

GCloud 11 Service Definition

Kirona Enterprise Resource Planning



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G-Cloud Services 11

Kirona Enterprise Resource Planning

1. Service Overview

1.1 Overview of G-Cloud Service

The Kirona Enterprise Resource Planning solution offers a single integrated solution as a Service (SaaS) enabling public sector staff delivering services out in the field to view information they need to carry out their job, eliminate paperwork, speed up job completion, and support essential data capture on a wide range of mobile platforms and devices.

The platform is made up of a suite of modules which when deployed together provide a fully integrated and single view of all aspects of the lifecycle of activities. They can also be deployed standalone or in one or more groups, often also integrating with third party systems.

Scheduling and booking management functions provides public sector organisations with simple drag and drop scheduling right through to full dynamic and real time automated booking of resources or assets. Where the service is delivered out in the field, the solution can provide mobile data capture, device tracking and lone worker functions, fully integrated with Kirona's WorkHub module or with the ability to integrate with 3rd party back office systems.

The WorkHub module gives additional back office capability such as workflow management, asset management, inspection workflow, gas and electrical certification, case management, stock management, risk register, and job costing.

Additionally there is a management performance suite providing real time business information across the Field Force Automation solution against KPI's and SLA's.

This solution is centrally hosted by Kirona and is available to public sector end users utilising Kirona virtual private cloud infrastructure. This model can support shared service and drive efficiency for those organisations encouraging scheduling and mobile working across multiple organisations or service areas.

Kirona's cloud based service is provided on a price per user basis ensuring that public sector organisations do not need to invest separately in software, hardware and networking costs. The solution allows for the configuration of a number of modules and options to provide a customised solution for each organisation and service area integrated with all the relevant back office systems. Based on the analysis of the specific use cases and customer specific requirements, Kirona can recommend the optimum configuration of core modules and module options required to deliver the desired outcomes.

1.2 Features

Kirona's software solutions are delivered using Kirona's WorkHub module, Job Manager (JM) mobile application, Core and Advanced Scheduling and InfoSuite Reporting Dashboard (IS) modules which have a number of configurable options.

WorkHub

The works management module allows users to create case, incidents and tasks relating to their business with relevant advanced workflow to ensure the tasks are routed correctly through a process and to relevant resource whether they are field or office based. The module allows for a fully configurable approach to the hold of data relating to assets and tasks including costs and materials. The module is fully integrated with all other Kirona modules allow for real-time updates from the field of any task related data.

Job Manager Control Centre

Job Manager Control Centre has a management dashboard with a number of portal screens displaying real time management information including job progression, current and historical working job status, locations etc. It acts as the hub between the mobile applications deployed to field worker devices and integrates with 3rd party systems where required.

Job Manager Mobile

Job Manager Mobile (JM Mobile) provides an off-line and on-line solution for a certified range of IOS, Android, and Windows devices and is configured to fit the mobile service delivery integrated into existing business processes and back office systems. It includes a mobile form toolkit for data capture, photo capture, signature capture, card payments, timesheets and a scripting function modelled for complex mobile business processes. The device management functionality provides for over the air updates and remote wipe of the software. GPS location of the device transmitted back to the Job Management Server which displays current and historical locations on the management dashboard portal screen.

Core and Advanced scheduling

Simple drag and drop scheduling for some use cases is appropriate with all the benefits of an integrated management view of the progress available to planners, management and field workers. A range of automated scheduling capabilities are available through configuration including full real time dynamic scheduling which is configured to suit an organisations booking and scheduling requirements. Parameters allow for the capture of resource availability (assets and people), the task, skill set, location when scheduling or offering appointment slots. Uses market leading route optimisation and provides a self serve web booking manager for customer self serve and call centre interactions.

InfoSuite Reporting Dashboard

InfoSuite, Kirona's reporting dashboard enables the production and display of all data contained within Job Manager and Scheduling. Infosuite is shipped with a number of core read only reports as standard, customers can choose to upgrade the standard package to edit existing reports or create new reports. These reports can form a baseline or standard suite of reports and include key metrics such as:

- Number of tasks/jobs by date/worker/area/completion status
- Diary load and efficiency
- Jeopardy reporting
- No access
- Planned v Actual

Reports can be created easily and tailored to specific requirements. Therefore, even if the standard reports don't quite meet your requirements, we can easily create a new standard set. Kirona's Replication Data Layer (RDL) is required in order to utilize Infosuite.

