

GCloud10 Services SaaS Applications for the Cloud

June 18

V1.1



Applications are the lifeblood of modern business. Applications are often tailored, over many years, to the business processes and capture the logic and data critical to the business operation. The Business is generally heavily reliant on the information and the infrastructure supporting the key operational processes. Of particular concern for modern business is the vulnerability and risk to business systems of cyber attack that needs to be managed and mitigated to ensure resilience in the event of an attack.

Viewdeck provide a number of secure cloud services, delivered as managed services offerings. These provide organisations with options for delivering their digital services whilst reducing the security management overhead.

The services offered by Viewdeck are outlined below.

SaaS Applications for the Cloud

Our Key Business Applications SaaS Services are outlined below:

SaaS Applications for the Cloud

- *Customer Relationship Management (CRM) Service.*
- *Service Desk and Customer Management as a Service.*
- *Viewdeck Fraud Identification Service (VFAS).*
- *Viewdeck Freedom of Information Service (VFOI).*
- *Case Management as a Service.*
- *Cloud Enterprise Service Bus as a Service.*
- *Document Management as a Service.*
- *Secure KanBan Board as a Service.*
- *Secure Web Based Map Service.*
- *Secure Cloud Fileshare as a Service.*
- *Enterprise Reporting Service.*

Additional Information

- *Service Detail• Related Service Specifications*
- *Support*
- *Terms and Conditions*
- *Viewdeck Cloud Software Catalogue*
- *Why Viewdeck?*

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- **Customer Relationship Management (CRM) Service (VCRM)** - The Viewdeck VCRM service provides an enterprise scale configurable CRM service, supporting a wide range of business needs including Account management, Contacts, Calendar, Case management, email integration, campaign management, Inbound and outgoing calls scheduling and task allocation. The Service also includes an advanced Report Generator, Workflow and Billing, and support for Mobile Devices.
- **Service Desk and Customer Management as a Service (VSDM)** - Simple, effective and efficient Open Source Service Desk solution, ideal for offering a wide range of help, ticket tracking and incident management requirements. Web based, with the ability to be widely adapted to local processes. End-User portal to register and track issues, full email integration.
- **Viewdeck Fraud Identification Service (VFAS)** - Fraud detection, identification and analysis techniques to visualise and mine your data. Rich multimedia, automatic data translation identifying relationships and building views of related items. Single View of data delivering unprecedented data discovery, automated process to combat fraudulent activity and criminal intent. Advanced machine learning, predictive analysis techniques identifying risks.
- **Viewdeck Freedom of Information Service (VFOI)** - Viewdeck VFOI is a lifecycle request and case management management solution built on a secure cloud platform. It provides organisations with an electronic workplace, supporting workflow, document, records management, etc, as well as integrated collaboration functions for comprehensive case management, email integration. Supports mobile users on tablet devices.
- **Case Management as a Service (VCMS)** - Case Management as a Service is

a powerful web-based tool ideal for a wide range of applications. Utilising leading Open Source COTS delivering organisations an electronic workplace, with workflow, document/records management, and integrated collaboration functions for comprehensive case management, email integration. Supports mobile devices.

- **Cloud Enterprise Service Bus as a Service (VCES)** - An enterprise scale SOA solution for non-stop mission critical messaging. Based on Apache ServiceMix, provides reliable messaging across domains/environments, messaging, routing and Enterprise Integration Patterns, RESTful web services, and an OSGi-based server. With a wide range of supported protocols and patterns, delivers scalable, distributed application processing, and system integration.
- **Document Management as a Service (VDMS)** - The Viewdeck Document Management service provides a leading open source document management/enterprise content platform. Provides secure and controlled access to documents and content across the organisation. Improves efficiency with powerful search and filtering features, as well as advanced templates for email and documents.
- **Secure KanBan Board as a Service (VSKB)** - Our web based Kanban Board is a secure agile project management and development tool for managing the creation of digital services, Provides a light-weight online collaboration zone for teams to work together more effectively across Private, Public or mixed communities. This service helps to manage work in secure environments using very familiar card-based task and to-do 'boards'.
- **Secure Web Based Map Service** - A secure OSM Map service for the provision of license free UK, EU and global maps to web and Mobile applications. Web connected or isolated secure solution to provide mapping for applications. Includes regular map updates and the ability to update/augment or enhance with your own data.
- **Secure Cloud Fileshare as a Service** - Simple and efficient secure cloud File-Share that can provide synchronised file repository for teams/projects to securely work. Either browser or natively from a local directory to share documents/files. Desktop and Mobile clients, providing a collaborative co-editing web interface for Word, Excel and Powerpoint.
- **Enterprise Reporting Service** - Enterprise Reporting Service, enables organisations to pull together legacy, operational and transactional data into single views to present Management Reports, Dashboards, Operational data and supporting information in Offline reports, Online charts and management dashboards. Simple and efficient BI, OLAP, Reporting and Dashboards for wide business use.

Customer Relationship Management (CRM) Service (VCRM)

The Viewdeck VCRM solution provides an enterprise scale configurable CRM service, supporting a wide range of business needs including Account management, Contacts, Calendar, Case management, email integration, campaign management, Inbound and outgoing calls scheduling and task allocation. The Service also includes an advanced Report Generator, Workflow and Billing, and support for Mobile Devices.

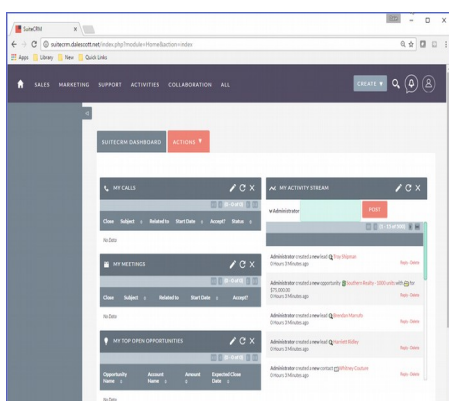


Features

- Enterprise Scale Web-based CRM solution.
- Adopted and used within Public sector and Healthcare.
- Workflow-based solution enabling the Automation of repetitive tasks.
- Customer self-service portal for setup, configuration and administration.
- Fully Scalable supporting small teams to large deployments.
- Easy to configure and customise to meet business requirements.
- Resilient High Availability architecture to support SLA's/Critical Services.
- Easy to tailor to your business processes and needs.
- Role Based access down to individual data, case, file or folder level.

Benefits

- Secure service with capability to support Two Factor Authentication.
- Cross Agency cooperation, Extend team out to the field.
- Includes secure public portal for agents/customers to share processes.
- Easy to integrate into wider systems and data for processing.
- Simple no client software required for deployment.
- Supports wide range of platforms, and channels, including Mobile.
- Secure server platform, production ready for Public, Tier1 Services.
- Suitable for Public, Private, Shared Cloud environments.
- Works with UKCloud, AWS, Azure and private clouds.
- Supports Digital Service delivery process (Discovery, Alpha, Beta, Live).



Service Description

The VCRM service is an enterprise solution based on the world's leading open source CRM application SuiteCRM. There are currently in excess of 4,000,000 users of the system. The Service handles all the traditional roles including Sales, Marketing, Service and IT and is used across a wide range of business types across all industry groups.

Sales – Provides a clear overview of your leads, allowing you to detect new opportunities and close deals easier and faster. Grow your pipeline and increase the revenue, while staying in full control of your own data.

Fast loading, customisable lead lists views help you detect the best leads with ease, and categorise them accurately. It helps you to reduce response time for your clients and spend more talking to them.

Detailed lead views allow you to view all relevant lead information in one single page, allowing you to easily follow up on the lead, update their information and successfully convert them in to a sale. By creating a central repository of your customers, SuiteCRM provides you with a 360 degree view of all important activities, as well as rich history. You get an overview of all accounts, contacts, open/closed opportunities and more, so that you can drive value and detect new sales.

In SuiteCRM all your opportunities are well organised, and the ease of managing them allows you to spend your time on closing opportunities and generating revenue! maximising your sales funnel. The powerful workflow module allows you to create business logic that evaluates records as they are created and updated, and determines if an automated action needs to occur. As your business grows, and the amount of data that has to be monitored increases, workflow becomes your perfect ally to maximise the efficiency of your business processes.



The real time dashboard reporting gives you visibility of key insights and the sales pipeline. The advanced reporting module allows you to create your own custom reports, which can be loaded in to your own dashboards.

Marketing – Allows you to create campaigns, send out mailings, automate marketing tasks and see the results in reports. Improve your marketing, grow the interest in your product or service and provide better qualified leads to sales.

You can create embeddable forms to capture leads on your website, assigning them automatically to the right campaign. You can capture and understand where your leads are coming from, helping you to improve the customer journey.

You can create lists of prospective or existing customers, and nurture them with newsletters, emails, and non-emails campaigns. You can use the powerful newsletter editor to create stunning emails, and monitor the results of your campaign in real time.

