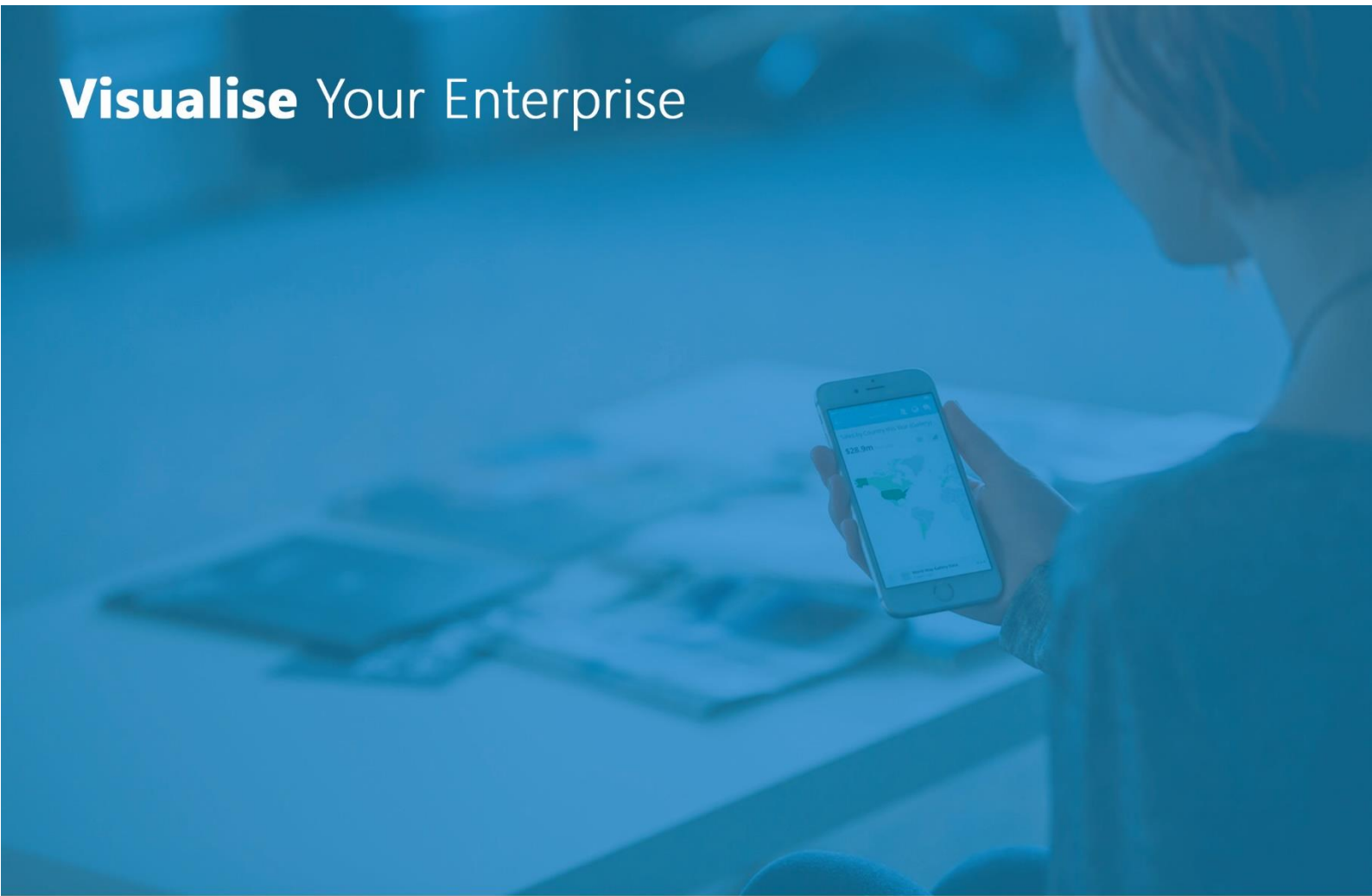


Visualise Your Enterprise



Data Capture Management Systems

G-Cloud VIII Services Definition



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Service

ICONICS' Data Capture Management (DCM) System collects a wide variety of real-time and historical building management, energy, and environmental data as well business data and collates this in the cloud, ready for visualisation using HTML5 providing the user with easy access to the data and user defined KPIs and analysis.