Additional optional modules which work with the base module include:

- Advanced Hosting security features
- Alerts
- JM Mobile Forms Builder
- Advanced Scheduler
- Project Planner (for complex project management activities integrated with the Advanced scheduler)
- Infosuite Reports package
- Analytics
- JM Mobile Open APIs
- Advanced Scheduling Open APIs
- JM Tracker
- Self Service Bookings
- Cyclical Servicing
- Mapping

Kirona ensures that public sector organisations can implement an integrated software solution on one platform for multiple service areas in a secure and timely manner, with optimum performance.

2. Information Assurance

Kirona's Private Cloud data centre environment is accredited to ISO 27001, the information management standard to provide a highly secure environment. It has been delivered within environments that require conformation to the relevant sections of the Government's Security Policy Framework and Personnel Security Controls and to all relevant CESG (Communications-Electronics Security Group) Memoranda, Manuals and Standards.

Data security is provided in the cloud via proven and accredited virus protection and firewalls. Various additional security mechanisms are available such as DDoS mitigation, customer-specific dedicated firewalls, server encryption, VPNs and Hardware-accelerated intrusion prevention system (IPS).

2.1 Security Impact Levels

Kirona's Private Cloud services for JM Mobile, Scheduling and are located in the UK only, and are geographically separated.

3. Backup and Disaster Recovery

The standard JM Mobile & Scheduling service is delivered from our U.K. Tier 3+ data centre's with separate physical site DR options. The datacentres have multi-Gb fibre network links. These data centres are designed and built to very high standard and support numerous high-availability and fault tolerant features. The resiliency of these data centres is great enough to

secure consistent power to the hardware within the cabinets ensuring a highly resilient infrastructure. The physical security of the data centre storage is also extremely high, with specific location facilities available on request.

3.1 Backup

Backups are taken using an automated process scheduled to run overnight, taking into account any batch routines and system availability requirements. The Service is backed up on a daily basis, and backups are sent off-site daily and stored in the DR location. In the event of data loss, Kirona shall provide recovery services to endeavour to restore the most recent back-up.

3.2 Disaster Recovery

Optional DR failover capability may be provided for an additional service charge which, in the event of a failover being required will be restored to a secondary data centre within 4 hours. Customer specific RTO & RPO requirements are available on request.

4. On-Boarding and Off-boarding Processes

4.1 On-Boarding

Typically, a new client can expect to have access to the Service within 7-20 working days (depending on complexity of setup) of placing their purchase order. The system will then require configuration and inclusion of the relevant modules and options to meet the customers requirements. On-boarding services are provided and charged in line with the each client's service requirements and the required implementation project plans. The on-boarding process comprises the following stages and is delivered using Kirona's Project Management methodology which is based on PRINCE2;

- Client places Order
- Kirona acknowledges receipt of Order
- Solutions design workshop agreed to discuss and gather customer requirements
- Kirona configure the system to meet the customer's requirements
- Customer UAT (User acceptance testing in undertaken)
- Data migration
- Training given to customer staff
- Cutover testing
- Live usage commencement
- Post-Commencement project meeting/account management

4.2 Off-Boarding

All data relating to the Organisation, will (unless agreed otherwise with you) be permanently deleted from the service system not less than 10 working days from termination or expiry and in accordance with the legal requirement for data destruction. Off-boarding services are excluded from the standard service level. Typically each client will agree any off-boarding requirements and project plans 6 months prior to service expiry, which Kirona will provide and charge on a per-diem basis.

5. Pricing

Kirona's cloud based SaaS service is based on a price per user per month on a minimum contract length of 24 months. Implementation, boarding costs and module option requirements will vary depending on the detailed requirements of the customer however indicative implementation days have been included in addition to the Price per User per Month (PPUPM) with costs as per the Kirona G-Cloud rate card. Please contact us to discuss your requirements.

6. Service Management

Kirona are an ISO 20000 (IT Service Management) certified organization. Service Management is delivered by the Kirona Customer Services Team (CST). The CST will be responsible for the on-going relationship and, where necessary or applicable, will provide assistance with reporting, incident escalation and continual service improvement. The CSM Team will manage processes such as Incident, Problem and Change Management.

The customer is provided with full support and maintenance for the overall solution which may include software updates, fixes and support for any new functionality that is delivered as a bespoke item specifically for the customer.

7. Service Constraints

Kirona's Service provides for the creation of user profiles and therefore the management and administration of user access. Customizations are achieved through changes to the configuration of Scheduling and Job Manager to ensure maximum flexibility.