You can use the Workflow module to automatically add leads to the right campaign, and to deliver the right message at the right time. The solution automatically detects leads that qualify for sales, and can assign them to the right sales agent, tailored to your own business logic.

The solution can integrate with other marketing tools such as Mailchimp and Mautic. There is an easy to use and develop API should you require integration with solutions that are not automatically covered.

Service - With SuiteCRM you can deliver the best service to your customers with less effort. Use the Cases module for efficient and organised communication with your clients and incorporate template responses to save time.

All the customer communication is saved in the CRM, providing you with a complete overview of the provided service, and the ability to detect where you can improve. You can use the Cases module in SuiteCRM to efficiently manage interactions with customers when they ask for help or advice, providing support faster and easier, and keeping your customers happy.

The self service portal allows you to manage all your customer issues through an

easy to setup and use website. Your service teams will be instantly notified of customers issues and your customers will automatically be informed as soon as their issues have been dealt with.

You can create template responses for Cases with the Knowledge Base Module, and save time on responding to customers. You can also turn customer feedback into trackable “bugs”, helping you to efficiently improve your products and/or services.

IT - With SuiteCRM you are in full control over your own CRM. It is easily customised to fit the needs of your company. You can create custom module fields, layouts and relationships, and use the extremely powerful Security Suite Group Management feature to control what your users can access, locking down sensitive data to specific groups or teams. The Rest API allows you to seamlessly integrate the CRM with other applications in your organisation.

VCRM is fully featured, robust, scalable and open source, making it the best CRM on the market. Unlike other CRM's there are no limits on number of users or features, and there is no vendor lock-in.

VCRM comprises of the following modules and functionality:

- Accounts,
- Contacts,
- Calendar,
- Cases,
- Document,
- email,
- campaigns,
- Inbound and outgoing calls,
- tasks.

and the following optional items:

- Products
- Quotes
- Contracts
- Invoices
- PDF Templates
- Workflow
- Reporting
- Search
- Events
- Google Maps
- Teams Security
- Portal
- Outlook plugin

These services are suitable for Private, Community or Public Cloud hosting, on the Internet, and in Tier 1 or higher environments.



Service Desk and Customer Management as a Service (VSDM)

Simple, effective and efficient Trouble Ticketing/Service Desk solution, ideal for offering a wide range of help, problem and incident management requirements. Web based, with the ability to be widely adapted to local processes. End-User portal to register and track issues, full email integration.



Features

- Web based service desk software to bring together dispersed teams.
- IT Service Management, Customer Service, Call Centres, and Resolver Group.
- Role and Group based access control.
- Issue, Problem and Event tracking, Customer information and configuration database.
- Full Telephone, email & Web integration.
- End User Client portal, create track issues.
- Simple and Efficient, Low bandwidth and secure networks supported.
- Available in a range of configurations to support demand.
- Resilience and Highly Available configurations, to ensure service levels.
- ITIL based Service Desk solution based on OTRS® solution.

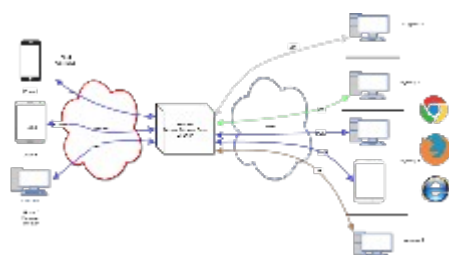
Benefits

- Simple - no client software required for deployment.
- Secure server platform, production ready for Public, Tier1 Services.
- Brings together all channels into a single platform.
- Single view of Incident, Problem, Events and Security Incidents.
- Suitable for Public, Private and Shared Cloud environments.
- Hardened Tested stable platform.
- Integrates into a wide range of web and collaboration tools.
- Works with UKCloud, AWS, Azure and private clouds.
- Wide range of reporting and configuration.
- Self administer via Web interface, or fully managed service.

Service Description

The Viewdeck Service Desk and Customer Management Service is based on OTRS. OTRS is an industry standard, open source, Service Desk and user IT Service Management solution used by many organisations across the world. In widespread use across government, it provides a capable ITIL aligned web-based tool suitable for a range of scaled, complex and enterprise service support tasks.

Available as a Self-Administered, or fully managed option, all access is available via the Web interface, with no client application software installation required.



set of services (including a database service). It can be used with the Viewdeck Resilient Database Server as a Service to provide a High Availability solution, scalable to large numbers of concurrent agents and users.

OTRS is a modern, flexible ticket and process management system that allows service management professionals in any industry to keep pace with today's lightening-fast, results-driven business environment.

Work – The Service provides consistency throughout day-to-day operations. It organises internal and external communication through clear structures and optimised processes. This means your team avoids errors and completes tasks quickly, resulting in fast, high-quality service delivery.

Manage – The Service provides valuable features for strategic management, including performance metrics. Reporting tools help you take a long-term look at cross-departmental operations so that you can make data-driven decisions faster to improve your service.

Integrate – The Service can be integrated seamlessly with third-party applications to provide a view across your estate.

The Service has built-in role and authorisation management tools for individuals or entire teams that ensure requests are aligned to the responsible department quickly and with all task-related information included.

Quick response times are critical, so the Service ensures that inquiries do not disappear into a void or remain unanswered. Notifications, reminders and escalation management processes guarantee rapid request evaluation and processing. Even the service requester can be notified of the ticket's processing status at any time.

The Service also provides:

- Secure Cloud Solution, Designed to easily and quickly join Agencies and Departments together.
- Works across a wide range of Platforms, PC, Laptops, Tablets.
- Browser Based : Chrome, Firefox, Android, IOS, IE.
- Designed to Work in a secure environment, or across to the public, or Straddling both.
- X-HMG, with support for Citizen, external Stakeholders, and remote working.
- Enables Shared Services across Agencies.
- Distributed or Tower Support Desk, Shared Supplier, Shared Citizen.
- Supports Joined up Citizen Journeys.

Wide Range of Functionality

- Supports ITIL based approach (Plus wider functions like CMDB etc.).
- Easy to Config, different Queues, Agent, Automated Responses, Escalations.
- Open Source Solution, very low cost, supports transformation/Austerity.
- PAYG, GCloud Service, no ongoing license or support overheads.
- Wide range of Structures, Online and Self-Training services.
- Globally acknowledged as a leading open source solution.
- Flexible, secure and easy to use.



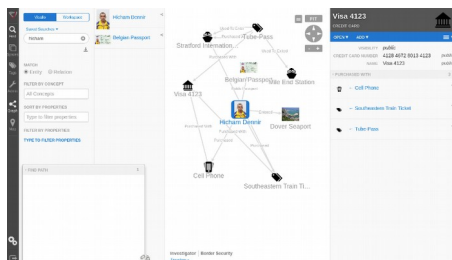
Viewdeck Fraud Identification Service (VFAS)

Fraud detection, identification and analysis techniques to visualise and mine your data. Rich multimedia, automatic data translation identifying relationships and building views of related items. Single View of data delivering unprecedented data discovery, automated process to combat fraudulent activity and criminal intent. Advanced machine learning, predictive analysis techniques identifying risks.



Features

- Provides a Single View of all types of Structured / Unstructured data.
- Analyse data from internal and external sources.
- Simplifies structured and unstructured data.
- Can Integrate with social media data.
- Identify and isolate fraudulent behaviour.
- Uses advanced machine learning techniques.
- Identifies patterns and trends across data sets.
- Isolates potentially fraudulent behaviour and Risks .
- Identifies anomalies and inconsistent activities.
- Real-time and near real-time process support capability.



Benefits

- Simplifies the analysis of disparate data sets.
- Identifies patterns of activity and association in the data.
- Easy to use, adapt and change.
- Machine learning allows patterns to be understood and shared.
- Dynamic interrogation of data.
- Dashboard identifying changes in patterns in real-time.
- Secure elastic service able to grow with your case loads.
- Enables cross agency cooperation.
- Simple and Complex Search, correlate disparate data for trends.
- Web based delivery.

Service Description

VFAS delivers analysis techniques that have been developed over many years in the private sector, to the public sector. The service provides a Single View of the data required to analyse and correlate Information delivering unprecedented levels of informational analysis and automated process support to identify trends and patterns in the data. VFAS uses advanced machine learning and predictive analysis techniques to provide deep insights in the data.

The Service is based on Visallo® which helps intelligence analysts, law enforcement detectives, and fraud investigators produce more rigorous and defensible conclusions by helping them discover, visualise, and understand complex relationships hidden in massive amounts of data.

These services are suitable for Private, Community or Public Cloud hosting, on the Internet, and in Tier 1 or higher environments.

Technology designed for investigation

It is recognised that the best investigative analysis continues to be done by people. We are still better than computers at making analytical judgements in ambiguous situations, but can't handle the massive amounts of data that we are accumulating. That's where Visallo comes in, helping people leverage huge quantities of data using investigative analytics and rich data visualisations.

Visallo's unique indexing architecture allows you to find all types of media. You'll be able to search for images, photos, and other non-text data just like you do for documents today. Your videos, audio files and images will never get lost again.

