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# Savvy Learning, Development and Improvement Platform Service Description

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## 1. Service Overview

### PROVIDING THE POWER TO DESIGN APPLICATIONS THAT TRULY MEET YOUR NEEDS

Savvy is a powerful and highly flexible platform that provides capabilities that can be configured in many different ways to provide business applications tailored to suit your specific requirements.

Our agile application design service will work with you to provide advice and guidance on how the different capabilities can be used to meet your business needs and to show your teams how they can adapt the configuration of the solution as your business evolves.

Typical uses for the Platform could include:

<b>Case and Customer Management</b>	<p>The Platform allows you to define the data that you need to capture against, cases, customers and other entities (people, places, incidents, events, etc) that you might want to store in the system.</p> <p>It allows you to put in place business rules and workflow to govern the way that the system works – enabling you to automate processes, integrate with other systems and set-up sophisticated alerts and notifications; managing cases throughout their life-cycle.</p> <p>Users can design screens so that information is right where they need it and can build screens for specific purposes – making it easier and quicker for them to execute key activities.</p>
<b>Multi-Agency Information Sharing</b>	<p>The Platform can be used to bring multiple different sets of data together – either for comparison, or to provide a fully rounded view from a number of different perspectives. For example, the platform can be used to provide a complete view of a customer by combining information from different agencies.</p> <p>Conversations between Users from different organisations can be conducted through the Platform’s messaging capability meaning that information is kept in one place and Users won’t need to search through emails to check what has been agreed in relation to their cases.</p>
<b>Assessments</b>	<p>The Platform enables you to undertake assessments against key objects within the application. For example, customers are using this capability to assess the level of risk related to cases and customers (e.g. to assess the risk / likelihood of reoffending) to assess customer’s needs (so that services can be targeted appropriately), and to assess suitability (e.g. whether housing is suitable).</p> <p>The Platform allows you to create different types of Assessments, using banks of questions. Based on the answers to the questions “pathways” can be set-up following different routes so that the Assessment is targeted, effective and efficient. Questions can be weighted and answers scored – to provide a comprehensive, user focused and adaptable Assessment solution which can predict likely outcomes, help direct resources and prioritise work.</p> <p>The results of Assessments can be linked to workflow, notifications and other Case Management functionality, adding another level of intelligence to the</p>

## Resource Management, Demand Management and Scheduling

solution.

The Platform gives you the tools to organise your business the way you want it. It provides a complete view of the resources available within your organisation and the demands on their time - and enables you to schedule activities to make the best use of everyone's time.

The Platform can hold details about resources (e.g. the skills, experience, and availability of staff and volunteers); track demands on their time and suggest how resources could be aligned to make your organisation more efficient.

The Platform gives you built in calendar, task management and project and programme management capabilities to plan and track work and provides dashboards and reports to enable managers to find opportunities for improvements and areas to focus upon.

## Partnership and Supply Chain Management

The Platform can help you manage the services you provide, including those provided by partners and sub-contractors. Once configured the Platform can provide a real time view of service availability, demand and previous consumption. It can also be combined with the Assessments functionality to gather information from your Users and your Customers to provide a 'service rating' – allowing you to track the quality of the services being provided.

Instead of needing to send requests to suppliers and then waiting to see if they can fulfil them, suppliers can share their catalogue of services (including costs) and current availability with you and can keep this updated. This allows for better planning and deeper insight into forthcoming demand so that suppliers can be ready when you need them.

Once set up in the Supplier Catalogue, Users can access details about these Services and select those which best fit their needs.

Overall, use of this capability facilitates better planning, clearer visibility of the supply chain, faster fulfilment of service requests and better visibility of spending and quality across your supply chain. This can be just as helpful with internal services as those provided by external suppliers.

## Performance Management

The platform has been designed to help you to answer the "what works" question and to track performance against agreed metrics. Ensuring that data is captured and managed in the right way, the platform more effectively facilitates analysis – including correlation versus causation and, potentially running what if scenarios for planning purposes.

For example, by analysing case outcomes (success/failure) and what resources/activities have been used to achieve that result, the platform can provide insight around what skills/resources seem to be most effective in achieving results.