The Data Capture Management (DCM) System is configured by ICONICS specifically for the deployment required by the customer. The configuration takes place after agreeing with the customer their specific requirements.

Top features

- IoT support
- Real-time and historical data collection
- On-site data buffering option to accommodate intermittent network connections
- Data import from Excel and CSV files
- Automatic data collection from web services
- User definable KPIs and Analysis
- Use on desktops/laptops, tablets, and mobile phones
- Supports Windows, Android, iOS or any compatible HTML5 device
- Scheduled and on-demand reporting
- Data export to multiple formats

Business Benefits

- Combine data from multiple disciplines in a single environment
- Integrate building management, energy, environmental and financial/business data
- Analyse and forecast using real-time and historical building data
- Monitor business performance and supplier SLAs
- Provide a single "view of the truth"
- Flexible user analysis whilst maintaining source data integrity
- Fully cloud based for ease of support and scalability
- User friendly non-coding configuration environment
- Web-based data egress provides simple data integration into other systems
- Reduces the time and resources required to make decisions

By seeing all data in one place, for all properties users can now see and prioritise the most underutilised and energy inefficient buildings. Plus, their single unified property management team, can now access a system in any browser. From a data management perspective, the solution can save hundreds if not thousands of hours in manual data collation and reporting tasks each year. But more importantly, a Property Asset Management team are able to analyse the expensive and underutilised properties and plan which buildings should be rationalised first.

About ICONICS UK Services Ltd.

ICONICS UK Services Ltd. brings world class service and support for ICONICS software tools to the UK market. A centre of excellence providing a full suite of services from product and partner support and training, design and implementation consultancy through to full project delivery and software development.

Customers

Department of Business, Innovation, and Skills	Babcock International
The Pentagon (DOD)	Welsh Water
University of Bristol	Nissan Motors Manufacturing
Phillips Avent	Microsoft
Scottish Water	

Information Assurance

Management Systems

ICONICS UK Services Limited, holds the following Management Systems certifications:

- ISO 9001, Quality Management System
- ISO 14001, Environmental Management System
- ISO 50001, Energy Management System

Furthermore ICONICS has aligned its internal systems with the following standards, but has not been certified by external parties:

- ISO 27001, Information Security Management System

Security Classification

Typically the cloud service would be offered for data classified as OFFICIAL and lower only. However if need be other classification can be supported as part of the configuration undertaken for the customer deployment.

Data Security

Multiple levels of operational data security can be offered as part of the cloud service, including:

- Live operation of the service from single data centre only
- Live operation of the service from single data centre, with standby service in a secondary data centre located in a different region
- Live operation of the service concurrently from two data centres located in two distinct regions

The specific level will be agreed with the customer as part of their specific configuration. Refer to the pricing schedule for more details.

In addition at least a weekly backup will be made of the system.

Service Provision and Constraints

On-boarding/Off-boarding

The ICONICS Data Capture Management System is deployed and configured for the specific customer requirements, and as such the on-boarding process is either part of the configuration phase or if there are specific entities that will be on-boarded at other times they will be costed according to the rate-card.

Any on-boarded entity will be included in the solution until the end of the active 12 month contract.

Off-boarding of any entities will be costed according to the rate-card.

Payment

The software will have to be paid 12 months in advance, and can be extended 12 months at a time.

The agreed configuration labour (as per the rate card) will be charged monthly based on usage.

The Azure hosting costs will be charged monthly in arrears.

All payments are to be made within 30 days of the date of invoice.

All prices are exclusive of VAT at the current rate.

Termination Costs

Termination can take place at any time.

The software license costs will be retained for the full term, without refunds.

The Azure hosting costs will be charged up to and including the last day of use.

Any pre-paid configuration labour will not be refunded.

Cancellation Costs

Any cancellation or postponing of meetings or other labour (as per the rate card) with less than 3 working days' notice will be invoiced at the agreed rate. Any expenses incurred for any cancelled or postponed meeting will be invoiced.