The Service provides:

Full-Text Search - Visallo extracts content from documents, images, videos and many other content types, making them easily searchable. You can integrate custom analytics to extract text from any format.

Property Filters - You can narrow searches with filters, for example: all photos taken in the last three days that have a geolocation.

Search Related - You can search around relationships of an entity, including similar items or entities in common.

Saved Searches - Reuse searches for later execution and optionally, display the results on the Dashboard.

Identifies relationships you were not aware of

Graphical visualisation is at the core of Visallo's user interface. Data is organised through a rich set of layout options. You can experiment with what-if scenarios in the confines of a private sandbox, and find connections within your data that you didn't even know existed.

Graph - Graphical visualisations are the ideal display for understanding data and the relationships among things in the real world.

Map - Visallo can extract geographic information from your data and show it to you on map.

Dashboard - Combine multiple visualisations into a perfect landing page that works for you.

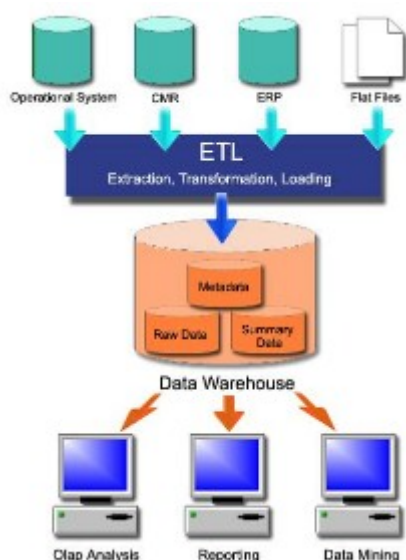
Selection Histogram - Select multiple entities to generate automatic histograms of their properties and easily drill down for more detail.

Timeline - Display all the temporal data in your workspace within a histogram to find outliers or drill down using time.

Find Path - Find deep connections between any two pieces of data within seconds while using the graph to visualise them.

Promotes Faster Collaborative Work

Real-time collaboration is built into the core of our service. Your data is organised into cases and easily shared with co-workers where everyone sees updates as they happen. It's collaborative editing for teams of investigators, analysts, and their



managers.

Live Updates - All changes to the system are sent to connected users to keep their view fresh.

Case Sharing - You can choose to share your case to any number of users with appropriate privileges. All changes to the graph or properties are immediately visible to everyone who is connected.

Publish - All changes inside a case are in a draft state until a user with appropriate access publishes those changes for other users to see.

Comments - Add comments to entities and relationships to keep notes or ask questions right alongside the content.

Keeps Everything Secure

A fine-grained access control model allows you to restrict any data property or relationship individually, ensuring that no one sees something they shouldn't. Even when sharing cases, Visallo ensures that everyone sees only the data they're authorised to see.

Property-Level Security - Security labels can be applied as fine-grained as needed, either at the entity, relationship, or property level.

Workspace Sharing - Sharing a workspace will only give access to entities or properties that those users have access to.

Visallo was designed with extension and customisation in mind. From the underlying data store to data processing algorithms and UI plugins, the service provides complete flexibility.



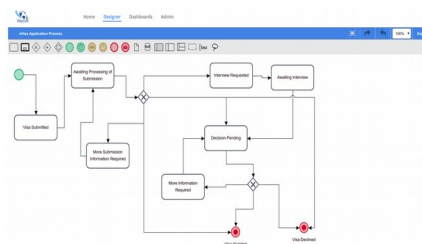
Viewdeck Freedom of Information Service (VFOI)

Viewdeck VFOI is a lifecycle request and case management management solution built on a secure cloud platform. It provides organisations with an electronic workplace, supporting workflow, document, records management, etc, as well as integrated collaboration functions for comprehensive case management, email integration. Supports mobile users on tablet devices.



Features

- An out-of-the-box FOI case management service with Audit, reporting and escalation.
- Handles request initiation, stakeholder involvement, and collaboration.
- Provides online access to to all involved parties.
- Tracks progress of FOI request through the process.
- Provides configurable process management to accommodate existing business processes.
- Suitable for Private, Community or Public Cloud hosting.
- Available in Tier 1 or higher environments.
- Available across a range of devices including mobile tablets.
- Scalable and Distributed Solution, providing compliance and assurance.
- Supports mixed teams, mixed sourcing, and mixed locations.



Benefits

- Improves quality and effectiveness of internal processes.
- Helps to control and improve turnaround times.
- Integrated tracking and reporting, Web based delivery.
- Provides stakeholder confidence in meeting obligations.
- Encourages collaboration through the organisation.
- Identifies regular problem areas.
- Supports mobile working through tablet and laptop deployment.
- Secure service, meets compliance and governance requirements.
- Enables cross agency cooperation.
- Supports wide range of channels for handling communications.

Service Description

Viewdeck VFOI is a lifecycle request and case management management solution built on a secure cloud platform. It uses the standard components available in the Viewdeck Case Management solution including Processmaker and Nexus. Based on a variety of open source solutions, the VFOI Service is a straightforward, Enterprise solution, that can be scaled from small teams to large organisations.

These services are suitable for Private, Community or Public Cloud hosting, on the Internet, and in Tier 1 or higher environments.



The VFOI Service is based on leading open source products that provide a broad range of solutions to industry and commerce. The Service aims to simplify case management processes and to eliminate inefficiencies providing more time to work on resolving issues.

A core component is to streamline and automate complex workflows. The caseworker is presented with a single view of their tasks, instructions and associated content allowing them to make better informed decisions.

- Simple, yet fully functioned web-based Case Management Tool.
- Easy Integration into other applications.
- Supports Office (and LibreOffice) integration.
- Provides a fully functioned simple Document Management and Records Management service.
- Full Text Searching, and Relationships.
- Supports existing business processes.
- Mobile Case Management Platform.

Based on a variety of open source solutions, the Viewdeck Freedom of Information Service is a straightforward, Enterprise solution, that can be scaled from small teams to large organisations. Its Web architecture provides additional security, ease of deployment, and the ability to co-ordinate and share across organisations and agencies.

All correspondence within the Service (email, documents, recorded phone chats etc.) are contained within the case folder. The system also provides a drag and drop import feature in MS Outlook that allows Case received by email (or other request related emails between the requester and the team) to be dragged on to the case in question or to create a case and initiated the Case workflow directly from Outlook.

There is the functionality to generate and send emails. Uses can also pick up templates which allow when key information to be automatically inserted into the email. The system also allows users to utilise MS Outlook and store the output into the appropriate case file. This functionality is also available to other MS (and Open) Office tools such and Word and Excel documents

The Service also has the functionality to generate and send documents. Uses can also pick up templates which allow when key information to be automatically inserted into the document i.e. requesters contact details, key case outputs, standard paragraphs, sections or pages.

The system comes with a comprehensive contact management capability that allows storing information about the applicant/requester such as communication details (address, email, phone, etc.), preferred means of communication, etc. The requests

(cases) are linked to the applicant/requester and it's hence possible to easily find the request/case by applicant and see the previous requests made by a specific applicant.

Dashboard

The Service provides you with a home page/dashboard where users can see all requests, actions, approvals and tasks assigned to them. These can be filtered, for example by request type, due date etc.) and the resultant filter saved for future use. Team leaders or managers can view team workloads and redistribute or re-prioritise cases to ensure service level agreements SLA's are met. Whilst these are viewable on screen, the resulting output can be printed or exported for further analysis

Roles Based Access

Advanced Case Management supports highly granular access control, where read and write access can be allocated on a number of levels, e.g. user, organisational unit, role, work position and groups.

Audit Trail

The Service provides a complete audit trail of activities within the system. Depending on the specific redacting tool selected, they also offer a complete audit log, which details what redaction searches were performed, what was found and redacted, whether a complete document verification was performed and the total time spent on the document. They can also create a summary log, detailing what redactions were performed, what pages have which redactions, and the reason descriptions for any standard exemptions.

Case Management as a Service (VCMS)

The Viewdeck Case Management Service is a powerful web-based capability ideal for a wide range of business, operational and transactional business scenarios. Providing an electronic workplace, it enables workflow, document/records management, and integrated collaboration functions for citizen interactions, supplier management, complex multi-channel transactions.



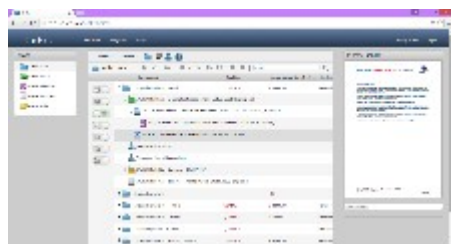
Features

- Comprehensive case management, contract management, with document and email integration.
- Supports mobile devices and in-the-field case working.
- Easy to use, easy document integration and version control.
- Supports Full Text Search across structured and unstructured data.
- Standard and custom reporting, easy to structure user dashboard views.
- Configurable process and workflow management.
- Collaboration via calendars, tasks and documentation.
- Web based, allowing disjointed remote teams to work together.
- Open Source solution, that is easy and intuitive to use.
- Scalable and Secure, Role Based access at individual data level.

