Service Definition

Cloud Attendance

G-Cloud 10

advanced
People. Partnership. Solutions.

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Why Advanced?

Advanced is the UK's third largest provider of business software and services with a £220m turnover, 10,000 customers and 2,000 employees. We provide enterprise and market-focused solutions that allow our customers to reimagine what is possible, innovate in their sectors and improve the lives of millions of people in the UK.

By continually investing in our people, partnerships and technologies, we provide right-first-time solutions that evolve with the changing needs of our customers and the markets they operate in. Our Cloud-first strategy is enabling our customers to drive efficiencies, make informed decisions, act with pace and meet challenges head on.

True partnership is what differentiates us from our competition. We deliver focused solutions for public sector, enterprise, commercial and health & care organisations that simplify complex business challenges and deliver immediate value.

Advanced solutions help to care for 65 million patients in the UK, manage over £1 billion in charity donations, support 2.5 million students and get over 1.2 billion passengers to their destinations on time.

Our solutions

We offer a wide range of solutions and services including ERP, back-office systems, sector specific technology and IT services.

Our back-office applications include financial management, enterprise resource planning, human capital management, relationship management and reporting & analytics. These reliable, scalable and integrated solutions help our customers understand and run their organisations better in order to create streamlined processes and improve efficiencies. All of this is backed up by an expert delivery and services capability and a passionate focus on customer satisfaction.

We are a leading provider in our key sectors, with decades of experience and a deep understanding of the needs of organisations servicing these areas. We have developed our solutions specifically to respond to requirements within these sectors, so that our customers can use the latest technologies to gain competitive advantage, meet industry standards, create maximum efficiencies and delight their own customers.

We are committed to helping organisations turn digital disruption into a secret weapon for success, unlocking the potential of their workforce with the right digital skills, tools and leadership. We use digital technology, such as the Cloud, AI and Machine learning, to transform the way our customers operate and we can help you choose the best platform for your needs. Even if your organisation has incumbent legacy applications that lack agility, we can successfully solve modernisation challenges so that you can take advantage of latest technologies, commodity infrastructures and Cloud platforms.

We are also a certified Managed Service Provider running mission critical services for customers across Public, Private and 3rd sector ensuring customers can focus on the success of their businesses. In partnership with you, our experts can decide which services will benefit your organisation the most and create a bespoke package for you. This may result in you completely outsourcing your IT infrastructure to us, and housing your data in our Tier III Data Centres.

Enterprise Resource Planning	
	• Sales Order Processing
	• Stock Management
	• Logistics
	• Patient-level resource management
	• Warehouse Management
	• Field Service and Service Management
Human Capital Management	• HR and Payroll Outsourcing
	• Human Resources
	• Payroll Software
	• Professional Services Automation
	• Learning and Training Management
Relationship Management	• Fundraising
	• Membership
	• Microsoft Dynamics CRM
	• Social Housing Management Solutions
	• Legal Practice Management
Reporting and Analytics	• Business Intelligence
	• Dashboard Reporting
	• Predictive Analysis
Spend Management	• Sourcing
	• Procurement
	• Marketplace
	• Spend Analytics

Market Solutions	
	• Care Management
	• Solicitors
	• Ticketing and Venue Management
	• Clinical Decision Support
	• Clinical Patient Management
	• Electronic Patient Record Solutions
	• Further Education Management
	• Coroners
IT Services	
	• Cloud Services
	• Data Services
	• Application Development and Data Services
	• IT Outsourcing
	• Application Migration and Modernisation
	• Managed Services

Our Offices

We operate from large, state of the art modern office hubs with extensive facilities, providing an enhanced working environment for our 2,000 staff. This has encouraged new talent to join us and enhanced team collaboration and expertise. Our national headquarters are based at Ditton Park, a prestigious parkland development located in Datchet, near Heathrow Airport. We have a Midlands regional headquarters at the Mailbox, based in the heart of Birmingham city centre, offering a unique and vibrant work environment. Our centre in the North West was relaunched in March 2017 with a visit by George Osborne who simultaneously hosted a roundtable of senior digital leaders for his 'Northern Powerhouse" initiative.

We also have offices in Dublin, Singapore, Australia and the USA,

Quality Commitment

All our services are governed by the ISO 9001:2015 certification and all service delivery is aligned to ITIL v3.