Support

Support Scope

Support is provided for the deployed application, this includes:

- The installed software that makes up the ICONICS Data Capture Management System
- The specific configuration of the ICONICS Data Capture Management System created by ICONICS for the customer

All components external to the ICONICS Data Capture Management System are excluded from the support scope, this includes, but is not limited to:

- Availability and performance of internet connections
- Client side web browsers

Support Hours

Monday to Friday, excluding bank holidays observed in the United Kingdom, from 8:30 until 17:30.

Severity Definitions & Escalation Process

Critical	System/Service is down	The case will immediately be assigned to a Support Engineer for diagnosis and debugging. When possible, a proposed solution or workaround will be provided verbally or via e-mail. In the event the customer cannot physically implement the
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		suggestion, the case will be downgraded to MEDIUM priority until further notice. CRITICAL issues will receive ICONICS Support Manager coordination.
High	System/Service is not functioning as expected. Workaround is not available or not suitable for the user(s)	The case will be worked on by a Support Engineer for up to two days. If no solution or workaround can be found, the case priority will be raised to CRITICAL. The case will be followed assuming that no CRITICAL issues are active. A HIGH priority issue can be downgraded if the customer cannot physically implement a workaround or install an available Hot Fix. Every three days, the customer will receive a verbal or e-mail update about the status of this issue
Medium	System/Service is not functioning as expected. Workaround is possible and suitable for the user(s)	The case will be worked on by the Support Engineer for up to two days. If no solution or workaround can be found, the case priority will be raised to CRITICAL. The case will be followed assuming that no CRITICAL or HIGH priority issues are active. Every three days, the customer will receive a verbal or e-mail update about the status of this issue or notification about a Hot Fix solution.
Low	Informal question regarding the capabilities of the system/service	The Support Engineer will work on the case until some information is provided. The case will be followed assuming that no other higher priority issues are active. Every three days, the customer will receive a verbal or e-mail update about the status of this issue or notification about a Hot Fix solution

Service Management

Customisation

The ICONICS Data Capture Management System is deployed and configured for the specific customer requirements, and can be customised extensively during the setup/configuration phase. The work in the setup/configuration phase will be costed according to the rate-card.

To make the customisation a success, the customer is expected to clearly provide their requirements, including, but not limited to:

- Visualisation & dashboards
- Source data structures
- Data normalisation needs
- Geospatial, geographical and other reference data
- Data hierarchy

Training

Standard product training is provided either on-site or at the ICONICS offices, at £1,695 per person for a 3 day course.

Maintenance Windows

Regular software updates (if applicable) are applied every last Wednesday of the month, except in December, when no regular update will take place.

Emergency updates will be applied as necessary, the customer will be notified of an emergency maintenance window at least 1 working day in advance.

Deprecation of functionality/features

The ICONICS Data Capture Management System is deployed and configured for the specific customer requirements, under normal circumstances the functionality provided would remain for the lifetime of the service. Although under abnormal circumstances (e.g. security) functionality may be deprecated.

Availability

Multiple levels of service availability can be offered as part of the cloud service, including:

- Live operation of the service from single data centre only
- Live operation of the service from single data centre, with standby service in a secondary data centre located in a different region
- Live operation of the service concurrently from two data centres located in two distinct regions

In addition, normally a staging server is recommended, as this will allow requested configuration changes to be staged before being deployed, resulting in shorter maintenance windows.

The table below shows the typical relative impact on the compute costs for both the virtual server(s) and the services, as well as the relative impact on the storage & service bus costs.

	Virtual Server(s) Compute	Services Compute	Storage & Service Bus
Single live server, no staging server	100%	100%	100%
Single live server, staging server	150%	200%	200%
Single live server, standby server, staging server	150%	200%	300%

Two live servers, staging server	250%	300%	300%
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The specific availability level will be agreed with the customer as part of their specific configuration. Refer to the pricing schedule for more details on the Azure prices.

Performance

The performance of service is dependent on multiple factors, including but not limited to:

- The Service Availability model chosen
- The availability of any underlying (source) data sources and structures
- The capabilities of the underlying infrastructure chosen as part of the deployment

Reporting

Support

A monthly report will be provided, with details on the support cases that were opened and closed in the last month.

Hosting

Every month a report will be provided summarising the Microsoft Azure cost running the configured service for the customer.