7.1 Planned Maintenance

Planned maintenance means any pre-planned maintenance of any infrastructure relating to the Kirona JM Mobile and Scheduling Service. We will provide you with at least 24 hours advance notice of any such planned maintenance.

Planned maintenance of Kirona's infrastructure relating to the Service shall take place between the hours of 17:30 and 09:00 (UK local time) on a Business Day and/or between the hours of 08:00 and 12:00 (UK local time) on a non-Business Day.

7.2 Emergency Maintenance

Emergency maintenance means any emergency maintenance of any of the infrastructure relating to the Kirona JM Mobile and Scheduling Service. Whenever possible, Kirona will provide you with at least 6 hours advance notice.

Whenever possible Emergency Maintenance of Kirona's infrastructure will take place between the hours of 17:30 and 09:00 (UK local time) on a Business Day and/or between the hours of 08:00 and 12:00 (UK local time) on a non-Business Day, unless there is an identified and demonstrable immediate risk to the Kirona JM Mobile and Scheduling Service infrastructure.

8. Service Levels

8.1 Performance

As mobile field working and scheduling service, there is clearly a huge dependence on the mobile networks. The Kirona JM Mobile solution is a hybrid mobile application with off-line data collection provision. Where a signal is required generally a mobile page is rendered within 2-3 seconds depending on the network availability and bandwidth, once the job is delivered to the device this is an instant response. Typically the Scheduling modules will render pages to your end user community within 2 seconds.

8.2 Availability

The service is available 24/7, except for planned and emergency maintenance, with support response available between 08:00 and 17:30 each Business Day. The Kirona JM Mobile and Scheduling cloud is typically provided at 99.99% availability* within Normal Business Hours. We are able to offer this level of service as delivery is enabled through a virtualised infrastructure across our two, Tier 3 + data centres. Service availability does not include customer-caused outages or disruptions, or outages attributable to force majeure events.

* As measured at an access point to the primary data centre.

8.3 Support Hours

Help Desk services will be delivered from our Service Desk by a team of service analysts who are dedicated to providing high levels of services to our Clients. Kirona support a worldwide user community providing 24x7 support to customers in Australasia, North America, Africa and Europe across all time zones. Authorised Users will be able to log a call 24x7 using a self-service web browser. All requests for support will be logged at the Service Desk.

8.4 Severity Definitions

The table below articulates Kirona's severity definitions and, upon receiving a Support Request, but in any event within 2 working hours during Normal Business Hours, the Service Desk will prioritise the call in accordance with the process set out below.

Prioritisation of incidents:

Priority	Reasoning
P1	An incident, bug or error causing a total outage to one or more items of Software.
P2	An incident, bug or error impacting a group of users (2 or more individuals) who are unable to operate a business function or are experiencing significant impact to a business function.
P3	A single user unable to operate or experiencing significant impact or a group of users experiencing a minor disruption to services. Excludes cosmetic defects.
P4	A single user experiencing minor or intermittent disruption to service. Includes an incident, bug or error having no material impact, or where a suitable manageable Workaround is in place. Includes cosmetic defects and enhancement requests

The Service Desk will contact the Authorised User detailed in the Support Request during Normal Business Hours and conduct an initial analysis in order to try and resolve operational issues and minor technical issues directly with the Authorised User within the call. Where it is not possible to resolve the Support Request within the call, the Authorised User will be notified and the Support Request will be escalated to the relevant technical team.

Kirona will use reasonable commercial endeavours to provide identification and resolution, obviation and/or mitigation (including provision of a temporary workaround) of bugs or errors reported by the Client in the Software as a Service in accordance with the following estimated target timescales:

Priority	Resolution to Customer where a workaround is available	Resolution to Customer where a Patch or Update is available
P1	4 supported hours	5 supported days
P2	1 supported day	Earlier of 20 supported days or next available Update
P3	3 supported days	Earlier of 20 supported days or next available Update
P4	10 supported days	Next available Update

9. Financial Recompense Model

Kirona is fully committed to providing superior levels of service and achieving a high level of availability and the standard Kirona Works Management, JM Mobile and Scheduling SaaS service does not include provision of service credits in respect of meeting standard service levels. An enhanced service including service credit provision is available at additional cost, tailored to meet specific customer requirements.

10. Training

The Kirona Software as a Service solution is highly configurable and training is provided to ensure that public sector organisations can support and configure the applications to match their changing needs. Training and release documents are available electronically via the Kirona support website.