Performance management can also be used to focus support for your staff, Users and Customers. For example, the Platform can provide early-stage assessments of areas that are linked to outcomes and can guide user

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behaviour based on the results.

The Platform is extremely powerful and is made up of a number of different capabilities. These capabilities are grouped together to form Modules. We have set out a list of typical Modules in this Service Description document, but can also work with you to provide specific functionality if that is not included (or obvious from the descriptions. We are also happy to share our Roadmap for the Platform with you so that you have early sight of the enhancements that we are making.

Platform Modules include:

- Case management (e.g. Customer / Customer Management)
- Assessments and Insight (e.g. Risk Assessments, Needs Assessments, Assessments of suitability and applicability)
- Scheduling
- Partnership Working
- Resource Management
- Supply Chain Management
- Demand Management
- Performance Management

These Modules can operate independently or be used together to provide even more powerful functionality. You can combine and configure the different Platform Modules in different ways to provide a complete solution to meet your exact needs.

At the outset of the engagement process we would suggest a short meeting or workshop with your key stakeholders to explain the functionality available in the Platform and to show some ways that other customers have configured the solution. From there, we can work with you to better understand your business needs and suggest ways the Platform could be used and which modules and capabilities could be required. At this stage we would be able to provide a much more informed indication of the potential cost and you can test this against your budget. Please refer to our pricing document for details of how we have saved Customers money when combining Modules – in a nutshell we want to make sure that we combine things in the best way to give you the solution you need at the cheapest price possible.

Because the Platform is so configurable and because of the granularity and flexibility of our pricing model we believe that the Platform can support a huge range of uses – from large multi-organisational management solutions through to smaller solutions focused on specific rules for a specific business unit. As it is a true Platform the solution can be deployed in a way which can group together smaller requirements so that the Service Management, Hosting and Security costs can be shared. This means that smaller customers do not need to be disadvantaged and enables them to get advanced functionality for a fraction of the cost of other systems.

We are not interested in wasting your time – typically it only takes one meeting and one brief demonstration to show how the Platform could be used - so you can very quickly determine if our solution can meet your needs.

## 2. About Saadian

**“Saadian are a breath of fresh air.”**

Resource Director, Durham Tees Valley Community Rehabilitation Company

Saadian has been providing information management solutions to large public and private sector organisations and criminal justice agencies for over 15 years.

Our customers include HM Revenue and Customs, the UK Ministry of Justice, 41 UK police forces, the National Crime Agency (NCA) and Durham Tees Valley CRC. We have also worked with a number of local authorities and a number of UK probation trusts such as London and Wales. We work with Thirteen, one of the largest Housing Groups with 1,500 staff providing services for more than 70,000 customers across the North East. Outside the UK, our customers include Allianz Insurance, Fidelity Investments, many hospitals across Ireland, the Irish Central Bank, Shannon Airport, the Irish National Ambulance Service and Kerry Foods. We also work with customers in the United States, for example, with Sheriff Counties in California. Some of the organisations we work with include:



We have a customer-centric approach to product delivery, so our experience has grown up around our key products. We have a focused portfolio of products and have concentrated on continually improving them every year to provide increased value for our customers. As a result, we have supported many of our customers for over 10 years. You will hopefully see from the customer feedback that we have included that we are looking to build partnerships with our customers – not just sell them a product.

Working this way means that our customers have helped us to understand their business areas and we have also undertaken considerable research to understand how our products can be extended. Over the past 18 months we have been working to bring together functionality from our established products into an exciting, flexible business management platform. We believe that this Platform will enable organisations to easily put in place powerful solutions which are focused on solving business problems and significantly increase user satisfaction, efficiency and effectiveness.

We like to keep things simple and straightforward in terms of how we work with our customers. Users are at the heart of our design process and have driven the development of our products. You'll see from the feedback that we continue to engage with users after delivery so we can understand how our solutions work in an operational context and respond to issues as they develop. This in turn allows us to develop our products to make things even better. We know that things in your organisation will change – and so we have focused on putting in place a fair approach to dealing with changes and unexpected requirements. We will actively work with you to avoid large change costs and to facilitate improvements in the most effective and efficient manner. For example, we often put different clients who are considering similar functionality, in touch with each other to find a similar solution – so that both clients can benefit from reduced costs.

