

Service Definition

Introduction

myday is the UK's leading Further and Higher Education digital campus solution that allows institutions to create and customise a collaborative student portal.

A trusted, proven solution, myday provides a personalised experience where learners, staff and applicants can access and interact with your online services.

The myday platform is a Software-as-a-Service (SaaS) solution, which connects seamlessly to your existing systems and data sources to provide the end-user with an intuitive dashboard, accessible via the web or our dedicated native app.

Pricing

myday is a subscription service charged per user per annum. All new myday customers must purchase onboarding services for implementation and setup. Please refer to the myday Pricing document for a full breakdown of subscription tiers and charges.

Ordering

To order myday, contact a member of the Business Development team to discuss the needs and scope of your required solution. To begin the process, please request a demo from our website (<https://myday.collabco.com/>) or email hello@pebblepad.com.

The myday team will work collaboratively with you to build the right solution to meet yours and your end-users' needs, ensuring that your requirements are fully met.

A signed myday Software Services Agreement is required for all orders. Purchase Orders should be sent to mydayfinance@pebblepad.com.

Subscription term & commencement

myday is offered on a minimum 24-month agreement.

All subscriptions commence on the day the myday tenant is made available to the customer regardless of when the service goes live to end-users.

Invoicing

All fees are payable annually in advance; there are no monthly or quarterly payment options. The following table outlines the invoicing timetable:

	Invoice issued	Payment terms
Onboarding fee	Upon receipt of Purchase Order	30 days from invoice
Subscription fee <i>Initial 12-month term</i>	Upon receipt of Purchase Order	30 days from invoice or within 30 days of the subscription start date (whichever is sooner)
Subscription fee <i>Subsequent term and all renewals</i>	Upon receipt of Purchase Order or 90 days prior to the renewal date	30 days from invoice or 30 days before the renewal date (whichever is sooner)