Benefits

- Safe, secure and simple to use.
- Automate and simplify client interaction.
- Cross Agency cooperation, Extend team out to the field.
- Adaptable to meet existing business processes.
- Simple no client software required for deployment.
- Scalable to very large concurrent teams.
- Secure server platform, production ready for Public, Tier1 Services
- Suitable for Public, Private and Shared Cloud environments.
- Works with UKCloud, AWS and private clouds.
- Resilient High Availability solution available to support agreed customer SLA's.

Service Description



The Viewdeck Case Management Service is based on leading open source products that provide a broad range of solutions to industry and commerce. The Service aims to simplify case management processes and to eliminate inefficiencies providing more time to work on resolving issues.

A core component is to streamline and automate complex workflows. The caseworker is presented with a single view of their tasks, instructions and associated content allowing them to make better informed decisions.

- Simple, yet fully functioned web-based Case Management Tool.
- Easy Integration into other applications.
- Supports Office (and LibreOffice) integration.
- Provides a fully functioned simple Document Management and Records Management service.
- Full Text Searching, and Relationships.
- Supports existing business processes.
- Mobile Case Management Platform.



Based on a variety of open source solutions, the Viewdeck Case Management Service is a straightforward, Enterprise solution, that can be scaled from small teams to large organisations. Its Web architecture provides additional security, ease of deployment, and the ability to co-ordinate and share across organisations and agencies.

Viewdeck Case Management provides the ability to both scan and print one or more documents (batch scanning and printing). In terms of scanning then to solution supported both desktop scanning and centralised batch scanning. For desktop scanning the solution comes with a desktop scanning facility that allows to scan documents directly into a specific case.

The system supports the ability to import documents directly to a case either by drag and drop or by the use of the Scanning import tool. Using the Scanning import tool allows the user to add additional metadata on import. The solution provides a folder import function allowing batch scanning and automatically import of documents to the respective cases (provided the scan results deliver means to identify the case). The system also provides a drag and drop import feature in MS Outlook that allows Case requests received by email to be dragged on to the case in question or to create a case and initiated the Case workflow directly from Outlook. A self service module also allows Case Management (and other requests such as DPA, EIR, etc.) to be submitted on-line from where a Case (or relevant process type – DPA etc.) will be created and placed with the relevant team for processing. In addition to the case being automatically created, the request is added to the case and contact information for the requester (including preferred means of communication) is also registered automatically.

All Channels

All correspondence within the Service (email, documents, recorded phone chats etc.) are contained within the case folder. The system also provides a drag and drop import feature in MS Outlook that allows Case received by email (or other request related emails between the requester and the team) to be dragged on to the case in question or to create a case and initiated the Case workflow directly from Outlook.

There is the functionality to generate and send emails. Users can also pick up templates which allow when key information to be automatically inserted into the email. The system also allows users to utilise MS Outlook and store the output into

the appropriate case file. This functionality is also available to other MS (and Open) Office tools such as Word and Excel documents

The Service also has the functionality to generate and send documents. Users can also pick up templates which allow when key information to be automatically inserted into the document i.e. requesters contact details, key case outputs, standard paragraphs, sections or pages.

The system comes with a comprehensive contact management capability that allows storing information about the applicant/requester such as communication details (address, email, phone, etc.), preferred means of communication, etc. The requests (cases) are linked to the applicant/requester and it's hence possible to easily find the request/case by applicant and see the previous requests made by a specific applicant.

Dashboard

The Viewdeck Case Management service provides a home page/dashboard where users can see all requests, actions, approvals and tasks assigned to them. These can be filtered, for example by request type, due date etc.) and the resultant filter saved for future use. Team leaders or managers can view team workloads and redistribute or re-prioritise cases to ensure service level agreements SLA's are met. Whilst these are viewable on screen, the resulting output can be printed or exported for further analysis

Roles Based Access

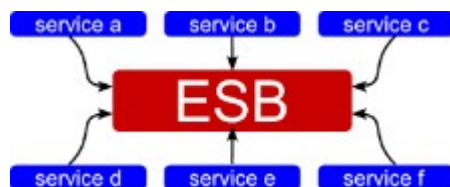
Advanced Case Management support highly granular access control, where read and write access can be allocated on a number of levels, e.g. user, organizational unit, role, work position and groups.

Audit Trail

The Service provides a complete audit trail of activities within the system. Depending on the specific redacting tool selected, they also offer a complete audit log, which details what redaction searches were performed, what was found and redacted, whether a complete document verification was performed and the total time spent on the document. They can also create a summary log, detailing what redactions were performed, what pages have which redactions, and the reason descriptions for any standard exemptions.

Cloud Enterprise Service Bus as a Service (VCES)

An enterprise scale SOA solution for non-stop mission critical messaging. Based on Apache ServiceMix or RabbitMQ, provides reliable messaging across domains/environments, messaging, routing and Enterprise Integration Patterns. With a wide range of supported protocols and patterns, delivers scalable, distributed application processing, and system integration.



Features

- Enterprise-class open-source distributed enterprise service bus (ESB).
- Based on the service-oriented architecture (SOA) model.
- Provides Enterprise Application Integration (EAI), Web Services, REST API.
- Allows to decouple the applications together and reduce dependencies.
- Secured, audited, managed, and under configuration control.
- Range of sizes and configurations to support Development, Test and Live.
- Resilience and Highly Available configurations, to support service levels.
- Self administer via Web interface, or via a managed service.
- Hybrid deployment to join Public and Private Cloud environments.
- Regular Service monitoring to help scale resources or services.

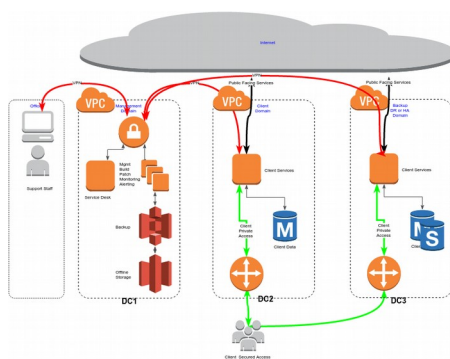
Benefits

- Simplifies Complex environments, enabling interaction between different applications.
- Alleviates the burden of dealing different systems in one place.
- Disaggregation of delivery components to provide scale and resilience.
- Wide range of supported application and development environments
- Standardised message model and well defined exchange patterns.
- Many standard Enterprise Integration Patterns components for everyday tasks.
- Enables easy to scale up and out of Cloud services.
- Secure server platform, production ready for Public, Tier1 Services.
- Suitable for Public, Private and Shared Cloud environments.
- Supports Digital Service delivery process (Discovery, Alpha, Beta, Live).

Service Description

Apache ServiceMix, is a run-time container for service-oriented architecture components, web services or legacy system connectivity services. Apache ServiceMix is one of the most mature, open-source implementations of an enterprise service bus. It supports:

- Exchanging data between different systems, using different protocols or communications mode like FTP, HTTP, Web Services.
- Creation of new functionality by combining existing function blocks from applications.



The goal of Apache ServiceMix is to allow components and services to be integrated in a vendor independent way, allowing users and vendors to plug and play.

The service also utilises RabbitMQ which is open source message broker software sometimes referred to as message-orientated middleware. It is the most widely deployed open source message broker, with more than 35,000 production deployments of RabbitMQ world-wide across small and large enterprises.



RabbitMQ is lightweight and easy to deploy and supports multiple messaging protocols. RabbitMQ can be deployed in distributed and federated configurations to meet high-scale, high-availability requirements. RabbitMQ runs on many operating systems and cloud environments.

Key functionality includes:

- Federation, clustering and container provided failover.
- Hot deployment and life-cycle management of business objects.
- Vendor independence from vendor-licensed products.
- Compliance with the JBI specification JSR 208.
- Compliance with the OSGi 4.2 specification through Apache Felix[2].
- Support for OSGi Enterprise through Apache Aries.
- Provide remoting, clustering, reliability and distributed failover.

These services are suitable for Private, Community or Public Cloud hosting, on the Internet, and in Tier 1 or higher environments.

Document Management as a Service (VDMS)

The Viewdeck Document Management service provides a leading open source document management/enterprise content platform. Provides secure and controlled access to documents and content across the organisation. Improves efficiency with powerful search and filtering features, as well as advanced templates for email and documents.



Features

- Easy to use, Document/Content management with integration and version control.
- Resilient High Availability capabilities to support business needs.
- Full Text Search across structured and unstructured data.
- Standard and bespoke reporting, with configurable user views.
- Configurable metadata and integrated process management.
- Secure Internal Enterprise capability or Shared Agency Service.
- Shared Internal and public portal to enable collaboration.
- Web based, allowing disjointed remote teams to work together.
- Open Source solution, that is easy and intuitive to use.
- Scalable and Secure, Role Based access at individual data level.