We are always transparent about our commercial terms so our customers always know where they stand. We have good relationships with all of our customers, many of whom we've worked with for over 10 years.

Here are some of the things our customers have said about us:

**Durham Tees Valley**  
Community Rehabilitation Company



"Throughout the entire process Saadian has been extremely responsive and has played a partnership role rather than a more traditional supplier role.

The new solution is considerably more powerful and flexible than the current systems. We are confident that Saadian will continue to live up to the commitments they have made and are looking forward to a long term partnership with them.

They are a breath of fresh air."

***David Ripley, DTV Resource Director and SIRO***



"We have seen significant benefit in our partnership with Saadian. High availability of support has enabled any issues or queries to be dealt with promptly.

All in all, our users are delighted with the new system and we were able to start operating our new Multi-Agency-Safeguarding Hub with the right IT solution to support the business into the future."

***DI Richard Erskine, RCT Multi-Agency Safeguarding Hub***



"Our force has been closely involved with the evolution of PINS, and is pleased that Saadian continue to meet the needs and requirements of the police service.

The easy to use interface allows officers with limited IT experience the ability to establish the immediate whereabouts of offenders at all times.

It is an invaluable intelligence tool which provides the facility to locate offenders with minuscule detail and has frequently provided a solution, where other intelligence systems have failed."

***Nishaa McKinney, RLO & EAW Liaison, Force Intelligence Branch, Greater Manchester Police***



### 3. Platform Modules

#### **FLEXIBLE FUNCTIONALITY THAT CAN BE COMBINED IN DIFFERENT WAYS**

The Savvy Platform consists of a number of Modules which can either work independently or can be configured to interact seamlessly with each other. Modules within the Platform have multiple levels of functionality – We call these Core, Plus and Premium.

The different Modules can be combined in different ways at different levels. For example, you could take Premium Case Management functionality and pair it with Core Resource Management functionality.

We can work with you to help you determine the most suitable option depending on the use you intend to make of the Platform. As part of this process, we are happy to provide demonstrations of the different Levels to help you choose which level best meets your needs.

A broad overview of the different Levels is set out in the tables below – but please do get in touch so that we can discuss the full functionality and run through the different options with you. Our roadmap of functionality is continually evolving.

Case and Customer Management Functions	Core	Plus	Premium
Sophisticated data model allowing extreme flexibility and connections between entities	✓	✓	✓
User friendly interface aligned with a granular data model to provide a great user experience	✓	✓	✓
Deployment across multiple device types	✓	✓	✓
Ability to link and merge cases, and warnings to avoid duplicates			✓
Core Workflow – allowing automation and in-app notifications	✓	✓	✓
Enhanced Workflow and Status Management		✓	✓
Advanced Workflow, Status Management and Notifications			✓
Basic Screen Customisation	✓	✓	✓
Enhanced Screen Customisation		✓	✓
Advanced Screen Customisation (including User controlled screen design)			✓
Advanced Search Functionality	✓	✓	✓
Information Sharing across different security zones			✓
Automated case creation and allocation based on incoming data from interfaces			✓

Assessment Functions	Core	Plus	Premium
Sophisticated Adaptable Assessment Engine allowing multiple banks of Questions with different paths through the Assessment depending on answers to questions.	✓	✓	✓
The ability to create multiple Assessments and to link Assessments, for example to focus on specific issues whilst bringing everything back into one place.	✓	✓	✓
The ability to create “living” assessments which can be updated in stages to provide a current view of an entity.			✓
Adaptable “scoring engine” allowing you to weight questions and to consolidate results into specific flags (e.g. RAG status)	✓	✓	✓
The ability to view assessment results over time creating a visual representation of changing needs/risks	✓	✓	✓
Integration of complex algorithms			✓
Advanced Workflow linking to case status and Notifications		✓	✓

Supply Chain Management	Core	Plus	Premium
Catalogue management of suppliers and services	✓	✓	✓
Ability for suppliers to update availability of services in real time <sup>1</sup>		✓	✓
Integration with resource management, enabling the supply chain services to be consumed in the same manner as internal resources		✓	✓
Reporting of attendance or "consumption" of services		✓	✓
Rating of supply chain services by Users			✓
Financial analysis of service consumption linked to case and resource management			✓
Links to Performance Management for tracking supplier performance and value for money	✓	✓	✓

<sup>1</sup> This will be impacted by the Security Classification of the information being shared.