Onboarding

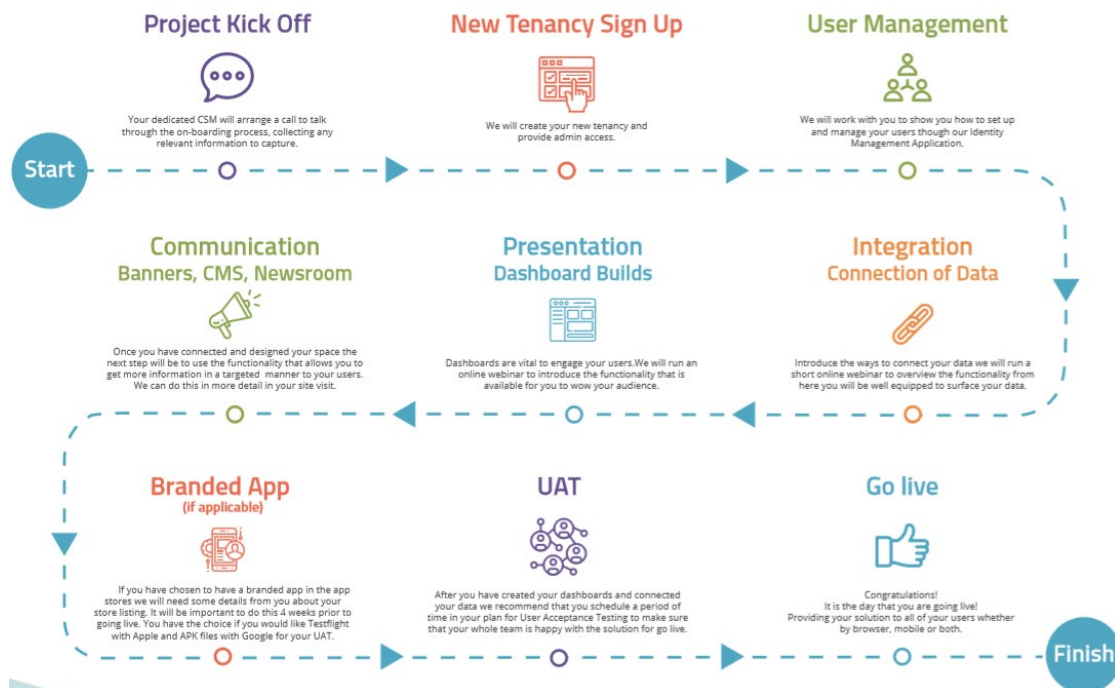
Service summary

Onboarding is a well-defined process, which myday and the customer work through collaboratively to setup and implement myday. The process is highly efficient and repeatable to ensure that the go-live can be achieved as quickly as possible. Typically, onboarding includes the following activities:

1. Training of myday administrators
2. Set-up and handover of the myday tenant(s)
3. Installation of tenant apps, myday connectors and myday sync server
4. Integration of systems and datasets using myday connectors and myday sync server
5. Build of user interface
6. Build and release of mobile app(s)
7. User testing and sign-off

Timeline

As myday onboarding is based on a highly repeatable framework, it typically happens within 90 days, with myday offering full support during this period from the subscription start date. The following infographic summarises the steps taken during the 90-day period:



Customer success

myday takes after-sales support extremely seriously and has invested in a Customer Success Team. This team is your first point of contact should you have any queries about myday and will support you throughout your myday subscription. Customer Success will ensure you utilise myday to its full potential and take advantage of all of the platform's capabilities.

Service summary

The Customer Success Team is responsible for the full customer lifecycle, including onboarding, service reviews, our monthly myday webinars and renewals. It works proactively with customers to tailor and optimise myday to the individual institution and to share best practice at every opportunity.

Service & Maintenance

The myday subscription is inclusive of support and maintenance for all aspects of the platform.

Support

myday offers support to customers for the use of the myday platform including and limited to the myday cloud, myday sync server, myday connectors and myday app(s).

- *For full details, please refer to Schedule 3 of the myday Software Services Agreement.*

Service levels

myday offers support during the business hours of 9:00am – 5:00pm (4.30pm on Fridays). Our team can be contacted via our self-service website, within the myday platform, email and telephone.

We do not offer a guarantee on resolution times but aim to meet the following response times:

- **Critical** – 1 hour
- **High** – 4 working hours
- **Medium** – 8 working hours
- **Low** – 16 working hours

We offer a 99.8% uptime SLA. In the unlikely event the SLA is not met, the customer is entitled to either:

- a) An extension of this Agreement for the period of outage; or
- b) A reduction in the value of the Subscription Fees for the next Renewal Period, calculated as the value of the Subscription Fees which are attributable to the period of service outage in question, as a proportion of the total period of the Subscription Term or Renewal Period (as applicable).

- *For full details, please refer to Schedule 3 of the myday Software Services Agreement.*

Maintenance windows

myday undertakes planned maintenance typically at monthly intervals [with all details published here](#). Changes are carried out during our planned maintenance window (7:00am – 8:00am).

Exclusions

1. Customer or 3rd party-owned services connected to myday including, but not limited to, networks, servers, databases and applications
2. Windows and SQL server provided by the customer for the myday sync server
3. Office 365 and services (SharePoint, Exchange, etc.)
4. Changes required after on-boarding and go-live have been completed
5. Custom JavaScript and Custom CSS
6. End-user application support

Cancellation and offboarding

In the event the customer wishes to cancel their myday agreement, they are required to give myday at least 28 days' notice in writing prior to the end of the current subscription term. At the point the subscription term expires and the agreement is cancelled, myday will remove the tenant within 30 days. As all data is a duplicate of that from other customer systems, there is no requirement for data extraction.