11. Ordering and Invoicing Process

The Public Sector Organisation will be asked to set up a Purchase Order against which Kirona can raise an invoice for the Monthly Charge and any other charges. In order to ease administration for the organisation, we will ask you to raise a Purchase Order to cover the costs for a minimum of one year. The value of the Purchase Order will be based on the relevant price band for the number of named users as per the price guide. Where the contract term is for a period in excess of one year, Clients will be responsible for promptly providing Purchase Orders for any subsequent periods.

12. Termination Terms

Customers shall subscribe for the service for the agreed minimum term and must give, in writing, three months' prior notice for termination of services expiring on or after the minimum term.

If no period is inserted in the Order Form, then the Client shall be permitted to terminate the Kirona Field Force Automation Software as a Service upon at least 3 months written notice to expire at the end of a contract month. Upon termination of the service, the hosted Virtual Machine is decommissioned, the data is removed and a certificate of de-installation, removal and destruction is provided to the customer.

13. Data Restoration and Service Migration

Data Restoration and Service Migration Services can be made available subject to discussion.

Customer Responsibilities

The customer is responsible for:

- Provision of contacts for system administration, data protection and security.
- Control and management of access and responsibilities for Authorised Users.
- Ensuring that parameters are set within the Kirona Software as a Service system to reflect the way the organisation wants to work e.g. for scheduling and mobile processes.
- Ensuring suitable controls in terms of access to sensitive data held within the application through setting Authorised Users up with appropriate security access.
- Reviewing billing based on usage.
- Where possible working in partnership with Kirona by being an active member of the Kirona user group, feeding back ideas for improvements and enhancements.
- Device hardware and purchasing for mobile and data connectivity charges.
- We request that you pay invoices within 30 days of invoice date.
- Procurement and performance of Internet access.

14. Technical Requirements

14.1 Service Dependencies

All access to the Kirona solution in the cloud will be via https (TLS) and connectivity from cloud services into corporate networks are typically achieved using site to site IPSec VPN tunnels. The platform itself has in-built user security and administration with each Client having a dedicated Administrator.

We will provide a URL for you to link to. This will access the securely hosted service and will require you to open up the HTTPS port in your Government Secure Network environment.

14.2 Technical Interfaces

The primary interface to the Kirona Software as a Service is through a certified browser platform. For JM Mobile, Scheduling and IS the Kirona Software as a Service supports the following browsers:

- MS Internet Explorer 11+ (on Windows 7, Windows 8, Windows 10).
- Google Chrome v50+ (on Windows 7, Windows 8, Windows 10).

Browser versions will be updated in line with standard industry practice and required technical advances.

Mobile Device Platforms - JM Mobile (JM Mobile Application):

Windows Professional (PC/Tablet):

- Operating System - Windows 7 & 8, 10
- Browser - Internet Explorer 11, Edge

Android:

- Operating system - 6, 7, 8,9
- Browser - The built in Android WebKit browser

iOS:

- Operating System – 9 to 12
- Browser – Safari at corresponding version to operating system

14.3 Client Side Requirements

What we need from you:

You will need to control and manage the access and responsibilities of your end user community. The identification of a System Administrator who will be responsible for the configuration of your end users profiles.

Whilst the Kirona JM Mobile, Scheduling and IS Software as a Service is hosted by Kirona, you are the data controllers and as such should have a designated Information Asset Owner (IAO).

As Data Controller, you will remain responsible for the enforcement of whole-of-device encryption on all mobile devices; the enforcement of the use of PIN/passcodes and biometric authentication measures on all mobile devices; and implementation of a mobile device management solution to allow remote management and control of your mobile device estate.

14.4 Bandwidth & Latency Requirements

Connectivity from cloud services into corporate networks are typically achieved using site to site IPSec VPN tunnels. Bandwidth requirements vary based on total number of users, concurrency, number of jobs completed per day, job-payload data size, attachments etc. Each implementation's bandwidth requirements will be modelled based on their specific needs.

15. Trial Services

A trial service is not offered. We would be pleased to demonstrate the Kirona JM Mobile and Scheduling Software as a Service to you. Please contact info@kirona.com to request a demonstration.

16. Service Roadmaps

The service roadmap will be made available periodically to Clients. This will include details of future developments and fixes. Any proposed feature deprecation would be subject to consultation and suitable notice periods.



Contact us

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