

## **BrightOffice Limited**

**BrightOffice Limited** Incorporated and registered in England and Wales with company number 06912469 whose registered office is at: Maple Court, Maple View, White Moss Business Park, Skelmersdale, WN8 9TW.

### **Overview**

Collections CRM is a fully integrated enterprise cloud software solution for any organisation that wants to process and manage Debt Collection.

Covering the full flow of any business, from enquiry to customer account management, Collections CRM is perfect for any small, medium or large organisation.

Partial\* or Full Setup and configuration can happen within 2 weeks of us receiving your order, and we offer a wide range of 'plug-in', add to and expansion modules including:

- Customer contract management,
- Sales accounts & Purchase accounts,
- VAT control,
- Webmail,
- Group calendars,
- E-marketing,
- Twitter,
- Dropbox and much more

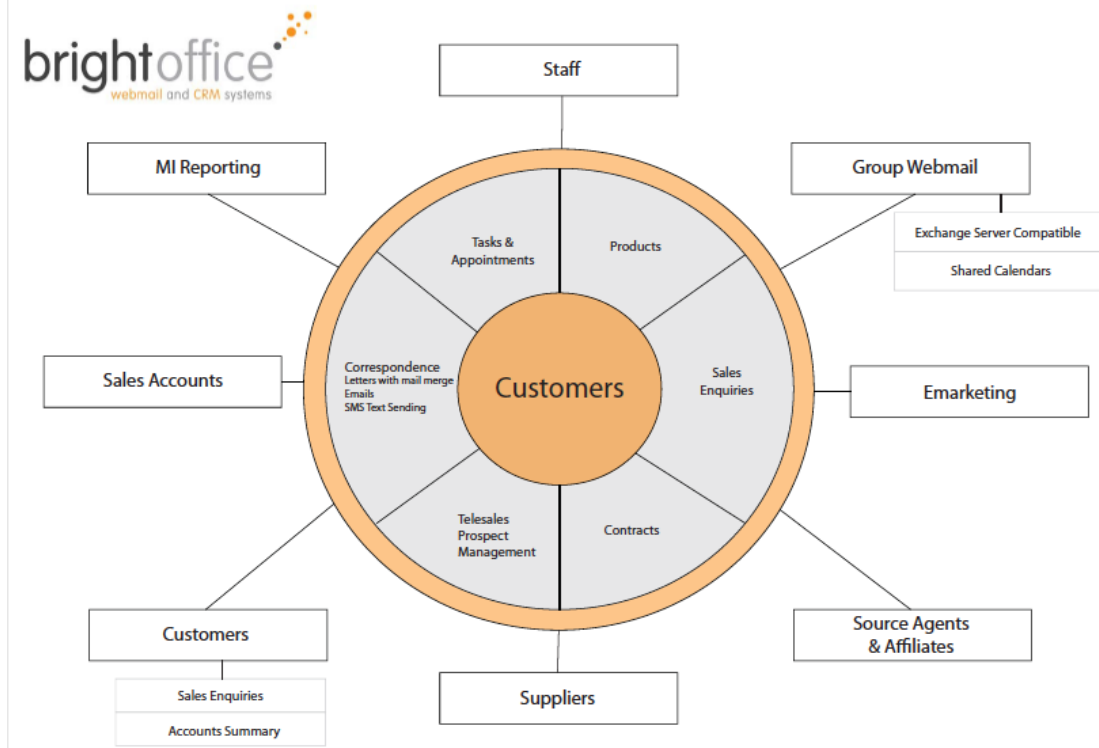
Our training team come to your offices and we can transfer data/documents from any legacy system.

Customisation is also part of our offering.

BrightOffice has a dedicated team of technical, development and client support personnel, committed to ensuring excellence in product design, operation and support at all times to all our customers.