Benefits

- Safe, secure and simple to use.
- Integrate Teams, Users, Customers across Internal and External zones.
- Enterprise Content Management, Auditability, Roles based Access.
- Cross Agency cooperation, Extend team out to the field.
- Adaptable to meet existing business processes.
- Simple no client software required for deployment.
- Scalable to very large concurrent teams.
- Secure Server platform, production ready for Public, Tier1 Services.
- Suitable for Public, Private and Shared Cloud environments.
- Works with UKCloud, Azure, AWS and private clouds.



Service Description

The Viewdeck Document Management service VDMS uses leading open source components to deliver a document management/enterprise content platform. The service provides secure and controlled access to documents and rich content across the organisation. It improves efficiency with powerful search and filtering features, as well as advanced templates for email and documents. Highly configurable the service adapts to changes in business processes and requirements.

The Service is based on Alfresco®, Nexus® and other componentry delivering true Enterprise scale ECM. Allowing you to manage all of your content with advanced

metadata tools. You can define the content model for the specific needs of your business, with custom metadata and vocabularies for simplified content description and discovery.

Support for all content types – A service for all content with the features you would expect for managing traditional content and rich media.

Search – The Service employs Elasticsearch, the latest search technology, so users can quickly find what they are looking for and share files.

Workflows - With a native workflow you can quickly review and approve content, create cases, model and optimise your business processes.

User centric - Users can work the way they want, enhance user productivity through tight integration with business and productivity applications like Adobe Creative Suite, Office 365, Slack, Google Drive/Docs.

Analytics - Process analytics gives you insight into your business. Helping to identify process bottlenecks and the content that matters most with a modern document management service.



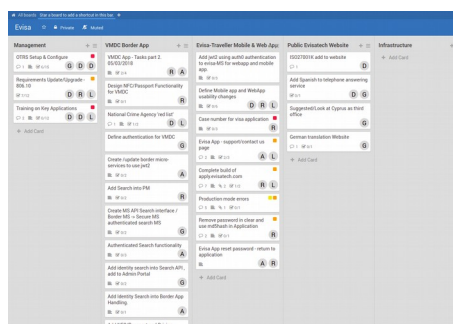
Traditional document management challenges are not forgotten. The Viewdeck Document Management Service provides the ability to both scan and print one or more documents (batch scanning and printing). In terms of scanning the solution supports both desktop scanning and centralised batch scanning. For desktop scanning the solution comes with a desktop scanning facility that allows the user to scan documents directly into a specific folder. The system furthermore supports the ability to import documents directly to a folder either by drag and drop or by the use of the Scanning import tool. Using the Scanning import tool allows the user to add additional metadata on import.

The solution also provides a folder import function allowing batch scanning and automatically import of documents to the respective folders (provided the scan results deliver means to identify the relevant folder). A drag and drop import feature in MS Outlook allows documents received by email to be dragged on to the folder in question or to create a new folder.

These services are suitable for Private, Community or Public Cloud hosting, on the Internet, and in Tier 1 or higher environments.

Secure KanBan Board as a Service (VSKB)

Our web based Kanban Board is a secure agile project management and development tool for managing the creation of digital services. The Service provides a lightweight online collaboration zone for teams to work together more effectively. This service helps to manage work in secure environments using very familiar card-based task and to-do 'boards'.



Features

- Visualised Kanban Boards, that can be used across distributed teams.
- Wide range of Agile and collaboration techniques to support Digital Projects.
- Set WIP, identify bottlenecks, establish Subtasks.
- Allocate activities to individuals or groups.
- Filter activities, Identify recurring tasks, Completed tasks by date.
- Enable attachment of project assets including documents and files.
- Secure service, can be used for internal, external or mixed teams.
- Integrates to other Agile collaboration tools (Chat, Wiki etc).
- Email Alerting to task status changes.

Benefits

- Easy to Visualise your project, work allocation, current activity.
- Limit work in process, Focus on workflow. Self administered.
- Practice continuous improvement, Focus on continuous delivery.
- Join large, virtual and dispersed teams together on Agile Delivery.
- Integrates into your existing Web, Social and Corporate tools.
- Secure Server environment, suitable for Public or Secure environments.
- Managed, Patched, Supported Service, suitable for mainstream operational needs.
- Suitable for Public, Private and Shared Cloud environments.
- Supports Digital Service delivery process (Discovery, Alpha, Beta, Live).
- Either Standalone or part of a project suite of collaboration services.

Service Description



The Viewdeck Secure KanBan Board uses the leading open source KanBan application, Wekan. The service provides secure and controlled access to a KanBan board, totally in your control. This allows secure collaborative working for distributed teams and individuals, with confidence that the board contents are not open to compromise. Your KanBan boards are maintained in a secure, hosted infrastructure. Wekan is an open-source KanBan board which provides you with card-based task and to-do management, similar to tools such as WorkFlowy or Trello.

Our Service allows you to create Boards, on which Cards can be moved around between a number of Columns. Boards can have many members, allowing for easy



collaboration, you just add everyone that should be able to work with you onto the Board. You can assign coloured Labels to cards to facilitate grouping and filtering, additionally you can add members to a card, for example to assign a task to someone.

What is special about Wekan?

Wekan is simple to use and wholly intuitive allowing anyone to easily work with it and modify it. The Viewdeck Service is perfect for any organisation that needs a slick KanBan board requires a secure service wrap. You have full control over your data and no one else has access to it. Your KanBan board is there for you, when you want to use it, secure and backed up.

Viewdeck Secure KanBan Board provides you with the ability to tailor a KanBan board to represent the task that is being tracked as well as setting up recognisable user Avatars to allow users to be easily recognisable. The KanBan user interface allows drag and drop providing an ideal board for you to track Agile project sprints especially in situations where the team are forced to work virtually. You can also import documents directly to a task and create links to other documents. The KanBan board allows you to customise swimlanes and allows item tasks to be created. You can add detail such as checklist lists to support the correct completion of tasks.

KanBan boards are recognised as a significant contributor to improving productivity. They are seen as an industry standard method for supporting Agile delivery and we use this service for internal and client project delivery. The interface is browser based (no software installation is required) and the tool can be shared across multiple organisations if required, as well as Mobile and Tablet devices where appropriate.



To further support workplace collaboration and productivity we offer an optional service Secure Chat Server. This service is based on Rocket.chat and delivers the capability to securely communicate and collaborate using team chat with the ability to switch to video or audio calls with screen sharing for more efficient teamwork.

Further improve productivity by discussing and sharing ideas, projects and files with real-time or asynchronous team chat. The service provides a safe workspace with username restriction and admin transparency. You have the ability to remove bad actors by adding moderators and provide admins with additional controls.

Features include:

- Audio and video conferencing,
- guest access,
- screen sharing,
- file sharing,
- LiveChat,
- LDAP Group Sync,

- two-factor authentication (2FA),
- E2E encryption,
- SSO, and
- optional access from Android and IOS mobile devices.

Secure Web Based Map Service (VSMS)

A secure OSM Map service for the provision of license free UK, EU and global maps to web and Mobile applications. Web connected or isolated secure solution to provide mapping for applications. Includes regular map updates and the ability to update/augment or enhance with your own data.

Features

- Global open mapping platform, providing visual, data mapping data set.
- Ability to access via API that serves custom selected parts.
- Open-source and free to use, no 'usage' charges.
- Build Server configuration, to ensure simple, repeatable, secure deployments.
- Secured, audited, managed, and under configuration control.
- Available in a range of sizes and configurations.
- Resilience and Highly Available configurations, to support service levels.
- Self administer via Web interface, or via a managed service.
- Regular Service monitoring to help scale resources or services.
- Service includes regular patches, daily backups, support.
- Based on OSM solution. Node/Javascript plugin to support integration.

Benefits

- No technical restrictions on use.
- No-leakage of operational, citizen or privileged information to external services.
- Fast, Stable. UK developed. With Hardened Tested stable platform.
- Constantly updated through collaboration of companies, government institutions, wider community.
- Easy to move infrastructure deployment from Development, Test to production.
- Enables easy to scale up and out of Cloud services.
- Suitable for Public, Private, Shared Cloud environments.
- Supports Digital Service delivery process (Discovery, Alpha, Beta, Live).

Service Description

The Viewdeck Secure Web-based Map Service delivers a global open mapping platform that provides a visual data mapping set with no technical restrictions on its use. This API accessible service is provide on a hardened, stable platform. It is based on Open Source componentry removing traditional license charges. The service is secured, audited and managed with complete configuration control and is developed in the UK. The Service is based on OpenStreetMap that has been supported by University College London, Imperial College London and Bytemark amongst many others.





The service is available in a range of sizes and configurations including resilient and high availability options. The service includes regular patching and daily backups to maintain integrity. This easy to use infrastructure offers a simple deployment from development, test to production supporting the Digital Service Service delivery process through Discovery and Alpha to Beta and Live.