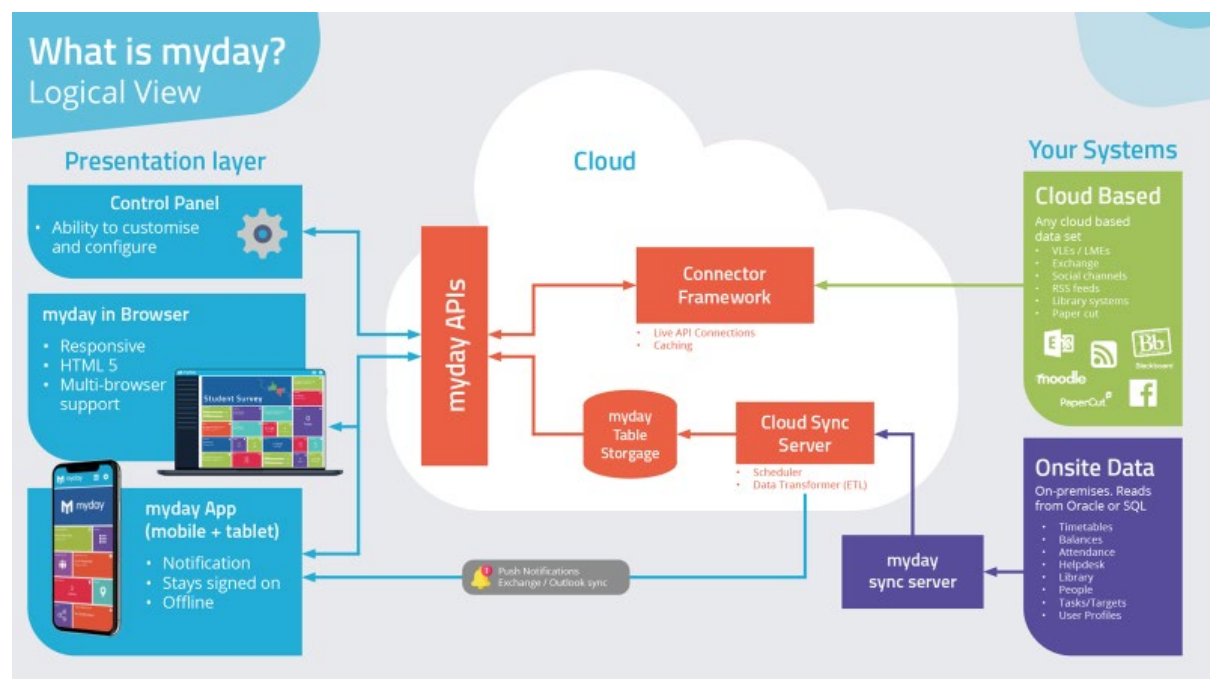
Technical

Technical requirements

To integrate with myday, the customer's systems must be accessible by either a API or database connection. The customer is responsible for the provision of Windows and SQL licences if the myday sync server is required.

Architecture

This diagram outlines the myday platform architecture:



Customisation

myday is a framework so customisation for an admin takes the form of:

- Dashboard creation, tile layout, colour and type, theme adjustment, logo upload, targeting of dashboards & tiles, content, bookmarks & themes, selection and configuration of connectors for data retrieval, configuration of database tables and views including sync schedule.
- Users may personalise the dashboard tile layouts, colours and templates. Theme selection may also be available depending on the customer configuration. Tiles may be optionally repositioned or removed by the user.
- myday can also be developed on by the customer and its partners using JavaScript, CSS and HTML5. Various myday customers have built their own tenant apps and tiles.

Data backup & restoration

myday is hosted in Microsoft Azure using key Azure services for high availability. Within the Azure platform, all data has three local replicas in each region. All types of data are geo-replicated between two Azure regions. In the event of failure in the primary region, myday automatically fails over to the standby region. Backups are performed daily.

Data retention

Backups are retained for six months.

- *For full back-up, availability and disaster recovery details, please refer to Schedule 4 of the myday Software Services Agreement.*

Contact

Please call or email for more information and to discuss your institution's specific needs and requirements.

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