Security First

Advanced is ISO 27001:2013 accredited. We meet with and apply all 114 Annex A controls to our operations.

Accreditations

The Infrastructure as a Service (IaaS) is accredited to hold and process information to IL2 and IL3 and is governed by ISO 9001 and ISO 27001.

The Software as a Service (SaaS) component applies to the following standards, with the target impact level we would expect the service to be able to hold and process information also shown:

> Defence, international relations, security and intelligence – no relevant standards

> Public order, public safety, and law enforcement - no relevant standards

> Trade economics and public finance

- Impact on public finances would be targeted to BIL 1/2

- Impact on UK trade and commerce would be targeted to BIL 1/2

> Public services

- Inconvenience and impact on public confidence would be targeted to BIL1

- Impact on public finances would be targeted to BIL 2

- Locally provisioned services with no impact on health and safety would be targeted to BIL2

> Critical national infrastructure

- Finance would be relevant to target to BIL 1

> Impact on personal/citizens

- Impact on the privacy of the citizen would be targeted to BIL 1

- Utilisation of a service would also be targeted to BIL 1

Overall our software would be targeted to BIL 1/2.

Compliance with Government ICT and information principles

We build applications to help reduce waste, save time and enable bodies to increase efficiency. We provide both agile development and rapid implementation services to enable organisations to deliver projects quickly, successfully and on budget.

Our ERP on-demand service uses a software service that has been implemented in many shared service type operations, enabling customers to use a single system across multiple organisations. The Cloud-based deployment also enables organisations to completely outsource the management of the solution. Use of common tools and platforms gives the service an "open" approach, ideal for interoperability within organisations wishing to leverage best of breed systems from SMEs and beyond.

The solution offers mobility within deployment; there are specific mobile-enabled features and "apps" to sit alongside the service, delivering a true collaborative approach to public working. This combined with the strong security model and devolved governance role set up, which tightly controls user access, ensures internal and external security and governance is maintained throughout.

Business information is crucial to any organisation. The service provides strong management and reporting of the business history and transactional information in the service, but also supports corporate business analysis by enabling interoperability between systems to join up disparate and discrete snapshots of information. However, access to information is always controlled, strong governance protects the business information within the service and modern secure transmission methods then protect externally interfaced data.

The service supports the seven key principles of information:

> **Information is a valued asset –** the key analysis and reporting functions within the service enable powerful use of the information for management reporting and internal decision-making.

> **Information is managed –** information is protected within the secure data repositories, and utilised throughout its life history.

> **Information is fit for purpose –** it is held in a way that is organised logically for the outputs needed from the system and to provide meaningful reporting.

> **Information is standardised and linkable –** it is held only once throughout the service, it enables data to be used only once and where relationships exist, automatic links are created.

> **Information is re-used –** it is entered only once, and utilised throughout all applicable modules and reports.

> **Public information is published –** automatic scheduling enables information critical public information to be automatically published and stored, providing public access. In addition, external modules, such as the supplier self-service, allows individuals and organisations to view relevant data through a secure portal.

> **Citizens and businesses can access information about themselves –** this is less important as citizen information is less relevant to this type of application, but where individuals interact as customers or suppliers, this is supported.

Back-up/Restore and Disaster Recovery

Disk to disk backup in same Data Centre as SaaS with replication to a remote Data Centre. Asynchronous application and data replication between Data Centres for Disaster Recovery. The service can also offer "hot backups" without any down time.

On-boarding and Off-boarding

All processes are defined within the standard contractual terms. On boarding includes provision of server space, storage and network capacity for the client to an individually defined area of the cloud service. Relevant data import templates are set up, and resources are allocated accordingly, to support the client in on boarding and training client staff in usage of the software.

Off boarding is subject to standard notice terms and facilitates the provision of data and relevant data structures. Any subsequent historic access for archive may be subject to an extended use charge.

Our customers

We strive to ensure our partnerships with our customers means they can deliver excellence in their markets and for their end users. Implementing a new technology system is about more than the software alone, which is why we are dedicated to continually working with our customers to get the most out of their new investment. We are aware of the diverse business system requirements of organisations varying in size and in different sectors. Our highly scalable systems range in size from two users up to several thousand.

