



G-Cloud 9 Xait Service Definition Document

1 Introduction

This is a service definition document for our G-Cloud Software service XaitPorter. Below you will find information about how to use this document and what the document contains. It is important you read this introduction section to get the best experience from this document and ensure you find the information you need quickly and easily.

1.1 Document Sections

This document has the following sections:

Section 1 - [Service Information](#) contains essential information about XaitPorter, it's functionality, security, and brief aspects of pricing.

Section 2 - [G-Cloud Alignment Information](#) details how XaitPorter and Xait aligns with the G-Cloud buying process and provides typical information to help you understand how to buy, configure and consume our services, and how to leave our services should the need arise.

Section 3 - [About Our Company and Our Services](#) provides information specific to Xait and how we can solve the problems faced by customers in the public sector.

Section 4 - [Appendices](#) provide supplementary service information that explain the functionality and benefits in greater detail. Also covered is how to search for and select the service(s) on G-Cloud.

1.2 How to Use This Document

This service definition document is an active document which means you can click on the links we provide to move around the document viewing only those specific sections you are interested in during the different phases of your G-Cloud buying process. There are also links to enable you to return to this section to speed up the reviewing process.

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2 Service Information

2.1 Section Introduction

In this section we describe our Cloud Software service XaitPorter, you will find information about our service functionality. We describe the functionality in a way that should be understood by people familiar with this kind of service. However, we have also provided links to more detailed guidance if you need assistance with the terminology and benefits.

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2.2 XaitPorter Overview and Assurance

If you are involved in complex or large documents; working in virtual teams across different locations; you struggle with the human logistics part and/or formatting issues during the document production phase, XaitPorter is the solution for you.

XaitPorter is a leading document automation and collaboration solution for teams. Efficient project management means that you can focus on your content and the message you want to deliver. Collaborate across departments, regions and companies in a secure and structured parallel process.

XaitPorter streamlines your entire collaborative document process. Everyone can access and work on the same document, at the same time. The built-in workflow lets you assign writers, reviewers, and approvers; all with individual deadlines. And because formatting, layout and numbering is automatically taken care of, you have more time to focus on getting your content right. Work together in real-time via an online portal, with diverse teams located anywhere in the world. True document collaboration for smarter organizations.

XaitPorter does not require any software or plugin to be installed on the computer, the solution is directly accessed from a secure portal.

For more insight check out our website

Our website: <http://www.xait.com/> and our support portal: <https://support.xait.com/hc/en-us>

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2.2.1 Service Functional Capabilities

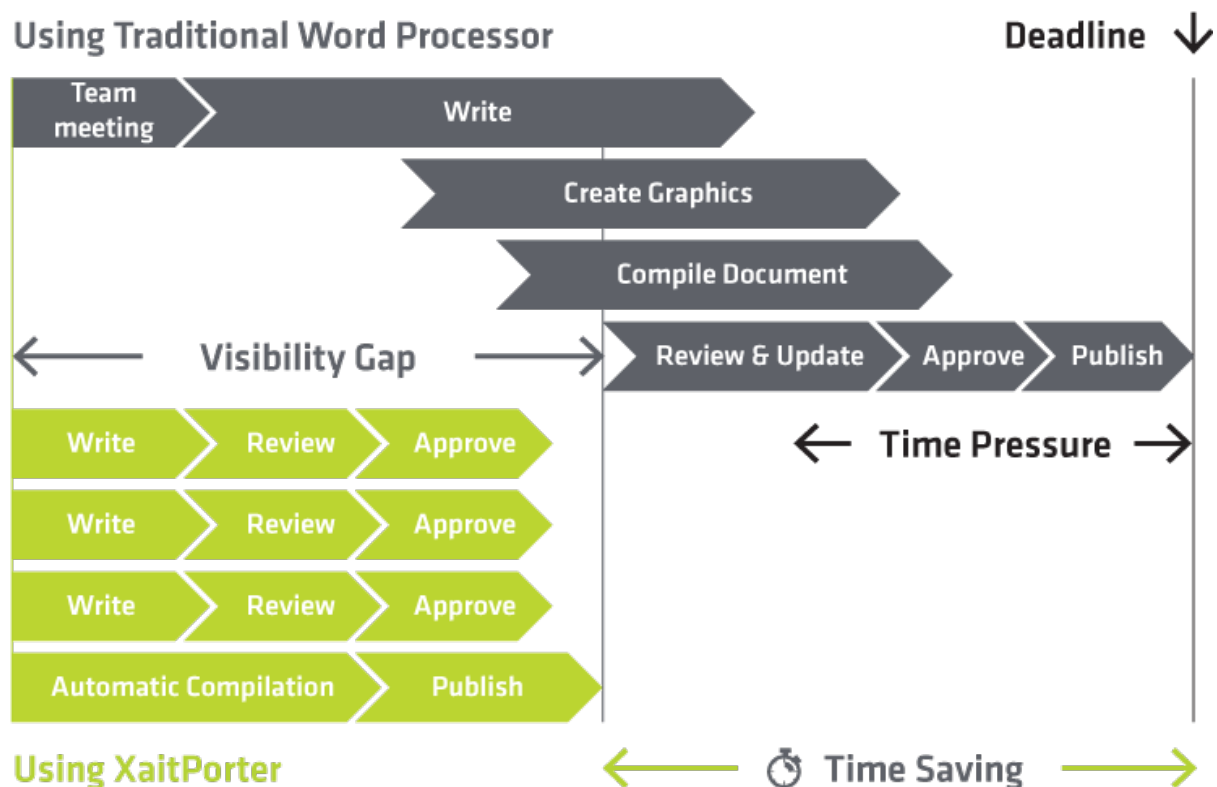
Working together to create complex documents can be time-consuming and frustrating. Your project will probably consist of several, possibly hundreds, of files. Just hours before deadline, you still struggle to find out which are the latest versions.