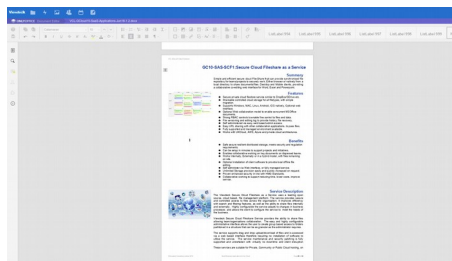
Our service delivers a monthly map update service with simple integration into Mobile and Web Services.

OpenStreetMap powers map data on thousands of web sites, mobile apps and hardware devices. It is built by a community of mappers that contribute data about roads, trails, cafes, railway stations an much more. It emphasises local knowledge and aerial imagery, GPS devices and low-tech field maps are used to verify that the service is accurate and up to date.

These services are suitable for Private, Community or Public Cloud hosting, on the Internet, and in Tier 1 or higher environments.

Secure Cloud Fileshare as a Service (VSCF)

Simple and efficient secure cloud File-Share that can provide synchronised file repository for teams/projects to securely work. Either browser or natively from a local directory to share documents/files. Desktop and Mobile clients, providing a collaborative co-editing web interface for Word, Excel and Powerpoint.



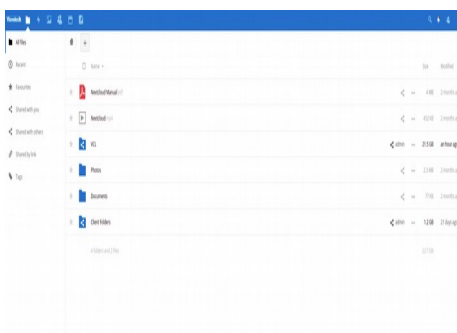
Features

- Secure private cloud filestore service similar to DropBox/GDrive etc.
- Shareable controlled cloud storage for all filetypes, with simple migration.
- Supports Windows, MAC, Linux, Android, IOS natively, Optional web interface.
- Optional Web collaboration model to enable concurrent MSOffice documents.
- Strong RBAC controls to enable fine control to files and data.
- File versioning and editing log to provide history, file recovery.
- Self administered via easy web based admin access.
- Easy URL sharing with other collaboration applications, to pass files.
- Fully supported and managed environment available.
- Works with UKCloud, AWS, Azure and private cloud architectures.

Benefits

- Safe secure resilient distributed storage, meets security and regulation requirements.
- Can be setup in minutes to support projects and initiatives.
- Enables collaborative working on key documents on dispersed teams.
- Works Internally, Externally or in a hybrid model, with files remaining on site.
- Optional installation of client software to provide local offline file editing.
- Self administer via Web interface, or fully managed service.
- Unlimited Storage provision easily and quickly increased on request.
- Proven enhanced security in line with HMG Standards.
- Collaborative working to support reducing time, lower costs, improve service.

Service Description



The Viewdeck Secure Cloud Fileshare as a Service uses a leading open source, cloud based, file management platform. The service provides secure and controlled access to files across the organisation. It improves efficiency with search and filtering features, as well as the ability to share files internally and externally. Highly configurable the service adapts to changes in business processes and allows the client to configure the service to meet the needs of the business.

Viewdeck Secure Cloud Fileshare Service provides the ability to share files allowing team/organisations collaboration. The easy and highly configurable administrative

interface allows the user to create group based access to folders partitioned in a structure that can be as granular as the administrator requires.

The service supports drag and drop upload/download of files and is accessed via a web based interface therefore requiring no installation of software to utilise the service. The service maintenance and security patching is fully supported and undertaken with virtually no downtime and client disruption

These services are suitable for Private, Community or Public Cloud hosting, on the Internet, and in Tier 1 or higher environments.

Enterprise Reporting Service (VERS)

Enterprise Reporting Service, enables organisations to pull together legacy, operational and transactional data into single views to present Management Reports, Dashboards, Operational data and supporting information in Offline reports, Online charts and management dashboards. Simple and efficient BI, OLAP, Reporting and Dashboards for wide business use.



Features

- Supports wide range of SQL, NOSQL, and office data sources.
- Stand-alone or embeddable reporting server, online, mobile and dashboards.
- Client Tool to help create reporting templates.
- Business Intelligence Platform, capable of OLAP, Data Exploration Cubes.
- Integrate with identity systems such as AD, LDAP and CAS.
- User and Role based access to reports, dashboards, resources, folders.
- Simple and Efficient, Low bandwidth and secure networks supported.
- Secured, audited, managed, and under configuration control.
- Wide range of output formats including PDF, XML, HTML, MSOffice etc.
- Based on the industry leading JasperReports®.

Benefits

- Self-service access to reporting and data informatics.
- HTML, XLS, XLSX, PDF, CSV, DOCX, RTF, Flash, ODT, etc.
- Central report scheduling and distribution based on calendar schedules.
- Secure server platform, production ready for Public, Tier1 Services.
- Suitable for Public, Private and Shared Cloud environments.
- Integrates into a wide range of web and collaboration tools.
- Works with UKCloud, AWS, Azure and private clouds.
- Self administer via Web interface, or fully managed service.
- Supports Digital Service delivery process (Discovery, Alpha, Beta, Live).
- Resilience and Highly Available configurations, to support service levels.

Service Description

The Viewdeck Enterprise Reporting Service supports a wide range of SQL, NoSQL and office data sources to provide a range of enterprise wide reporting solution. Delivering legacy, operational and transactional data into a single view, providing self-service access to reporting, exploration and data informatics. The Service supports Business Intelligence through data exploration, OLAP and multidimensional cubes. The solution can be integrated into a broad range of web and collaboration tools.



The Service is based on market leading JasperReports® and is a fully functional reporting platform offering report scheduling, and distribution. The Service can be controlled at both user and role/job level, ensuring access to data is secured

appropriately. The Service is secured, audited and managed under configuration control and supports low bandwidth and secure networks.

Our service allows you to share interactive reports across the Enterprise either to the Desktop or to Mobile devices. You can also interact with these reports to provide further levels of detail through sorting, filtering, conditional formatting, moving/ hiding columns, string search, zoom in/ out, and if required these changes can be saved for future use. You can access data from a range of data source including Big Data sources such as Hadoop and MongoDB.



The easy to use, drag and drop report designer lets you build interactive crosstabs, tables and chart-based reports using a standard browser or Mobile device.

This Service is suitable for for Public, Private and share Cloud environments and is offered as either a fully managed service or can be self administered by a simple web interface.

Related Service Specifications

Customer Relationship Management (CRM) Service

CRMS-01	Customer Relationship Management (CRM) Service	
Description	Cloud based Customer Relationship Management Service - Per User Configuration	
	SaaS CRM Service	
Notes	Per User Service, upto 5Gb per User	
Service	2nd or 3rd Line Support options, Monday-Friday 9am-5:30pm	
Unit	PerUser	
Initial	This service has an initial setup fee of £2238	
Range	From £29 to £51 per month	
Key Software Component		
Order Minimum	10	
Related Services		
SDCM-01	Service Desk and Customer Management as a Service	ITIL ITSM Service Desk and Incident Management Service - Per Service Operator
VFOI-01	Viewdeck Freedom of Information Service (VFOI)	Cloud Freedom of Information Management Service - Per User
DMAS-01	Document Management as a Service	Cloud Document Management Service - Per User

Service Desk and Customer Management as a Service

CRMS-01	Service Desk and Customer Management as a Service	
Description	ITIL ITSM Service Desk and Incident Management Service - Per Service Operator	
	OTRS based web service desk solution. Customer web portal, mail integration, ITIL based	
Notes	Per Service Operator , Up to 5Gb Storage	
Service	1st, 2nd or 3rd Line Support options, Monday-Friday 9am-5:30pm	
Unit	PerUser	
Initial	This service has an initial setup fee of £2238	
Range	From £75 to £113 per month	
Key Software Component	OTRS	
Order Minimum	10	
Related Services		
CRMS-01	Customer Relationship Management (CRM) Service	Cloud based Customer Relationship Management Service - Per User Configuration
VFOI-01	Viewdeck Freedom of Information Service (VFOI)	Cloud Freedom of Information Management Service - Per User
DMAS-01	Document Management as a Service	Cloud Document Management Service - Per User

Viewdeck Fraud Identification Service (VFAS)

CRMS-01	Viewdeck Fraud Identification Service (VFAS)	
Description	Fraud Analytics Service - Per User	
	Fraud Analytics tool	
Notes	per User (including 50Gb).	
Service	2nd or 3rd Line Support options, Extended Hours of Monday-Friday 8am-8pm	
Unit	PerUser	
Initial	This service has an initial setup fee of £8950	
Range	From £242 to £332 per month	
Key Software Component	Visallo	
Order Minimum	10	
Related Services		
CPAS-01	Viewdeck Big Data Analytics Service (VDAS)	Data Analysis and Big Data Analyser Service - Dedicated
o	Viewdeck Single View of Data as a Service (VSVS)	Single Data View Service - Dedicated Licensed Service
RSAS-02	Viewdeck Search and Discovery Service - Elasticsearch® (VSDS)	Logstash and Elastic - Dedicated Server