Scheduling	Core	Plus	Premium
Sophisticated and flexible calendar functionality with calendars associated with different entities in the systems (people, resources, cases etc)	✓	✓	✓
Task allocation with notifications	✓	✓	✓
Powerful “suggestion engine” which suggest which resources are available and suitable for certain tasks	✓	✓	✓
Simple workflow linked to tasks	✓	✓	✓
Advanced workflow and management of task templates		✓	✓
Project and Programme Management – including detailed dependency management			✓
Task management and scheduling in relation to cases			✓
Timesheets, task performance tracking and finance tracking (e.g. links to Payments)			✓

Partnership Working	Core	Plus	Premium
Ability to share certain information (limited fields or cases) with external organisations across the same security level.	✓	✓	✓
Ability to share information with external organisations and individuals at different security levels		✓	✓
Ability for partners to update information which flows into core case record		✓	✓
Creation of multiple information sharing schemes with different access rights for different partners		✓	✓
Processing of partner information to provide a combined view of case or incident			✓
Creation of time thresholds for partnership working (e.g. high priority cases must be updated by all partners within three hours)			✓
Tasking of partners and reminders using notifications and alerts			✓

Demand Management	Core	Plus	Premium
Forecasts of future demand based on current trends or case information	✓	✓	✓
Visual representation of future demand on a map, on a dashboard or in management reports.		✓	✓
Simple, straightforward User interface to help to identify both gaps in resourcing and potential oversupply	✓	✓	✓
Suggestion engine which provides Users with guidance to align future demand with supply chain and resource utilisation.			✓
Visual representation of service provision on a map, on a dashboard or in management reports.			✓

Resource Management	Core	Plus	Premium
Ability to manage different types of resources (people, volunteers, rooms etc)	✓	✓	✓
Manual or automated resource allocation based on workflow and business rules.	✓	✓	✓
Self-service management of availability for external resources.		✓	✓
Resource planning and suggestions based on availability, skills/expertise and demand.			✓
Visual representation of resource utilisation on a map, on a dashboard or in management reports.			✓

Performance Management	Core	Plus	Premium
Powerful data model that tracks performance information over time	✓	✓	✓
Ability to set and track performance targets and milestones for cases and tasks	✓	✓	✓
Analysis of resource/case performance to provide visibility of effective/poor use of resources		✓	✓
Analysis using business rules - identify "what works"			✓
Integration with assessments and case management to inform workflow and guide users towards effective outcomes			✓

## 4. Service Benefits

### **FIT, FLEXIBLE AND FUTURE PROOFED**

As a result of deploying the Savvy platform, we think you can expect the following benefits:

1. Fits exactly with your business processes and data model
2. Flexible capabilities can replace a number of existing systems
3. Lower cost of ownership by consolidating to a single platform
4. Improved efficiency as processes and information are aligned
5. Resources including people can be used more effectively
6. Improved data quality based on powerful data model
7. The modular nature means that it can fit with existing systems
8. Increased visibility of resource usage and workload
9. Future-proofed - the adaptable nature of the solution means it can change with your needs
10. Happier users who have a system designed around them

## 5. User Experience

### **DESIGNED BY USERS FOR USERS**

We are passionate about ensuring that users get software that meets their needs and helps them to do their job. Over the years we have engaged with hundreds of our users and learnt about what they dislike about existing systems - and what kinds of things makes their life easier. We have incorporated these ideas into our interface design. For example, we have "favourites", saved searches and easy preview of search results to help save Users time.

Our approach to delivering the Savvy platform is centred around User needs - we propose engaging with Users early in the process and ask them what information they would to see on different screens. The platform can offer different views for different User groups, providing flexibility and ensuring that Users only see information that is appropriate and helpful to them.

