



## Service definition document

- what the service is

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InPhase provide a nurturing governance, compliance and assurance Platform, available over the cloud on a secure network. The software can be purchased by vertical market specific solution, by app or as a total platform.

We are specialists in helping organisations who deliver outcomes to the community, including health, fire, housing, local government and highly regulated bodies.

Our Mission: We automate the process of assuring what needs to get done does. We make this process nurturing, engaging and intuitive for everyone, embedding company culture and increased productivity.

Using InPhase you can manage any business requirement, but the most common user cases are

**Goals, Risks, Performance, Projects and audit, policy, government or management frameworks.**

Portals help everyone from the CEO to front line staff know what **MUST** be done, how its going, and where corrective changes need to occur. We then safeguard that better faster, more aligned decisions are continuously made. The software embeds continuous performance improvement from staff, suppliers and partners, ensuring everyone feels supported in the process.



Regardless of which parts of the InPhase solution you choose to deploy, the level of service will always be the same unparalleled offering.

- Data Security

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As a business we are registered under the Data Protection Act and operates physically and logically secure data environment and procedures when holding customer data at our ISO 27001 registered Data Centre.

InPhase policy is to have a CYBER Essentials Plus level of security and process and procedures as well as customer hosted sites being served on a Microsoft Azure ISO 27001 secure certified data centre, and comply with GDPR legislation.

We comply with Customer specific security requirements when accessing data on Customer servers as part of each Customer relationship, with specific training and procedures where required for each consultant or software technician accessing the system.

The security model deployed through our solution has been honed over a number of releases to provide the optimal level of capability and ease of administration. This includes role-based functionality, through which users can be assigned to certain roles against which certain capabilities are permitted.

All appropriate INPHASE staff are made aware of the requirements of DPA and customer data and systems access.

INPHASE Limited is itself a DPA registered company.

INPHASE solution supports AD integrated login, complying with the local login security requirements.

INPHASE offers escrow code agreement via the NCC.



- any onboarding and offboarding support you provide
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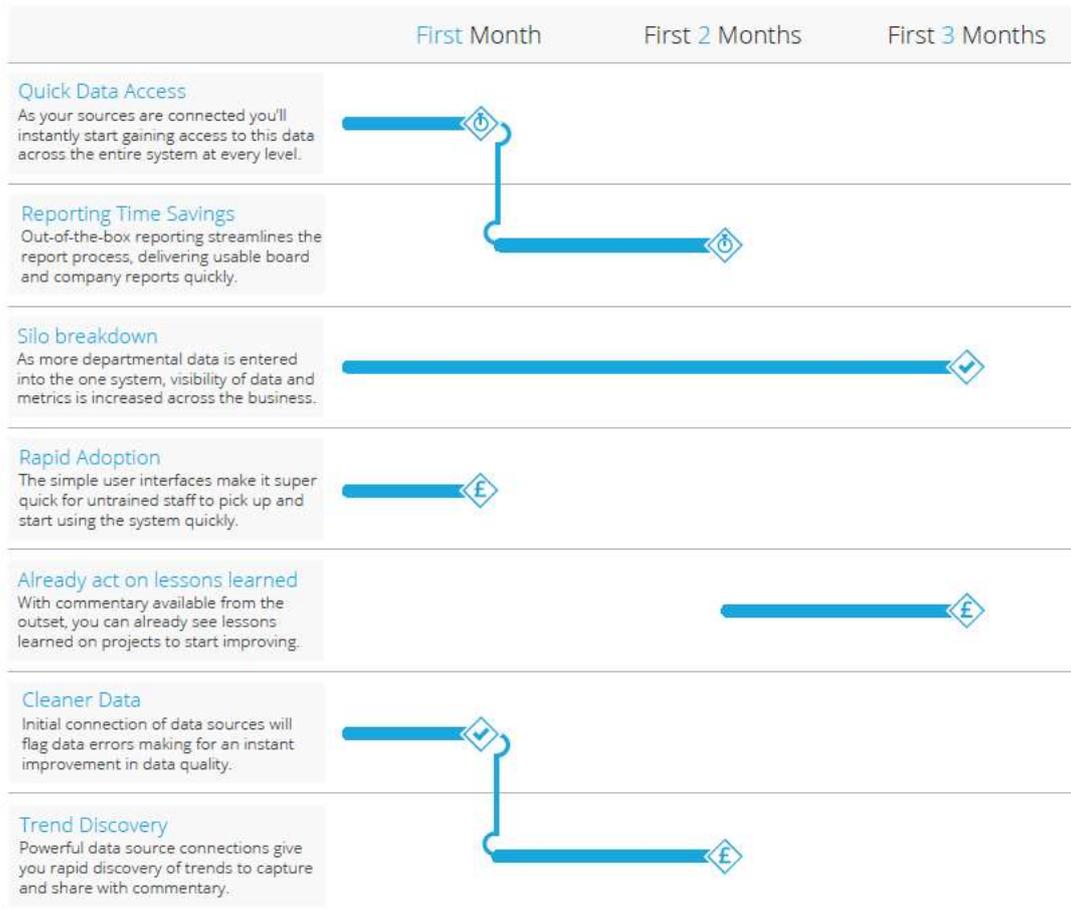
InPhase typically provision your access within 24 hours of contract award. Configuration takes between 2 days and 3 weeks, with go live expected immediately thereafter.

When migrating you from an existing system some clients prefer a 1 – 2 month concurrent reporting period roll over which we are very happy to support.