Viewdeck Freedom of Information Service (VFOI)

VFOI-01	Viewdeck Freedom of Information Service (VFOI)	
Description	Cloud Freedom of Information Management Service - Per User	
	SaaS Freedom of Information Management Service.	
Notes	Per User Service, upto 5Gb per User	
Service	1st, 2nd or 3rd Line Support options, Monday-Friday 9am-5:30pm	
Unit	User	
Initial	This service has an initial setup fee of £4475	
Range	From £99 to £137 per month	
Key Software Component	Case Management	
Order Minimum	20	
Related Services		
CRMS-01	Customer Relationship Management (CRM) Service	Cloud based Customer Relationship Management Service - Per User Configuration
CMAS-01	Case Management as a Service	Cloud Case Management Service - Per User
DMAS-01	Document Management as a Service	Cloud Document Management Service - Per User

Case Management as a Service

VFOI-01	Case Management as a Service	
Description	Cloud Case Management Service - Per User	
	SaaS Case Management Service.	
Notes	Per User Service, upto 5Gb per User	
Service	1st, 2nd or 3rd Line Support options, Monday-Friday 9am-5:30pm	
Unit	User	
Initial	This service has an initial setup fee of £4475	
Range	From £99 to £137 per month	
Key Software Component	Case Management	
Order Minimum	20	
Related Services		
CRMS-01	Customer Relationship Management (CRM) Service	Cloud based Customer Relationship Management Service - Per User Configuration
SKBS-01	Secure KanBan Board as a Service	Secure web based KanBan Board for Agile Teams
DMAS-01	Document Management as a Service	Cloud Document Management Service - Per User

Cloud Enterprise Service Bus as a Service

VFOI-01	Cloud Enterprise Service Bus as a Service	
Description	SOA/ESB Middleware SaaS - Dedicated Server	
	Apache ServiceMix SaaS service to provide SOA/ESB solutions across enterprises. Postgresql DB	
Notes	Up to 20 concurrent transactions/activities, 50Gb Storage	
Service	3rd Line Support only, Monday-Friday 9am-5:30pm	
Unit	User	
Initial	This service has an initial setup fee of £8950	
Range	From £380 to £380 per month	
Key Software Component	Apache ServiceMix	
Order Minimum	2	
Related Services		
DMAS-01	Document Management as a Service	Cloud Document Management Service - Per User
SKBS-01	Secure KanBan Board as a Service	Secure web based KanBan Board for Agile Teams
SWBM-01	Secure Web Based Map Service	Cloud Based OpenStreetMap Tile Service - Dedicated Service

Document Management as a Service

Document Management as a Service	
DMAS-01	Document Management as a Service
Description	Cloud Document Management Service - Per User
	Alfresco based Enterprise Content Mgmt
Notes	Per User Service, 5Gb per User
Service	1st, 2nd or 3rd Line Support options, Monday-Friday 9am-5:30pm
Unit	PerUser
Initial	This service has an initial setup fee of £2685
Range	From £25 to £63 per month
Key Software Component	Alfresco
Order Minimum	20
Related Services	
CMAS-01	Case Management as a Service Cloud Case Management Service - Per User
CRMS-01	Customer Relationship Management (CRM) Service Cloud based Customer Relationship Management Service - Per User
DMAS-01	Document Management as a Service Cloud Document Management Service - Per User

Secure KanBan Board as a Service

Secure KanBan Board as a Service	
DMAS-01	Secure KanBan Board as a Service
Description	Secure web based KanBan Board for Agile Teams
	Wekan service for Agile management
Notes	Per User Service, 5Gb per User
Service	1st, 2nd or 3rd Line Support options, Monday-Friday 9am-5:30pm
Unit	PerUser
Initial	This service has an initial setup fee of £1343
Range	From £27 to £65 per month
Key Software Component	Wekan
Order Minimum	10
Related Services	
DMAS-01	Document Management as a Service Cloud Document Management Service - Per User
JASS-02	DevOps Build Automation and Continuous Delivery Service Continuous Delivery SaaS Service - Dedicated Server
SIWP-02	Continuous Compliance as a Service Continuous Compliance SaaS Service - Dedicated Server

Secure Web Based Map Service

Secure Web Based Map Service	
DMAS-01	Secure Web Based Map Service
Description	Cloud Based OpenStreetMap Tile Service - Dedicated Service
	OpenStreetMap Tile Service - Up to 20 Concurrent users/queries. Secure Solution to Mapping.
Notes	Includes Mapping update service, and up to 400Gb Tile Space.
Service	2nd or 3rd Line Support options, Monday-Friday 9am-5:30pm
Unit	PerUser
Initial	This service has an initial setup fee of £8950
Range	From £1123 to £1570 per month
Key Software Component	OpenStreetMap
Order Minimum	1
Related Services	
SCFS-01	Secure Cloud Fileshare as a Service Web and Client Cloud Fileshare and Collaboration Service - Per User
CRMS-01	Customer Relationship Management (CRM) Service Cloud based Customer Relationship Management Service - Per User
DMAS-01	Document Management as a Service Cloud Document Management Service - Per User

Secure Cloud Fileshare as a Service

SCFS-01	Secure Cloud Fileshare as a Service	
Description	Web and Client Cloud Fileshare and Collaboration Service - Per User	
	Nextcloud Server with Cloud, Desktop and Mobile Access	
Notes	Per User Service, upto 10Gb per User. Order *2 for Distributed HA Service.	
Service	1st, 2nd or 3rd Line Support options, Monday-Friday 9am-5:30pm	
Unit	PerUser	
Initial	This service has an initial setup fee of £4475	
Range	From £27 to £65 per month	
Key Software Component	Nextcloud	
Order Minimum	20	
Related Services		
ERAS-01	Enterprise Reporting as a Service	Web Reporting Server as a Service - Dedicated Community Server
DMAS-01	Document Management as a Service	Cloud Document Management Service - Per User
VRMP-01	Video Remote Meeting, Presentation and Conferencing Service	Secure Remote Meeting, Presentation and Web Conferencing Service - Dedicated Service

Enterprise Reporting as a Service

SCFS-01	Enterprise Reporting as a Service	
Description	Web Reporting Server as a Service - Dedicated Community Server	
	Jaspersoft Reporting Server	
Notes	Up to 6 concurrent reporting , 50Gb Storage	
Service	2nd or 3rd Line Support options, Monday-Friday 9am-5:30pm	
Unit	PerUser	
Initial	This service has an initial setup fee of £4475	
Range	From £291 to £470 per month	
Key Software Component	JasperServer	
Order Minimum	1	
Related Services		
DMAS-01	Document Management as a Service	Cloud Document Management Service - Per User
SCFS-01	Secure Cloud Fileshare as a Service	Web and Client Cloud Fileshare and Collaboration Service - Per User
CRMS-01	Customer Relationship Management (CRM) Service	Cloud based Customer Relationship Management Service - Per User

Terms and Conditions

1. In all products Support is calculated on the basis of a remote (ie not on site) basis, and where necessary, a secure access service to the services is required at additional cost. For UKCloud Tier 1 Elevated services, the Secure Remote Access solution provides such a service.
2. Change Requests, Change Boards, and Change Management are not included and will be calculated at normal SFIA rates. As a service, patching and updates will be managed and coordinated by Viewdeck and unless there is an impact to service, no notification will be provided. Regular, pre-approved change windows for minor outages will be agreed to upfront.
3. Rates do not include ITHC activity. Most components have been checked previously, and where possible information will be made available. Where possible, and as required, supporting an ITHC and the outcomes of the ITHC will be managed as a fixed price (the size depending on your accreditation requirements).
4. Regular Service Reviews are not included, but can be added as a fixed cost package, depending on the integration required. Standard 'out of the box' reporting from service management tools will be provided for 2nd and 1st line support packages only. 3rd line support functions are not included (assumed to be part of a 2nd line support function). Where tailored or alternative reporting is required, these will be provided as an additional item.
5. Inline with our Security Policy, Patches will be applied when appropriate, and unless of High Priority (CESG or other body), at the discretion of Viewdeck. We aim to patch all systems within 30 days for Repository or packaged applications. Third party application software will only be upgraded if major failures or issues exist, impacting usability, or on annual renewals. Upgrades can be done at the client's request as a chargeable item.
6. 1st Line support assumes clients can self serve via the Support Portal, and will always be directed towards email/online support functions.
7. 2nd Line support assumes interfacing and triage is handled by a separate (client) Service desk, with Viewdeck acting as a Resolver Group. Email and Online Service portal will help manage and coordinate.
8. 3rd Line support assumes all end user management, and investigation is provided by client's ICT support function/organisation, and liaison is restricted to technical, authorised and available resources.
9. Additional Support tasks that are passed down to Viewdeck inappropriately will be charged at the normal SFIA Rates.
10. Viewdeck takes no responsibility for the functionality or the performance of these applications, open source solutions or their components. Where possible, software functionality will be baselined and agreed at commissioning. Downstream operational issues will be fixed, and best

endeavours used to maintain service, but responsibility for third party software does not lie with Viewdeck. Liability is limited to the Value of the Termination of the Contract.