## 6. Service Configuration

### AGILE CONFIGURATION TO MEET YOUR NEEDS

We work with our customers in an agile way to help them meet their business needs. Our proposed approach will see us working with you to understand your needs and being flexible in terms of how we deliver things. We operate an iterative process that involves us working with you through a number of configuration phases. Each phase would be aligned to a particular aspect of the solution (e.g. data model, case management requirements, assessments, workflow, notifications, reporting etc.).

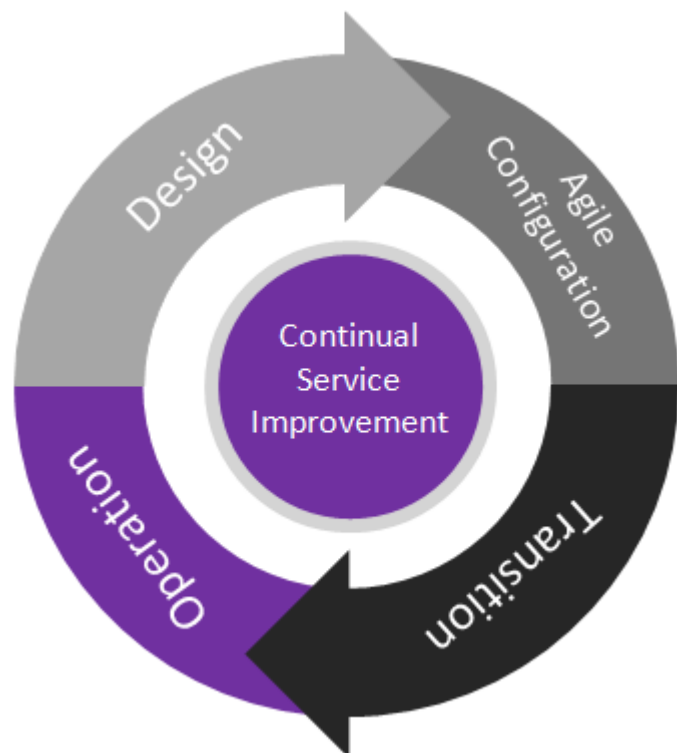
The lifecycle for each phased release is split into 4 distinct stages:

**Design** – Planning the configuration to meet future business needs and the optimum technical architecture to deliver the service.

**Agile Configuration** – Producing secure, high quality business functionality incrementally with the greatest possible interaction from the customer.

**Transition** – Building and deploying new functionality and architectural changes in a controlled manner that achieves the customer objectives and preserves the integrity of the service and data assets.

**Operation** – Actively monitoring and supporting the service to ensure that the customer's strategic and operational targets are met.



These Platform Configuration services are available under Lot 4 Specialist Cloud Services

## 7. Service Deployment

### YOU CHOSE, WE DEPLOY

We understand every organisation has different needs and preferences when it comes to deployment. We can provide a fully managed service appropriate to the security classification of your data or you may have an existing infrastructure provider that you would like to host our solution with. Whatever you decide, we will work with you to design an infrastructure solution that meets your security and business needs.

#### Our OFFICIAL Managed Service

Our OFFICIAL managed services are based on deploying the solution within Skyscape's Assured cloud platform (formerly Pan Government Accredited to IL2).

Skyscape's datacentres are highly resilient Tier3 and UK sovereign. With infrastructure located in secure UK data centres, Skyscape's services are assessed against recognised international standards ISO9001, ISO20000 and ISO27001, and are subject to regular audits, assessments and inspections by certification bodies, regulators and accreditors.

#### Our OFFICIAL SENSITIVE Managed Service

Our OFFICIAL managed services are based on deploying the solution within Skyscape's Elevated cloud platform (formerly Pan Government Accredited to IL3).

#### Your Chosen Provider

We are happy to offer the platform on a Software as a Service basis on infrastructure provided by you. We can work with your infrastructure provider to design an appropriate solution that meets your recovery and security needs.

We are happy to work with your chosen infrastructure provider to understand their service management proposition, designing an integrated service proposition so that service delivery is continuous and Service Level Agreements are completely aligned.