You receive content at the very last minute. You're trying to track people down to find out where their content is. And when you start compiling the various files, you realize that some content hasn't even been approved.

Wouldn't it be easier if everyone logged on to one document? If you and your team could access and work on different sections at the same time? If workflow with tasks and deadlines was seamlessly integrated? And you never mixed new and old versions? This is true document collaboration solution. And this is what XaitPorter was designed for.

XaitPorter streamlines your entire document collaboration process. The built-in workflow lets you assign writers, reviewers, and approvers; all with individual deadlines. And because formatting, layout and numbering is automatically taken care of, you have more time to focus on getting your content right.

Creating Documents using XaitPorter vs a normal Word Processor



If you require additional information, please follow this link to our [detailed service functionality in Appendix 1](#).

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2.2.2 Service Non-Functional Capabilities

XaitPorter's internal API is extensive and makes it possible to do everything that is available through the XaitPorter web application GUI and more.

XaitPorter's API makes it possible for an integration developer to create workflows from CRM system, BI system and other database driven solutions using our REST API.

This enables XaitPorter to further enhance user experience through increased use of dark data visualized as KPIs in a BI system or for document automation via a CRM solution and countless other potential integrations.

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2.2.3 Information Assurance

XaitPorter is hosted internally. Xait is ISO27001:2013 certified. Weekly vulnerability scans are performed by Xait and annual penetration test by 3rd party. Level of Service security IL3.

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2.3 Security

1. Data in transit protection

Data in transit is encrypted using AES-256. (backup tapes, replication between data centers)

2. Asset protection and resilience

Consumer data are stored in data centers with limited access to Xait operational resources.

3. Separation between consumers

Every customer is running their own set of web servers. Schema separation is used in the database.

There is also a dedicated hosting option, where the customer have a dedicated environment.

4. Governance framework

Xait is certified according to ISO27001:2013. There is a goal to have a ISO9001:2005 certification in place early 2018.

5. Operational security

Xait have several processes and procedures in place, all controlled by the A12 controls in ISO27001:2013. (e.g. quality manual, access control policy, information security, acceptable use, privacy policy,...)

6. Personnel security

Personnel are screened to the extent permitted by Norwegian law. Controlled by A7.1.1 in ISO27001:2013

7. Secure development

XaitPorter is developed with focus on Integrity, Availability and Confidentiality. Developing according to OWASP. Controlled by A14 control in ISO27001:2013

8. Supply chain security

The data is unavailable to our service provider. The data is encrypted in transit. Controlled by A15 control in ISO27001:2013

9. Secure consumer management

All management is done inside XaitPorter, by customer administrators, including but not limited to user and project management.

10. Identity and authentication

Users can authenticate using username & password, or by using federation services via SAML 2.0. Consumer administrators handle all user access and password requirements. In addition ip-based filters can be applied to limit access to the solution.

11. External interface protection

Not applicable. One interface.