Our Net Promoter Score has improved by a net 24 points over the last 24 months. Day to day customer satisfaction (CSAT) scores are really strong, averaging 9.3 out of 10. This is very important to us, and in a recent externally-conducted customer satisfaction survey, 94% of our customers surveyed stated they would be likely to be using solutions from Advanced in 18 months' time.

Our investment in the future

We author all of our key products including finance, project accounting, procurement, forecasting and planning, payroll and HR, business reporting tools and document management. This is an important factor in controlling future product direction and allows us to remain agile so we can meet the ever-changing demands of the marketplace in which our customers operate.

Continued investment in R&D is key to our ongoing growth and success, a large part of which is driven by customer feedback from user groups. This financial year we will invest £25 million into product development, dedicate 100,000 days to development and employ over 800 application developers focused on ensuring our market leading solutions are answering the needs of our customers – now and in the future.

Our delivery & support

Buying a solution offers a lot more than just software. With an impressive track record built up over many years, our team provides you with the services and support to implement your new system as quickly and easily as possible. We also work closely with you to encourage optimum use of the software throughout your organisation, delivering an excellent return on investment through the lifetime of the system. Our consultants are characterised by their professionalism, length of service and extensive knowledge of the systems they implement and support. They also have years of expertise in the vertical sectors they operate in, and many of our consultants have backgrounds as qualified accountants or HR professionals, which underlines their level of skill and experience.

Analyst Views

The following citations provide views on Advanced from various independent technology sector analysts:

Advanced, Ditton Park, Riding Court Road   Page 8   **Please consider the environment**

Datchet, SL3 9LL   **Think before you print**

TechMarketView

Advanced is ranked as being the third largest UK headquartered Supplier of Enterprise Software to the UK Market behind Sage and Capita, according to the TechMarketView 'UK Software & IT Services Rankings 2016' Report.

On 21 November 2016,TechMarketView quote 'Advanced is on a mission to achieve "ambitious and sustained growth" and that will inevitably mean we can expect it to return to the acquisition trail in the months and years ahead'

Megabuyte Insight Report- UK Accounting & Enterprise Software Peer Group Report (Quarter 4, 2015)

Of the most prominent private company results, there is perhaps no better place to start than with recently taken private Advanced Computer Software Group Limited which, in the year to February, continued in good form, growing revenues by 8.5% to £220.5m, along with a 19% jump in adjusted EBITDA to £54.0m, yielding a 24.5% margin. Whilst not providing the usual performance breakdown, Advanced noted that revenues and adjusted EBITDA grew across all divisions. In particular, healthcare made good progress in the community care space and IT service solutions experienced strong demand for the cross selling of Cloud services into its existing customer base, in addition to new customer wins.

Service Overview

Academics want to teach and not to take a register of attendees and in large lecture theatres the task is further complicated. Cloud Attendance provides a variety of solutions that capture attendance data automatically.

Immigration authorities are compelling institutions that recruit international students to ensure that their students are fulfilling the terms of their visa. This includes verifying that they attend classes and other appointments.

In a busy university or college ensuring that this information is gathered in a robust and reliable way can be challenging. Cloud Attendance allows you to capture this information in the classroom with minimal input from academic staff.

Using Cloud Attendance with fixed or mobile smart screen devices, students can record their attendance in class by either a smartcard or a fingerprint biometric. The information is then available for Border Agency reporting or other management, staff or student feedback.

These devices allow you to display relevant student and staff content, help to improve the overall student and staff experience and many users consider the solution to be less intrusive.

www.oneadvanced.codm/solutions

Cloud Attendance Functionality

For a current list of high level functionality and features please see the table below:

Features & Functionality
Record Attendance via smart screen devices or fingerprint biometric
Attendance Tracking
Room Utilisation
Notifications & Triggers
Room Booking

Resource Booking
Reporting
API Capability
Anytime, anywhere access – laptop, smartphone and tablet
Timetable Integration
Attendance Capture Agnostic

Technical Requirements

The Advanced IaaS environment is accessible over the internet, using supported mechanisms outlined in the Compatibility section of the functionality table (re-stated below):

Chromebook
Windows Ecosystem *Note : If you are using Windows XP, we recommend using Google Chrome™ or Mozilla® Firefox® to access.*
IOS
Android
Microsoft® Internet Explorer® .
Microsoft® Edge®
Mozilla® Firefox®
Google Chrome™
Apple® Safari®

Service Definition

Supported Operating Systems

> Windows Server 2008 and 2012

> Red Hat Enterprise Linux version 6 and 7

Desktop/Client Software

The system integrates fully with common desktop tools such as Microsoft Office, Open Office, email packages, desktop scanning and printing software, auto-faxing, emailing and printing tools. The system also produces outputs in PDF format.

