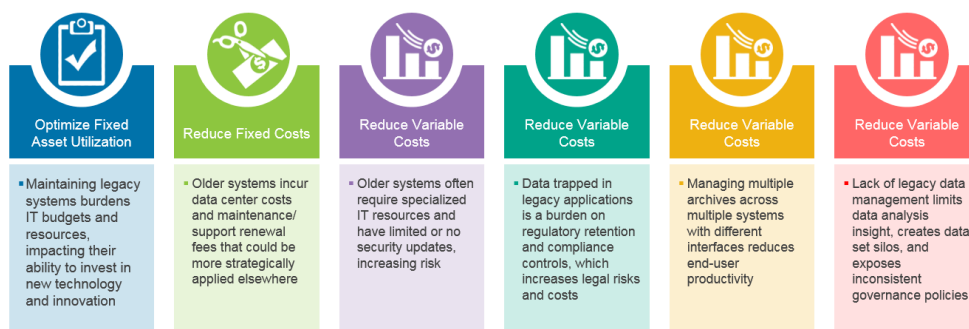


Figure 1 - Demonstrating that organizations struggle to eliminate legacy applications while ensuring information compliance.



Expertise and Experience

- Customers will benefit from decades of conducting decommissioning & active archiving projects; especially to the largest financial institutes worldwide, including managing Petabytes of information.
- Customers can take advantage of our application agnostic approach, in which we have archived various complex applications (ERP, CRM, Call Centre inbound/outbound voice calls, mainframes and so on). There will not be constraint by any complexity as we can archive any application and are not limited by extraction capabilities.
- Customers will gain an archiving platform, which will support future active archiving use and data tape archiving cases.

Service and Product Features

Archive in the Cloud powered by InfoArchive is an open standards product that has been design in accordance with ISO 14721 (OAIS) and offers customers the following key capabilities: -

- Flexibility - The ability to support optimized archiving of structured data and unstructured content from any type of business application.
- Scalability - Designed to support many users, and manage information from a wide variety of different business applications.
- Compliance - The integrity and privacy of archived information is maintained in the archive, and access and viewing of information controlled. All activity in the archive is fully audit, which in turn can be searched upon.
- Accessibility - All archived information can be accessed using an intuitive interface that presents users with a common process for querying the archive, independent of source application.
- Efficiency -

Example Use Cases

- Organisations that have multiple legacy applications which require retirement, but the information must still be kept and be available for a period of time.
- Example systems archived include ERP, CRM, Financial Applications, HR Systems, Content Management Systems, clinical and medical applications, laboratory reports and pharmaceutical product production data.
- Organisations who have a need to archive both structured and unstructured data.



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 Archive in the Cloud 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 Electronic Content Services Cloud Support Services - Cloud Support services through its submission to G-Cloud Framework.

Pricing (including unit prices, volume discounts (if any), data extraction etc.)

Please see the pricing document.



Additional Charges

1. ECM Cloud Support Services are procured separately under the SynApps Solutions support solution proposal on G-Cloud.
2. Protective Monitoring is additional service to be included; this is an additional surcharge per month depending on number servers within the platform.

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.

Personnel Checks

All our resources have undergone Baseline Personnel Security Standard (BPSS) checks. Security Cleared (SC) and Developed Vetted (DV) resources are available on request.

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.

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.