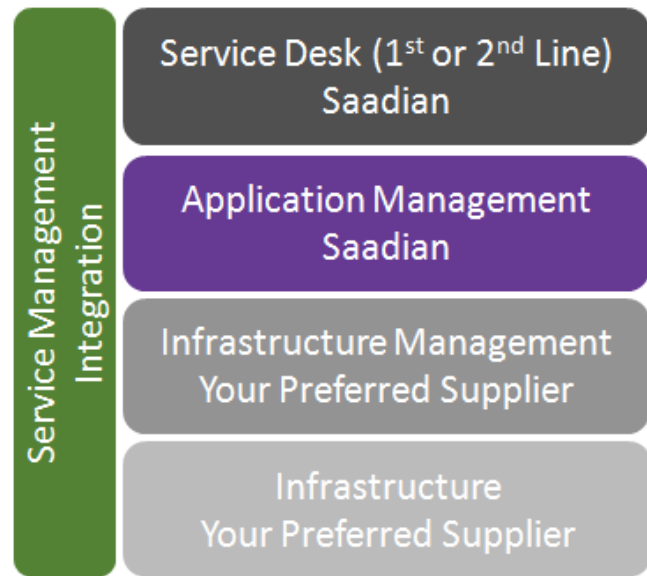
## 8. Service Management

### ITIL BASED APPROACH TO SERVICE MANAGEMENT

Service Management is at the core of all solutions and systems supplied by Saadian and an important part of our ability to build enduring relationships with our customers. We have 15 years of experience providing services to a variety of customers from different sectors and have built up a number of processes and assets to support service management.

Saadian service approach is underpinned by our ITILv3 based **IT Service Management system** which provides a standard set of processes and functions that are used to build a solution that's appropriate for each customer. The ITSMS allows us to capture and be supplied with the necessary business intelligence upon which we can make informed decisions to improve your system.

At the heart of our service management approach is our service desk. It can provide 1<sup>st</sup> or 2<sup>nd</sup> level support to your users or your primary service desk. Our service desk is backed up by a technical management team which provides the technical skills and knowledge to support the services.



We will assign one of our Service Delivery Managers to manage service provision for you and ensure adherence to Service Level Agreements (SLAs). Our service desk is manned by a team of service desk analysts who report to your allocated service delivery manager.

We will engage with you to define the specifics of the service including issue response, resolution targets and agree Service Level Agreements appropriate to your final solution.



## 9. Service Levels

### ALIGNED TO YOUR OPERATIONAL NEEDS

We can offer a range of service levels which can be aligned to your operational needs. We propose to work with you to agree an appropriate service level agreement based on your deployment choice and business needs. There are 6 criteria that can be used to define service levels. We can provide different tiers for each of these criteria. When an issue or incident is raised with the Saadian support desk, a priority level (based on the urgency and impact of the issue) will be agreed between the reporter and us.

<b>1. Response Level</b>	We can offer first level support directly to Users or second level support to your service desk. We would work with you to understand the expected demand in order to ensure we have appropriate resources in place to respond.
<b>2. Service desk Availability</b>	<p>The service desk can be available at different times depending on your need. Our standard offering is to provide the helpdesk during business hours (Monday-Friday 9am-17:00 excluding bank holidays).</p> <p>We can offer an enhanced service where you can specify additional hours of support covering weekends, extended hours and bank/public holidays. These are charged on a pro-rata basis based on the number of additional hours needed. We can also offer a 24/7 service.</p>
<b>3. Means of Communication</b>	We offer a number of different ways in which you can communicate with the help desk - by email or telephone. These can be combined with other criteria (for example, you might want to telephone us for priority one issues).
<b>4. Frequency of Update</b>	Once you have logged an incident with us, we will keep you updated. You can decide how often you would like to be updated. We can agree different frequency of updates for different priority incidents - for example, for priority one issues, you may wish to be updated every 15 minutes.
<b>5. Target Response and Fix Times</b>	The target response time defines how quickly you would like us to respond and start dealing with incidents according to priority. While we endeavour to fix priority one issues as soon as possible, it can be helpful to have target fix times which have been agreed with you.
<b>6. Availability</b>	<p>We can agree availability levels for the service with you - this determines when the service must be available and limits the downtime (with the exception of maintenance).</p> <p>Availability is closely linked to infrastructure and deployment because we need to make sure the right infrastructure is in place to support the expected levels of availability. If we are not managing the infrastructure, it is very difficult for us to guarantee availability levels.</p>

We understand that you may have different needs across these criteria and our pricing model provides flexibility, enabling us to design service levels that fit with your needs.