Backup/Restore and Disaster Recovery

Cloud Attendance is hosted at AWS data centres in Ireland and the UK. This paper sets out how Advanced works with AWS to avoid disaster scenarios through sensible resilience strategies and ensures recovery in the event that disaster cannot be avoided.

Disaster recovery (DR) is about preparing for and recovering from a disaster. Any event that means Cloud Attenance is unavailable is termed a disaster. This includes hardware and software failures and network outages. Performance degradation is also covered in this document.

A dedicated WebOps team at Advanced is responsible for the operational ownership of the Cloud Attendance service. In practice this means i) operational management of the service and ii) maintenance of the Amazon Web Services (AWS) infrastructure.

Cloud Attendance is managed 24/7 via a combination of alerts, monitoring and an on-call team of environment and database specialists. This ensures we meet our uptime target of 99.9% for Cloud Attendance. The configuration of web servers, application and database estate is continuously optimised as traffic peaks and subsides. The team create regular maintenance jobs to allow for optimal performance and minimal impact on services. In the event of a disaster, the team can quickly deploy a range of resources and tools, primarily from the AWS range. Additionally, monitoring software such as AppDynamics runs continuously to alert the team as key thresholds or warning points are approach, creating headroom for mitigating action as necessary and ensuring business continuity.

This document highlights features that we leverage for disaster recovery processes. It comprises:

> Resilience – how we ensure that the Cloud Attendance environment is robust without single points of failure

> Monitoring & escalation – how do we keep abreast of Cloud Attendance's health status at all times and what levels of escalation apply

> Disaster Recovery – what happens when disaster strikes

Definitions

Scheduled Outage

This is any maintenance that customers have been notified about at least 24 hours prior to the window. All scheduled outages are outside of core university hours (evenings and weekends) and are kept to a minimum.

Unscheduled Outage

Any outage for which 24 hours' notice is not given then as much notice as possible will be given.

Synthetic Monitoring

This is monitoring that emulates a user performing a series of action on the site or service. This means that availability is measured not by if the server is running the appropriate service but rather the service is running and usable. For example, the Cloud Attendance Web Site monitor opens the login page, logs in as a user, performs some validation checks and finally logs out.

Geo-Redundant

Operating at more than one geographical location, as a form of redundancy in case one site fails.

Active/Active

An active/active configuration means that all servers and services across all data centers are in use all the time. This means that there is little or no fail over time if any service or server fails as the backup servers are already available and in use.

Recovery Time Objective (RTO)

The time it takes after a disruption to restore back to service level.

Recovery Point Objective (RPO)

The acceptable amount of data loss measured in time.

Availability Zones

These are distinct geographic locations that are engineered to be insulated from failures in other Availability Zones. They also provide, low-latency network connectivity to other Availability Zones in the same region.

Resilience

Cloud Attendance utilises a highly resilient geo-redundant active/active configuration. This approach is consistent across all application tiers and ensures that a single server failure or even a whole data-centre becoming unavailable will have minimal impact on service availability. Cloud Attendance leverages multi-site capability by means of multiple Availability Zones i.e. launching servers in separate Availability Zones to protect from the failure of a single location.

Web Server Tier

t any one time there is always a minimum of 2 web tier servers running from different geographically separated data centres. This ensures even the loss of a single server or data centre will not impact the availability.

To ensure that Cloud Attendance is not impacted by peaks in load, the environment scales out i.e. adding web servers as the load dictates to ensure consistent availability and performance. AWS's Elastic Load Balancing is used to automatically distribute incoming application traffic across multiple servers. This enables Cloud Attendance to seamlessly achieve high levels of fault tolerance balancing capacity and resources across the environment in response to incoming application traffic levels.

Application Server Tier

The system maintains a minimum of 2 servers for each service running in the application tier, again in 2 geographically separate sites. As with the web tier this will scale with load to ensure application is available and performant.