*\*The partial set up is reliant on BrightOffice receiving the following information from the client: Users, Email/SMS details and Staff Codes*

Full Set Up is reliant on BrightOffice receiving all the client information as per BrightOffice's "Client Information Checklist"



BrightOffice Collections CRM is suitable for all sizes of business, and delivered as a modular, cloud based service, accessible and useable from all end points and desktop platforms.

Ideally suited to collaborate between multiple agencies, who with multiple locations. Applicable to business transformation projects – short or long-term – collaborative working, between departments, across vertical markets and many other applications.

Partial or Full Setup and configuration can happen within 2 weeks of us receiving your order with full set up occurring with 4 weeks?

Our training team come to your offices and we can transfer data/documents from any legacy system.

BrightOffice CRM has thousands of users across a range of vertical markets, and from fixed and mobile locations.

## **I Information Security**

It is the express policy of BrightOffice Limited to provide and maintain secure environments for the protection of all data stored or processed by and on BrightOffice systems and services, employees and other persons affected by BrightOffice operations.

Our processes ensure the protection of all data processed and/or stored, or transiting company assets, and the company is registered with the Information Commissioner in the UK, under the Data Protection Act, and related EU Directives.

BrightOffice CRM is not accredited currently to CESG and PSN IL levels, but has

detailed procedures following best practice from ISO 27001/27002 guidance.

## **I Our Software and What we provide:**

### **I Data import from Legacy Systems - No Additional Charge**

As part of our service, our team will receive your data in any format and we will create an individual import procedure. This process ensures that your data is positioned correctly and ready for training.

### **Pricing**

We charge a setup amount and also an on-going monthly amount. These prices are based on the product and this can be seen on our BrightOffice product pricing matrix.

### **Rate Card for our staff**

We only charge over and above the setup price if NOT defined in our original agreement.

- Developers £85.00 per hour
- Training £445.00 per 6 hour day
- Support Included in monthly subscription

### **I Office Hours for Support**

Currently our offices open at 7:30am and close at 18:00 hrs.

### **I Ceasing to Use our Service**

If you decide to stop using the service, a simple notification in writing, at least 90 days before the end of the Initial Subscription Term or any Renewal Period is all that's needed.

Full details on other aspects of ceasing to use our service are covered in our Terms & Conditions.

### **Performance of Software**

BrightOffice has in place a series of systems to monitor the performance of the BrightOffice products so as to avoid any incidents of downtime, or reduced performance of the product.

Further details are described in our Terms & Conditions

### **Implementation Services, & Delivery**

Service management is an integral part of any contract agreement and deals with the deployment, monitoring and performance of all aspects of the use of BrightOffice products and services provided to our customers.

We offer routine and regular contact, analyses and reviews of any developments, issues, or challenges faced by our customers, in the application, deployment or use of BrightOffice products and associated support services.

In deployment our approach is typically:

1. By working directly with the client to determine and agree the business and technical requirements and scope of the implementation
2. Understand the client's business and assess the specific needs through a detailed implementation plan.
3. Design and deliver the most cost effective solutions that meet the goals and objectives with appropriate customisation
4. Configure, evaluate, test and implement the agreed solution, including training, acceptance and hand over commissioning

All BrightOffice products and services are fully managed, in partnership with the customer, the on boarding/off boarding process, and integration with legacy systems, and multiple suppliers.

### **Maintenance & Updates**

All planned maintenance and product enhancements are rigorously tested and then separately audited before being applied.  
Planned maintenance and enhancements are undertaken outside Normal Business Hours.

### **Continuity of Service**

All networking components, SSL accelerators, load balancers, Web servers, and application servers are configured in a redundant configuration.

All customer data is stored on a primary database server that is clustered with a backup database server for redundancy.

All customer data is stored on disk storage that is mirrored across different storage cabinets and controllers.

All customer data, up to the last committed transaction, is automatically backed up to a primary tape library on a nightly basis 365 days per year.

Backup tapes are immediately cloned to a second tape library to verify their integrity, and the clones are moved to secure, fire-resistant, off-site storage on a regular basis.

Formal business continuity and disaster recovery plans are in place.