## 10. Service Constraints

### PLANNED APPROACH TO MAINTENANCE

Where we are providing managed services to you, we will adhere to the following in terms of maintenance windows.

<b>Maintenance Type</b>	Planned Maintenance
<b>Definition</b>	Planned Maintenance means any pre-planned maintenance of any infrastructure relating to the Services
<b>Notice</b>	We will provide you with at least twenty-four (24) hours' advance notice of any such planned maintenance
<b>Schedule</b>	Planned maintenance of Saadian's infrastructure relating to the Services shall happen between the hours of 18:00 and 01:00 (UK local time) weekly on a Wednesday
<b>Service Credits and Reporting</b>	Planned Maintenance shall be excluded from any availability calculation in regard to Service Credits but shall be included in monthly service reporting;

<b>Maintenance Type</b>	Emergency Maintenance
<b>Definition</b>	Emergency Maintenance" means any emergency maintenance of any of the infrastructure relating to the Services
<b>Notice</b>	Whenever possible, we will provide you with at least six (6) hours' advance notice
<b>Schedule</b>	Whenever possible Emergency Maintenance of Saadian's infrastructure will happen between the hours of 18:00 and 01:00 (UK local time) Monday to Sunday and/or between the hours of 08:00 and 12:00 (UK local time) on Saturday and/or Sunday unless there is an identified and demonstrable immediate risk to a Customers environment
<b>Service Credits and Reporting</b>	Emergency Maintenance shall be excluded from any availability calculation but shall be included in monthly service reporting.

## 11. Training

### **FITTING WITH YOUR TRAINING STRATEGY**

We can work with you in a flexible way depending on your training needs. The solution can be configured to provide help in a number of different ways such as a dedicated help section and contextual help.

We also provide either Saadian instructor led training or train-the-trainer training under Specialist Consultancy Services Savvy Platform Configuration Services.

## 12. Pricing

### A FAIR PRICE ALIGNED TO BUSINESS VALUE

The power and flexibility of the Platform means that we can be responsive in terms of the pricing and we are confident that together we can design a solution that meets your needs whilst staying within your budget. One of our key principles is to focus on the value that we provide to our customers and to ensure that our pricing reflects this.

The costs of using the Platform are governed by 4 things:

- |   |  |
|---|--|
| <p><b>1. The Complexity and Sophistication that you require</b></p> | <p>Capabilities and Modules within the Platform have multiple levels of functionality – We call these Core, Plus and Premium.</p> <p>The different modules can be combined in different ways at different levels. For example, you could take Premium Case Management functionality and pair it with Core Resource Management functionality).</p> <p>We will help you consider how to pick the most suitable option depending on the use you intend to make of the Platform and we are happy to provide demonstrations of the different levels to help you choose which level best meets your needs.</p>   |
| <p><b>2. The Level of Service Management Needed</b></p>             | <p>We offer a number of different Service Management Levels to enable you to select the option that best aligns with the way your organisation operates.</p> <p>The Service Level is also related to the level of functionality – with the costs of supporting Advanced functionality being slightly higher due to the increased complexity that we will be managing.</p>  |
| <p><b>3. The Use of the Platform by Your Users</b></p>              | <p>We understand that different Users might have different needs for the Platform and use it in different ways.</p> <p>Our pricing model acknowledges this by allowing for “reduced functionality or access” for certain types of Users. We will work with you to assess the level of reduction in functionality / access and ensure costs are appropriate.</p>  |
| <p><b>4. The “sizing” of the Platform</b></p>                       | <p>The Sizing of the Platform is driven by four factors: the number of Users (and concurrent Users); the amount of data you want to store; the complexity of the applications you want to put in place; and the target recovery time the service and data in case of service interruption.</p> <p>These four factors dictate the computing power needed to ensure a quality User experience, the space you need to store your data and the resilience of the overall infrastructure.</p> <p>This will also be affected by the extent to which you might want to use elements of your own infrastructure when operating the platform. We are happy to find a model for deployment and integration that best suits your organisation and adjust our pricing accordingly.</p> |

### **13. Ordering and Invoicing**

Ordering can be carried out using the Framework Agreement Schedule 2 “Order Form”.