Database Tier

All databases take advantage of Microsoft 'Always-On' high availability configuration. This means that should the database in data centre A fail, the system will automatically direct traffic to the partner database in data centre B. Again these are deployed with geo-redundancy.

Where 'Always-On' is not used then an active/active multi-deployment of the database will be used across 2 geographically separate data centres.

Storage

Daily backups of the Cloud Attendance database are stored in Amazon Simple Storage Service (AWS S3) on multiple devices across multiple facilities within a region in secure S3 buckets. Cloud Attendance database backups older than one month are moved from S3 to Glacier, an AWS archival service.
As part of our resilience strategy we snapshot appropriate volumes on servers on a daily basis to allow recovery of data and/or servers. We can protect Cloud Attendance data for long-term durability because snapshots are stored within Amazon S3.

Disaster Recovery

n the unlikely event of a full data centre outage we would failover to another AWS data centre - core functionality would be available within 15 minutes with reporting updates following. Fundamental to this is the geo diversity of our AWS data centres and the active / active configuration of our database servers.

Set up

Function	RTO/RPO*	Threat	Prevention Strategy	Response Strategy	Recovery Strategy
Main Database Failover	1 hour/Site available	Data centre failure/Server failure	Server Patching/DB maintenance	Update connections to automatic failover db.	Rebuild or repair dependent on failure type
Main Application Failover	15 minutes/Site Available	Data centre failure/Server failure	AWS	Spin up new servers(immutable)	Recreate new servers or Repair failed servers

Test

We test our disaster recovery plan monthly. The Web Ops team maintains a living document which allows us to continuously update and improve our plan.

Disaster Recovery is inherently tested daily from a web tier perspective as the servers are cycled through the AWS Load Balancer twice a day. We also maintain web, application and database tier servers monthly by performing Windows Updates patching on all non-production environments first (for test) and then production servers. When we restart database servers which use Always On Availability, we are testing the failover to the partner database.

Additionally, during 2017 we are introducing a software tool called Chaos Monkey to test resiliency and recoverability of our AWS servers by simulating failures of servers.

On-boarding and Off-boarding

All projects undertaken by Advanced are conducted using CPM. This is the standard approach to project management for Advanced implementation projects. The goal of CPM is to provide a framework in which all types of projects can be planned, estimated, controlled, & completed in a consistent manner. It focuses on the additional discipline needed to ensure that expectations are clearly defined at the outset of the project & remains visible throughout the projects life cycle. The Project Management processes, which are to be applied, are:

> Project Initiation & Planning
> Stage Planning & Completion
> Control & Reporting
> Project Completion & Review

Project Initiation

Note: This outlines the standard Implementation Approach

> Kick-Off Meeting

> PID & SOW creation
> Plan creation

Implementation Approach

> Kick-Off Meeting
> Site Survey Completed
> Server installation & Data Quality Analysis
> System Configuration
> Hardware Delivery & Completion of Quality and Pre-Install Checks
> Hardware Installation

Project Test

> UAT (Completed by Advanced first and then individual Universities)
> UAT Support provided as required following the issue of a defect log by the academy

Project Deployment

> Go Live Readiness Call
> Go Live

> Remote Post Go Live Technical Support - This allows for a controlled handover from the consultancy team to the support team. Ensures any post go live support queries are fixed prior to handover. Allows a period of time for questions on functionality & process to be provided directly to the consultancy team

Service Management

Availability

> Uptime target is 99.9% for Cloud Attendance service as a whole.

> All component services have a target uptime of 99.9%

> Uptime calculations excludes any scheduled outage (e.g. operating system patches, security updates and application upgrades).

> Unscheduled outages are included in uptime calculations (e.g. priority 1 application patch, server problem, unscheduled database maintenance, etc.).

> Uptime measurements are collected via synthetic monitoring.

Alerting & Escalation

In order to get real-time insight into Cloud Attendance performance we use AppDynamics to monitor, identify and resolve performance issues by proactively monitoring applications end-to-end.
Application performance management gives business transaction visibility. This is a key tool which enables us to identify trends and establish root cause for any impaired performance. With this information we can isolate performance issues at code-level and to resolve them quickly.

End User Monitoring provides performance information experienced by an end user. This visibility of real user

and synthetic performance helps us optimise the user experience. Through AppDynamics we proactively respond quickly to Cloud Attendance performance issues by consistently and actively monitoring web, mobile and api transactions, track actual end user response times and troubleshoot and fix application issues.