Viewdeck Support



The Viewdeck Support and Service desk provides a range of options to meet your specific needs, based upon the service and business need. Our support channels include telephone, web, Slack and email support to users of the service. This provides an ITIL aligned help desk, with standard reporting, incident management and problem management processes using an application tool-set, with an SLA reporting back to the customer. Our support helpdesk is available, during normal working hours, to log support calls for any incidents. Standard support hours can be extended by agreement. Each customer call is logged, in our remote management system, and that provides a unique call reference number track the incident, to enable you to track your issue, providing ease of exchange during incident resolution.

Our fully trained team work directly with our clients to manage and resolve support queries using telephone support, remote access and on-site were requested.

Our Standard Support provides clients with monthly reports, remote problem management enquiries and monthly client engagement to provide integration into the client's service architecture and federated service models.

Incident Management

Viewdeck follows a traditional P1-P5 problem management prioritisation and response model, providing integration and escalation as you would expect to deliver to the agreed service levels.

- P1 Total loss of service.
- P2 Some loss of service.
- P3 Small loss of service or work around.
- P4 Tasks are made more difficult, but are not impossible to complete.
- P5 Interferes with non-operational use.

Urgency of response

Priority code	Urgency of response	Target response (within core hours)	Target resolution (within core hours) (M-F x 9-5)
P1	Immediate, sustained effort using all necessary and available resources until service is restored.	Immediate response, action within 15 Mins (Enterprise 24x7) , 1 hour (Outside Support Hours)	4 hours
P2	Immediate response to assess the situation, staff	Immediate response (within contracted Service Hours),	1 working day

	may be interrupted and taken away from low or medium priority jobs.	action within 2 hour	
P3	Response using standard procedures and operating within the normal frameworks	Email notification of call being logged (within contracted Service Hours) 1 hour. Response by email or phone within 1 working day.	2 working days
P4	Response using standard procedures and operating within the normal frameworks as time allows.	Email notification of call being logged (within contracted Service Hours) 1 hour. Response by email or phone within 1 working day.	5 working days
P5	Response using standard procedures and operating within the normal frameworks as time allows	Email notification of call being logged (within contracted Service Hours) 1 hour. Response by email or phone within 1 working day.	10 working days

Our Service Level Objective aims to resolve 90% of incidents within the target resolution time.

All P1 and P2 events are allocated an Incident Manager to see and manage incidents through to successful resolution. Where necessary, client help desks will be informed and updated as the incident resolution evolves. The Incident Manager will provide SPOC for the client, provide regular reporting back, and coordinate activity between various resolver groups as necessary to ensure successful resolution.

Viewdeck Cloud Software Service Catalogue

Code	SaaS	Summary	Notes	Per
CRMS-01	Customer Relationship Management (CRM) Service	Cloud based Customer Relationship Management Service - Per User Configuration	SaaS CRM Service	Per User Service, upto 5Gb per User
SDCM-01	Service Desk and Customer Management as a Service	ITIL ITSM Service Desk and Incident Management Service - Per Service Operator	OTRS based web service desk solution. Customer web portal, mail integration, ITIL based	Per Service Operator , Up to 5Gb Storage
VFAS-01	Viewdeck Fraud Identification Service (VFAS)	Fraud Analytics Service - Per User	Fraud Analytics tool	per User (including 50Gb).
VFOI-01	Viewdeck Freedom of Information Service (VFOI)	Cloud Freedom of Information Management Service - Per User	SaaS Freedom of Information Management Service.	Per User Service, upto 5Gb per User
CMAS-01	Case Management as a Service	Cloud Case Management Service - Per User	SaaS Case Management Service.	Per User Service, upto 5Gb per User
CESB-01	Cloud Enterprise Service Bus as a Service	SOA/ESB Middleware SaaS - Dedicated Server	Apache ServiceMix SaaS service to provide SOA/ESB solutions across enterprises. Postgresql DB	Up to 20 concurrent transactions/activities, 50Gb Storage
CESB-02		SOA/ESB Middleware as a Service - Large Dedicated Server	Apache ServiceMix SaaS service to provide SOA/ESB solutions across enterprises. Postgresql DB,	Up to 40 concurrent transactions/activities, 50 Gb Storage
CESB-03		SOA/ESB Middleware SaaS - Dedicated Server	RabbitMQ SaaS service to provide SOA/ESB solutions across enterprises. SQL DB	Up to 20 concurrent transactions/activities, 50Gb Storage
CESB-04		SOA/ESB Middleware as a Service - Large Dedicated Server	RabbitMQ SaaS service to provide SOA/ESB solutions across enterprises. SQL Db	Up to 40 concurrent transactions/activities, 50 Gb Storage
DMAS-01	Document Management as a Service	Cloud Document Management Service - Per User	Alfresco based Enterprise Content Mgmt	Per User Service, 5Gb per User
SKBS-01	Secure KanBan Board as a Service	Secure web based KanBan Board for Agile Teams	Wekan service for Agile management	Per User Service, 5Gb per User
SWBM-01	Secure Web Based Map Service	Cloud Based OpenStreetMap Tile Service - Dedicated Service	OpenStreetMap Tile Service - Up to 20 Concurrent users/queries. Secure Solution to	Includes Mapping update service, and up to 400Gb Tile Space.

			Mapping.	
SWBM-02		Cloud Based OpenStreetMap Tile Service - Large Dedicated Service	OpenStreetMap Tile Service - Up to 40 Concurrent users/queries. Secure Solution to Mapping	. Includes Mapping update service, and up to 800Gb Tile Space.
SCFS-01	Secure Cloud Fileshare as a Service	Web and Client Cloud Fileshare and Collaboration Service - Per User	Nextcloud Server with Cloud, Desktop and Mobile Access	Per User Service, upto 10Gb per User. Order *2 for Distributed HA Service.
ERAS-01	Enterprise Reporting as a Service	Web Reporting Server as a Service - Dedicated Community Server	Jaspersoft Reporting Server	Up to 6 concurrent reporting , 50Gb Storage
ERAS-02		Web Reporting Server as a Service - Larger Community Dedicated Server	Larger Dedicated Jaspersoft Reporting Server	Up to 15 concurrent reporting , 50Gb Storage
ERAS-03		Web Reporting Server as a Service - Dedicated Commercial Server	Jaspersoft Reporting Server for up to 6 concurrent reporting , 50Gb Storage	Up to 6 concurrent reporting , 50Gb Storage
ERAS-04		Web Reporting Server as a Service - Larger Commercial Dedicated Server	Larger Dedicated Jaspersoft Reporting Server for up to 15 concurrent reporting , 50Gb Storage	Up to 15 concurrent reporting , 50Gb Storage

Why is Viewdeck Different?

- **Value** - As a specialist SME, we can bring big company/ex Big 4 consultancy experience with niche specialist value.
- **Insight** - Having delivered across the Public Sector, Client Side and Supplier Side, our senior team bring more than just delivery capability, they bring insight and a network of relationships.
- **Experience** - Wide range of technical delivery support to MOD, SIA, Cabinet Office, NCA, Home Office, DVLA.
- **Win** - Our team have delivered £100m's of savings to HMG in the past few years by re-negotiating ICT contracts.
- **Diligence** - Our team worked regularly in secure government agencies. Our people, processes and capabilities support secure quality and assurable deliveries. ISO 27001 certified.
- **Energy** - Uplift your programme with new skills, new experiences and new insight.
- **Collaboration** - Proven client support, skills transfer. Delivery through client/Viewdeck joint collaborative working.
- **Knowledge** - Specialist in Architecture, Cloud Solutions, HMG Transformation, and Leaders in HMG ICT programmes.

Offering Value for Money

Approach

Outcome

- | | |
|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| ● Expert skills and resources, Real world experience, from inside and outside | ● Efficient coherent delivery, with less time reworking or 'learning on the job' |
| ● Strong domain knowledge | ● Swift subject understanding for minimal learning time and erroneous assumptions |
| ● Buddy/duplication of services/capabilities | ● Risk reduction of delays through single points of knowledge and absence |
| ● Where possible, use existing staff, skills transfer, Embed, upskill, collaboration | ● Minimise spend on Consultants, ensure timely efficient handovers to client teams. |
| ● Iterative/Agile, rapid reaction to changes | ● Speedy product creation, less time pursuing wrong directions |
| ● Re-use where applicable | ● Less time re-inventing capabilities, best value for money in delivery |
| ● Strong Comms, Lasting legacy, easy to adopt, artifacts that exist beyond the project (More than Shelfware) | ● Investments reused create more downstream value for the client |
| ● New Ways of working | ● Enthused and interested workforce, more able to rapidly accommodate change and hence increased efficiency |



Our team have provided skills and advice to a wide range of public and private sector clients. Here is a small selection of them.

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Secure Cloud Services and Solutions