



G-Cloud 15

Cloud Software – Sparx

Enterprise Architect

Service Definition



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Author(s) and Release Authority

Author(s)	Released by
P Wood	T Reeves



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1 Service Description

As a Sparx Systems global Value Added Reseller, MAIAR Ltd provides software from the full range of Sparx Enterprise Architect (EA) and Pro Cloud Server products and services. EA is a powerful tool for all forms of systems engineering and analysis and the addition of Pro Cloud Server enables powerful team working both between EA users and with others using a web browser viewing interface.

The full range of Sparx EA products available includes:

- EA Client
- Database
- Reusable Asset Service (RAS)
- webEA
- Pro Cloud Sever
- Prolaborate
- EA 'Software as a Service'.

MAIAR's service offering includes:

- Pre-purchase advice on configuration to suit user needs such as:
 - Local/remote cloud;
 - Fixed or floating licences; and,
 - Appropriate EA/Pro Cloud Server edition (or other licences tool as appropriate)
- Configuration assistance, including installation.
- Tailored support to individual users or small teams.
- Options for further configuration and integration of EA using the Model Driven Generation (MDG) and add-in capabilities.

2 Data Backup

MAIAR normally delivers EA software as a service to the client's Cloud service, with data backup being provided as a core cloud infrastructure service. Within the application, data changes are audited.

3 Onboarding support

MAIAR can provide early-stage guidance to assist clients in designing and configuring their EA installation to suit their business needs and existing cloud infrastructure. Options include inhouse and external cloud or provision of a new cloud solution.



Once the order has been placed, MAIAR can provide detailed support which can include:

- Guidance/assistance in configuring EA/Pro Cloud Server and data storage options.
- Assistance in importing existing information into EA.

Although MAIAR does not offer formal training courses, the company can provide tailored support to individual or small groups of users and administrators. This can be delivered in person or remotely via Teams.

4 After Sales Support

Once the EA service is up and running, MAIAR can provide continued tailored support to users and administrators. This can include guidance on upgrades and maintenance options and the evolution of the EA installation to suit changing client needs.

5 Technical Requirements

If EA is configured to use a central shared database, this will require an appropriately sized server depending on the number and complexity of the models being used. Since this varies widely between clients, it should be considered on an individual basis in the pre-sales engagement. Pro Cloud Server requires a reasonably low latency network.

Technical Requirements are very different across the full set of products, which drives complexity of the requirement in terms of installation, integration and on-boarding the service.

It is advised that our technical services team be engaged to support adoption of the capability by the buying organisation, using the SFIA rate card for our services.

6 Hosting Options

All options can be addressed from single stand-alone PCs to global cloud with multiple Pro Cloud Server instances. MAIAR has experience of supporting installations on private cloud, Government cloud instances (including classified systems) and public cloud.

7 Security

While EA is not security enforcing software, it does implement all the appropriate application level protections and can be configured to provide full auditing and logging. MAIAR has supported EA installations on highly classified Government infrastructures where EA has been proven to comply with wider system level security enforcing products and services.