A valid purchase order is required for ordering.

## 14. Information Assurance

### WORKING WITH YOUR INFORMATION ASSURANCE PROCESS

Under the Government Security Classifications Policy (GSCP) launched in April 2014 Public Sector organisations are now more empowered to assess how risks to their information are managed, and to satisfy themselves that their cloud supplier and solution have the appropriate security controls in place. The CESG Cloud Security Principles provide guidance to organisations to achieve this. Saadian in collaboration with our cloud platform partner, Skyscape, fully adhere to these principles.

The OFFICIAL and OFFICIAL SENSITIVE managed services that we offer are deployed on the Skyscape assured cloud platform. The Skyscape platform is designed and optimised to meet the unique information assurance needs of UK public sector organisations through:

- UK Sovereign cloud platform delivered from two secure UK data centres by a UK company with SC cleared UK staff
- Suitable for all data classified at OFFICIAL, including OFFICIAL-SENSITIVE data under the Government Security Classification Policy (GSCP)
- Suitable for legacy IL2, IL3 and IL4 (by aggregation) systems under the Government Protective Marking Scheme (GPMS)
- Extensive independent validation of alignment with the CESG Cloud Security Principles
- CESG Pan Government Accredited at both IL2 and IL3
- Accredited PSN Service enabling secure, compliant access via both PSN Assured & PSN Protected networks
- Independently certified against ISO27001, ISO9000, ISO20000, Cyber Essentials Plus and members of the Cloud Security Alliance
- Advanced Cross Domain Security Zone – designed to facilitate controlled connectivity between higher security domains (e.g. PSN Protected) and lower security domains (e.g. OFFICIAL).
- Protective Monitoring (aligned with GPG13) across all Skyscape platforms

Additionally, Saadian offers the following additional assurances for our OFFICIAL and OFFICIAL SENSITIVE managed service:

- Saadian has achieved Cyber Essentials Certification
- Our Services are administered and supported by Saadian's UK based staff who are police security vetted to the accepted National Non-Police Personnel Standard (NPPV) including SC clearance.

We are familiar with the processes around having our solutions accredited having previously been accredited by the Ministry of Justice. We can work collaboratively with you to implement an information assurance process that meets your needs.

## 15. Details of Data Backup & Disaster Recovery

### DATA EXTRACTS IN OPEN FORMAT

For our OFFICIAL and OFFICIAL SENSITIVE managed services, all data is backed up by us on a nightly basis to an offsite location. Backups are retained for 14 days. Depending on your disaster recovery requirements, Saadian can optionally offer dual data centre resilience.

Where we are deploying this service on infrastructure provided by you, data backup and disaster recovery will be your responsibility. We will work with you to help design an appropriate backup schedule.

## 16. Data Extraction

### DATA EXTRACTS IN OPEN FORMAT

One of our key principles is that you maintain ownership and control of your data. This means that we make it easy to return your data to you in a format that can easily be re-used. On termination, we will provide you with an extract of your data in CSV or XML format.

## 17. On-boarding and Off-boarding Process

As part of the on-boarding process we would propose an implementation plan that sets out our approach to platform configuration, deployment and accreditation (if needed). This will be provided under Our Lot 4 Specialist Consultancy Services Savvy Platform Configuration Services.

When customers are off-boarding with us, we would agree a format for the return of your data with you. We will then decommission the service and securely delete all data held by us (if we are managing the service for you).

## 18. Trial Details

We would be happy to offer a demonstration to show how the solution works and to discuss how other customers are using the Platform. We would be happy to consider a trial of the solution to allow you to better understand the value you could derive from use of the Platform.

## 19. Customer Responsibilities

Your responsibilities will be to

1. Tell us about the security classification of your data and decide on an appropriate assurance process for the solution.
2. Provide access to assurance resources (or we can provide resources as part of SCS Services) appropriate to the assurance process you have chosen.
3. Provide us with detailed information in relation to business requirements and technical aspects of the solution design (such as sizing expectations) in a timely manner.
4. Manage User access to the Service.