Off boarding is supported by us with data transfer back to you in a SQL database. In some cases a charge for this may apply

- your implementation plan if you're successful
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Every implementation plan is different and will be tailored to your specific needs. Here is an example of the Health Oversight benefits timeline for an implementation



- a pricing overview, including volume discounts or data extraction costs

pricing has been appended in a separate document as required by G-Cloud

- service constraints like maintenance windows or the level of customisation allowed

InPhase is a fully customisable tool if desired and this can be achieved either by your own trained internal teams, or by us as a vendor.



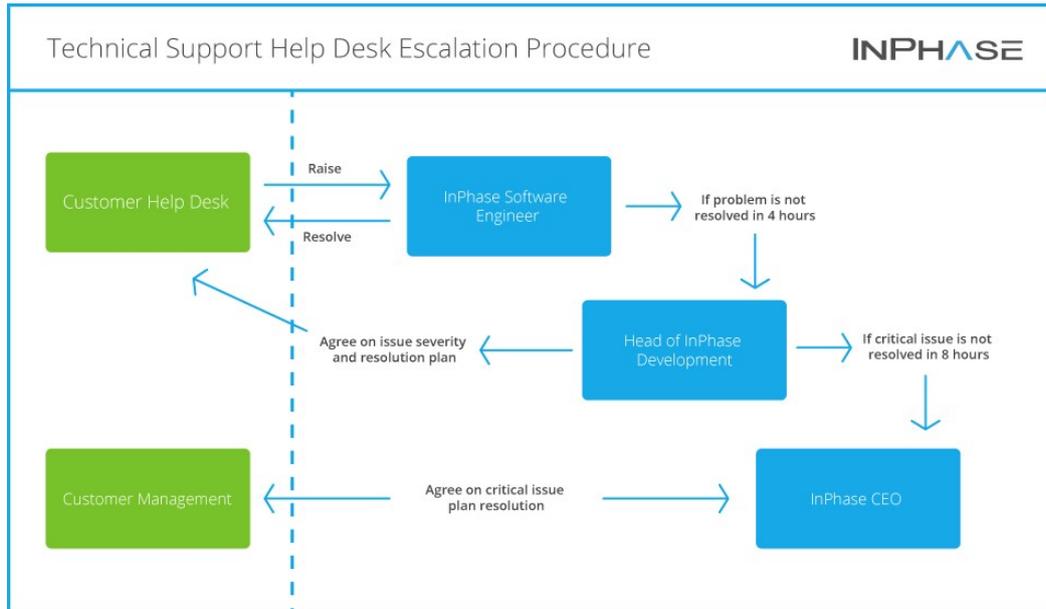
- service levels like performance, availability and support hours
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## INPHASE Technical Support Service Provision

Based on the TOMAS™ training and implementation approach, the first line of support for end users of the system will be the customer's local coaches, trained through the INPHASE™ training courses to assist with straightforward InPhase™ questions. They will do this by assisting the user to get online help if applicable, demonstrating the correct way to perform tasks using the software or directing the user to review the CBT provided with the customer implementation. If the coach is unable to resolve the problem or answer the question, it will be escalated to the customer Help Desk. They will communicate with the end user as appropriate and communicate the resolution where known.

If they are unable to resolve the problem, they will refer the problem to the InPhase™ *Technical Support* Help Desk. The InPhase™ Help Desk, under exceptional circumstances, may request permission from the customer Help Desk to communicate with the end-user directly in order to more rapidly and effectively resolve the issue, in these circumstances the InPhase™ Help Desk support team will forward the final resolution to the customer Help Desk for closure. Based on the customer's preferences, these communications can take place through the use of telephone, fax, email, or the Web.

The following diagram illustrates the relationships and escalation process for issues arising from customer system use.



The InPhase™ Help Desk is physically located at the INPHASE premises in Buckinghamshire, UK.

The InPhase™ Help Desk will be available to accept queries from the customer Help Desk from 9.00 a.m. to 5.30 p.m. Monday to Friday excluding Bank and Public Holidays. Extended hours for the Help Desk can be arranged if required by the customer.

Issue resolution will be dependent on the nature of the problem, however the InPhase™ Help Desk will have a guaranteed response time of less than 4 hours from initial call.

In the majority of cases a software engineer will take the first call from the customer Help Desk and the solution to the problem is usually delivered immediately. If the solution cannot be provided immediately, INPHASE will generate an internal tracking number and associate it with the customer tracking number provided. The maximum response time is 4 hours. If the solution has not been provided within 4 hours, a time and date for further contact will be agreed with the customer and the problem is escalated to the Head of InPhase Development.

Once the problem has been identified, resolution of the problem and any resultant action required will be agreed upon with the customer, depending on the nature of the problem. If the problem is determined to be a critical issue and has not been resolved within 8 hours, the problem is escalated to the CEO of INPHASE. The CEO will agree with the customer Technical Management on the timeframes required to correct the problem.

- the ordering and invoicing process
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To place an order please call 01753 480480 and talk to Robert Hobbs.

[Robert.Hobbs@inphase.com](mailto:Robert.Hobbs@inphase.com)

- how buyers or suppliers can terminate a contract
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Variable on length of contract. Typically 3 months prior to the contract anniversary.

- after sales support
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Huge after sales support including

- Regional users groups
- Update training power hours
- Annual user groups
- Health and public sector specific user groups
- Tech support help desk
- Consulting help desk
- On line user community
- Account manager and single point of contact
- Access to on going consulting expertise including market specific expertise.

- any technical requirements
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access to the internet

- General queries about InPhase service support
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