Server Monitoring in AppDynamics is used to monitor the Cloud Attendance web, application and database operating systems. It allows us to collect server hardware metrics and sort out bottle necks before they impact the user.

Cloud Attendance is available and supported 24/7. We set a comprehensive and evolving set of benchmarks and thresholds set against which we measure. If AppDynamics and the AWS monitoring tools show breeches of these thresholds, then alerts are triggered.

We integrate PagerDuty with our alerting tools through AWS, AppDynamics and SQL database alerts. These are responded by an on call team 24/7.

Service Constraints

Standard maintenance windows will be published to customers with at least 7 days' notice. In the event of high priority changes, notice will be given of at least 1 working day. All maintenance windows, where ever possible, will be scheduled outside core hours of 09:00 to 17:00. All other access is governed by the Advanced Change Control process.

Service Levels

Hours of Operation

Advanced Support Services in the UK are provided by a number of support groups, focussed on specific offerings and Software products.

Application Support: Customers in the UK with a standard Support Plan will have access to the application support teams during our core hours of 9am and 5pm (UK time) Monday to Friday (excluding English public holidays.

Outside of contracted hours issues may still be logged via our customer portal or email.

Support Helpdesk

Advanced Support Services are committed to Partnering with Customers to ensure the successful deployment and use of Advanced Solutions and Services. We understand how critical this Software is to the business of our Customers.

Advanced support teams are staffed with experienced Support Professionals who are knowledgeable about the wide range of Advanced products and related technologies. The team can be contacted via telephone, email or online web chat.

Levels of Support

All cases raised whether via telephone, online or the online chat function, will be initially dealt with by our first line support team.

Incidents raised will receive a call number and are then assigned a priority. For all priorities you will receive confirmation that an incident has been raised via email within one hour.

You may also receive additional information or be contacted by a Support Professional within this hour, depending on the Priority of the Incident raised.

An appropriate SLA is assigned to each of these Priorities and consists of a 'Target Response Time'
Target Response Time is the time at which we assign a Priority level of 1, 2, 3 or 4 that has, subject to your availability, been communicated to you.

Priority	Business Impact	Target (1st) Response
1	All or critical functionality unavailable, causing significant operational impact or system unusable	1 hour
2	Critical functionality unavailable, but interim workaround is available and accepted by Customer based on reasonable business criteria	4 Hours
3	A problem not preventing operations but with the potential to do so if unresolved	8 Hours
4	A minor problem either cosmetic or otherwise, and not preventing the operation of the system. Low impact/cosmetic	24 Hours

Incident Management

Advanced Support provide a single point of ownership for Customer reported issues.
Within the team structure, Advanced ensures that the 'owner' of an Incident is not working alone.
The Support management team will continually monitor open Incidents and make available appropriate resources to facilitate resolution of the issues. On those occasions when Incidents cannot be easily categorised and require skills from multiple teams, ownership of the Incident provides a process to coordinate the efforts of such cross-functional teams.

This process provides a formal mechanism to deal with more complex issues and ensures that the Advanced high standards of Customer service are maintained.

Advanced uses three metrics for determining the order in which Incidents are processed.

Impact: The effect an Incident has on business.

Urgency: The extent to which the Incident's resolution can bear delay. Priority: How quickly the service desk should address the Incident.

Priority is dependent on impact and urgency. You will be asked the impact and urgency of your issue and the priority will be assigned from these as set out below.

PRIORITY MATRIX		Urgency		
		High	Medium	Low
	Impact High	1	2	3
	Medium	2	3	4
	Low	3	4	4

Individual Schools & Academies can access a list of the cases logged against their contact profile and view updates on these cases at all times through the support portal. Here you can also update cases and escalate

cases if appropriate.

Monthly reporting of statistics for calls logged with the service desk against KPIs can be produced and sent out to each University. This will include a monthly report of open issues, recently raised issues and whether these have met the response times mentioned earlier.

When a problem record is required to be created to resolve an issue then this will be communicated back through to the customer through knowledge base articles and / or emails.

Product roadmaps will be released and communicated through the support portal as and when they are updated.

Hosting Environments

The support above is very much based around the application support.