12. Secure service administration

Service is handled by a limited number of resources. Access to service is via jump hosts and Certificate based login. VPN is used in addition for remote access.

13. Audit information provision to consumers

Full audit log is available inside XaitPorter.

14. Secure use of the service by the consumer

Consumer should be managing patches on the operating system and keep the browsers up to date, as well as using relevant anti-virus/malware protection.

[See [Appendix 4](#) for further guidance].

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2.3.1 Secure Encrypted Connection from the Client to the Application

Connection from the client to XaitPorter application is encrypted using HTTPS/TLS 1.0 or above.

Users login with unique username and password.

Optional services:

XaitPorter can be integrated with Single Sign On (SSO) federation service for added security as an optional add-on.

Xait offers Two Factor Authentication (2FA) with SMS passcode as an optional add-on.

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2.4 Backup/Restore and Disaster Recovery Provision

XaitPorter is hosted in Norway. General

Xait is currently using IBM Tivoli Storage Manager (TSM) for backup, restore and archive purposes. The primary backup pool are stored on a local RAID5 harddrive array as virtual tapes for online availability. The copy pool are stored off-site on LTO6 tapes.

Backup strategy

Xait uses a backup strategy called Incremental Forever and incremental backup of defined data is performed once a day. In addition, Xait's data storage system and databases maintains snapshots of the data.

Secured backup

All backup tapes are encrypted by 256-bit Advanced Encryption Standard (AES) encryption keys and tapes are stored by Xait's off-site backup partner weekly.

QA

The Server Operations team ensures that all backups are completed successfully and reviews the backup process on all servers daily. Logs are maintained to verify the amount of data backed up and the unsuccessful backup occurrences. Backup integrity tests are run on a regular basis by performing test restores.

Recovery

In case of a restore, Xait has immediate access to all files as they are stored on disks (virtual tapes), and not solely on physical tapes.

Retention

Xait keeps unlimited number of copies for an unlimited time for files in production. For deleted files, old versions are retained for 30 days and the most recent version of a deleted file is retained for 180 days. Archived data will be retained for 3 years.

Data loss and recovery time upon disaster

Objective	Basic Hosting	HA Hosting
RTO (Recovery Time Objective)	72 hours	4 hours
RPO (Recovery Point Objective)	24 hours	1 hour

Distance between production and disaster site	N/A	> 40 km
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XaitPorter has redundancies at multiple levels, enabling us to fail over failing components only. Multiple communication providers are used for redundant internet connection.

Currently there is no certification in place, but testing of select disaster scenarios are planned.

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2.5 Technical Requirements

XaitPorter is an online solution for document collaboration it operates directly from a portal website and does not demand any pre-requisite software or plugin to be installed as it is operated directly inside the browser. Current officially supported browsers are listed below.

Supported browsers

	PC	MAC
Chrome (most recent)	X	X
Firefox (most recent)	X	X
IE11	X	
Safari (most recent)		X

Languages

Application language: English (US)

Language support in application: any Left to Right language including Cyrillic and other languages. Intelligent Spellcheck functionality available within XaitPorter.

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2.6 Browsers

Supported browsers

	PC	MAC
Chrome (most recent)	X	X
Firefox (most recent)	X	X
IE11	X	

Safari (most recent)		X
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We offer no support for legacy browsers.

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2.7 Service Pricing

In this section you will find an introduction to all the types of charges that you may incur in consuming XaitPorter. This will identify any setting up costs, operating costs, service closure costs and any optional charges from services that may accompany XaitPorter such as consultancy and training.

Please also refer to our pricing document for a complete overview of our pricing.

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2.7.1 Service Provision Pricing

XaitPorter is offered as a Software-as-a-Service(SaaS). Our SaaS licenses are concurrent and the fee is annual and paid upfront. The SaaS license includes start-up, maintenance and hosting. Our concurrent license model enables higher flexibility as you don't need to have individual licenses per user, and only pay for how many people are inside the solution at the same time. This provides flexibility and scalability for larger organizations at lower cost.

SaaS Price GBP

SaaS	Per annum
1 Concurrent license	GBP 3250

XaitPorter is offered with a minimum of 2 concurrent licenses.

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2.7.2 On-Boarding Charges

Xait's strength in the world of complex documents and virtual team collaboration is due in part to our long standing commitment to understanding the unique documentation requirements. Our trainers and consultants have experience with documents ranging from proposals/tender responses, project report documentation, ITTs, governing documents, and financial monthly and annual reports.

The average effort and costs varies greatly dependent on requirements. Below is a standard implementation/cost evaluation on an enterprise roll out. The costs take into consideration both the costs of the physical time and the ongoing time after implementation between Xait and customer. The model below indicates a product line/geomarket roll-out scenario so as to ensure all groups are brought in within a timely and productive manner.

Implementation Process	Xait's Role	Customer's Role	Average Cost of Time for Xait with Customer Involvement	Physical Cost
Database and users created. Templates built based on business design guideline specifications	Xait ensures client specifications are met for: <ul style="list-style-type: none"> • user roles/user groups definition • project types • basic metadata setup • basic content template structure • minimum 1 design layout template 	Client provides necessary information for standard setup, including necessary business process definitions and branding guidelines/definitions.	2-3 weeks for standard setup by Xait - estimated (work done in collaboration with Client)	Included in standard start up costs
Training with Global/Local Administrator	<ul style="list-style-type: none"> • Performs online demo of XaitPorter for administrators prior training development • Creates a training program for administrators according to client business process model • Delivers agenda for approval • Provides necessary training material for end user training options 	<ul style="list-style-type: none"> • Designates Global Admin and 2 Local Admins • Collaborates with Xait to ensure correct process plan • Approves Training Program Agenda • Defines criteria for end users start up 	1 week preparation (completed off-site by Xait with client collaboration) 1 hour webinar scheduled with both Xait and client for 2 days on-site training with administrators (full training of all functions)	Included in standard start up costs Training on-site 1250 GBP/day, plus any travel costs
Training with Information Architect/Template Designer*	<ul style="list-style-type: none"> • Creates best practice approach for system information architecture • Creates training program for both specific administrators 	<ul style="list-style-type: none"> • Designates Information Architect • Designates Template Designer(s) • Schedules on-site training for these roles together 	1 week preparation (completed off-site by Xait with client collaboration) 1 day on-site training (1/2 with Information	Included in price if these roles are also setup and training elected Training on-site GBP 1250/day, plus

	<ul style="list-style-type: none"> • Provide additional documentation and media components to assist with training and after training support 		Architect, 1/2 with Template Designer)	any travel costs
End User Training Options	<ul style="list-style-type: none"> • Works with client to ensure all proper materials and training options are provided for internal training to end users <ul style="list-style-type: none"> ○ Can be facilitated by Xait personnel or by client internally ○ Online courses are also used in collaboration with any on-site needs 	<ul style="list-style-type: none"> • Informs Xait of the necessary style and method for end users training <ul style="list-style-type: none"> ○ Project roles offered direct training ○ Materials needed for training ○ Training methods desired for full scale implementation and ongoing employee support 	<p>For large scale customers this cost is variable, in part due to the fact no two global customers do it the same.</p> <p>Xait's expertise is designing custom end user training plans that can applied by internal personnel or by an Xait trainer.</p> <p>Training does not have to be on-site for end user on-board, but if preferred large scale classes can be arranged in a lecture format</p> <p>Smaller classes are designed for actual workshop interaction</p>	<p>Variable depending on options designed</p> <p>Customized pricing can be negotiated if long term or large scale on-site trainings are required</p> <p>Online training courses can be included in overall implementation pricing, as this is standard support for small customers</p> <p>(this can be prerecorded)</p> <p>1 day on-site training option can be broken up into small sessions to access many users.</p>
Ongoing post implementation support	Client Services and Training Manager ensure client has access to ongoing support and assistance post implementation trainings.	Global and local admins work with Xait for any outstanding or new issues post implementation and initial trainings	Xait offers additional support at various fees.	<p>This can be variable depending on the additional support needs.</p> <p>Most times the support is not actually classified as additional support and</p>

				seen as free standard support. (i.e. answering function questions, how to's, assisting new users, or testing for bugs)
Xait Consulting Services	<p>Our consultants are top level in their field and understand the nature of complex document workflows and processes.</p> <p>All consultants bring a wealth of information for best practices, developing documents, ongoing structure and layout design, best response practices and project management proficiency.</p>	<p>Client can elect to use a consultant from Xait or with a dedicated partner for a period of time or extended through the implementation.</p> <p>Our largest scaled implementations have benefited greatly from this approach.</p>	A consultant can be on hand for face-to-face or remote operations to ensure business process management and best practices remain in compliance	<p>Variable and negotiated upon request of consulting service.</p> <p>Standard starting rate is GBP 135 per hour.</p>

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2.7.3 Off-Boarding Charges

Xait does not charge client any cost for off-boarding. The client has full opportunity to export documents and content directly from solution, or fetch content via API to a secondary solution. If client does not succeed in exporting all necessary content before end of contract, client is able to pay monthly rate per concurrent license needed.