Cloud Attendance is provided as a Saas solution and therefore Advanced takes full responsibility for all of the hosting environments.

The Cloud Attendance hosting environment is monitored 24/7 with a member of staff on call out each day to quickly pick up on any issues.

Additional Support

Support in Advanced is not just restricted to the Advanced Support Team.

Within Advanced Computer Software Group Ltd, Customer Service is a number one priority and this is highlighted with each and every employee within the group.

The Advanced Support team are further supported by:

> The Cloud Attendance Product Management and Consultancy Team
> The Cloud Attendance Development team and the wider development teams within Advanced
> The Customer Engagement Team

Training

The following comprehensive training will be provided, as part of the software implementation, which will be delivered onsite in order to accommodate each universities individual requirements.

Cloud Attendance

Course Name	Duration	Description
System Administration	0.5 Day	Covers attendance set-up, permissions & configuration.

Attendance Reporting	0.5 Day	Train the Trainer on the attendance system and reporting.
Attendance Overview	WebEx	Shows both university staff and students the attendance register process.

Order and Invoice

Customers should place orders to Advanced Business Solutions using the Government Procurement Service pro-forma via email, post or fax. Our customer relationship management (CRM) system records and tracks all customers' queries and requests.

Invoicing terms can be agreed dependant on the agreed provision of specific services but are typically in line with the G Cloud standard call off contract:

Any setting up or other start up fees agreed in advance with customers would be payable with the first invoice. Similarly, any termination fees agreed in advance with customers would be payable with the last invoice. Also see individual partner company standard terms and conditions.

Payment terms – 30 days from date of invoice.

Termination Terms

Termination by the consumers is for material breach, for details please see our standard T&Cs.

The supplier has no termination clauses available and agrees to provide the service for the duration of the contract. Termination clauses may be found in our standard T&Cs.

Data Restoration/Service Migration

Advanced has a proven transition process for the recovery of data from existing environments and migration to new services along with established mechanisms for the migration of services from existing environments to the SaaS platform.

Customer Responsibilities

Cloud Attendance is a fully managed SaaS; the consumer has no responsibility for the management or administration of the SaaS environment or its network management.

It is the customer responsibility to ensure minimum available network & internet bandwidth to and at each site.

Staff with Sufficient Product and Technical Training
Customers are assumed to have received adequate training from Advanced to enable them to be competent in the use of Advanced Software.

Where the requisite skills in the Advanced application do not exist, Advanced will be happy to provide training proposals. Alternatively, Advanced can offer additional services, for a full list of current extended support

offerings, please contact Advanced.

Training is provided by Advanced but not as part of the Support process. Advanced support can advise Customers on the most appropriate training, and how to arrange this.

Information

Customers are assumed to have provided Advanced Support Services with adequate information and documentation in respect of Incidents. Customers are expected to keep Advanced updated regarding any of the critical information associated with an Incident.

Trial Services

Trial services are available on a limited basis.

Extended Proofs of Concept are at an agreed fee without the requirement for a term contract.

Sub-Contractors

The Cloud Attendance environment is hosted on Amazon AWS – physical and data security were critical elements in our choice of AWS as a hosting provider. AWS confirms adherence to ISO27001 amongst a raft of compliance certificates, (https://aws.amazon.com/compliance/iso-27001-faqs/).

The AWS website covers off security in great depth. We would particularly reference https://aws.amazon.com/security/ and https://d0.awsstatic.com/whitepapers/aws-security-whitepaper.pdf as being particularly insightful into the overall security position at AWS including physical access and security.

Contact Details

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About Advanced

Through our enterprise and market-focused solutions, we positively impact millions of people's lives. By continually investing in our people, partnerships and technologies, we stay focused on our markets, customers and their stakeholders' needs.

We enable our customers to drive efficiencies, savings and growth opportunities through right-first-time software solutions that evolve with the changing needs of their business and the markets they operate in.

True partnership is the defining thing that makes us different from the competition. We pride ourselves on delivering focused software solutions for public sector, enterprise commercial and health & care organisations that simplify complex business challenges and deliver immediate value

Advanced is a Sunday Times Top Track 250 Company 2016 and was ranked in the Deloitte UK Fast 50 which recognises the 50 fastest growing technology companies in the UK. Winner of the Tech Company of the Year in PwC's UK Tech Awards in 2014.

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