Concurrent license per month is 425 GBP.

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2.7.4 Termination Charges

Acceptance Test

Within fourteen (14) days after Licensor informs Customer the installation of Licensed Software is complete (the "Acceptance Period"), Customer shall verify the Licensed Software fulfills the requirements set forth in the Documentation. The Licensed Software shall (1) materially conform with Licensor's specifications and (2) be compatible with and materially conform to the Documentation. If Customer does not notify Licensor in writing by the end of the Acceptance Period that the Licensed Software does not meet the requirements set forth in Acceptance Test, the Licensed Software will be deemed accepted at the conclusion of the Acceptance Period.

If, during the Acceptance Period, Customer determines that the Licensed Software does not materially conform to the requirements set forth in Acceptance Test, Customer shall so notify Licensor in writing, specifying in detail the area of nonconformance. Following receipt of written notice, Licensor will review and determine, at its sole discretion, whether the Licensed Software materially conforms. If Licensor determines the Licensed Software does not materially conform, Licensor will use commercially reasonable efforts to make appropriate corrections to the installed Licensed Software. A new acceptance period ("Renewed Acceptance Period") of fourteen (14) days will begin after any correction(s) has been made and the Licensed Software has been made available to Customer. Failure by Customer to notify Licensor in writing of any additional nonconformance will be deemed acceptance of the Licensed Software. If during the Renewed Acceptance Period Customer determines the Licensed Software continues to not materially conform, Customer may either accept the Licensed Software as delivered and report outstanding Errors as Maintenance, or cancel the Order without penalty or further financial obligation.

Any cancellation after Acceptance period is viewed as a cancellation of renewal of service and will not trigger a refund.

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2.7.5 Training Charges

XaitPorter is an easy-to-use and intuitive document collaboration solution, we have deemed training as mandatory. Our experience is that our users benefit getting a common understanding of best practices and processes to achieve effective collaboration across virtual teams.

We offer the options of training either on-site, online or in-house.

Regardless of training type the price is set at GBP 1250 per day. We recommend on-site training for a minimum of 2-3 days to get the best experience and in-classroom experience.

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2.7.6 Consultancy Charges

Our consultants are top level in their field and understand the nature of complex document workflows and processes. All consultants bring a wealth of information for best practices, developing documents, ongoing structure and layout design, best response practices and project management proficiency.

Client can elect to use a consultant from Xait or with a dedicated partner for a period of time or extended through the implementation.

Our largest scaled implementations have benefited greatly to this approach.

A consultant can be on hand for face-to-face or remote operations to ensure business process management and best practices remain in compliance. Our consultants can also assist in creating new layout templates for your solution.

Standard starting rate is GBP 135 per hour.

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2.7.7 Other Charges

Telephone support will be charged at a rate of GBP 30 per the start of each fifteen (15) minute increment between 08:00 and 16:00 CET.

We also offer 24/7 support agreements. Price depends on number of licenses and requirements.

Rental Price GBP Local License

Rental

Concurrent users - Cost per user in GBP 425 Per concurrent license per month

Activation Fee for Rental

There is an activation fee of GBP 250 for rental (if you rent on top of purchased licenses).

Calculation of a rented license

One license at GBP 425 x 3 months (minimum rental period) + GBP 250 activation fee = GBP 1525.

SSO(Single Sign On) & 2FA(Two Factor Authentication)

SSO and 2FA is charged at GBP 3250 per annum.

HA Hosting & Dedicated hosting

Priced at request.

24/7 Support

Priced at request.

General

All prices are excl. VAT / travel.

Please note that travel is charged at cost + 5%. If travel exceeds 10 hours, and flight is required, business tickets will be purchased. An estimate of travel costs will be provided up-front, when requested.

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3 G-Cloud Alignment Information

Here we provide information for sections that help you comply with the requirements set out by G-Cloud.

3.1 On-Boarding and Off-Boarding Processes

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3.1.1 On-Boarding

Xait has established a on-boarding processes to ensure the best possible on-boarding of our customers.

Best practice

The on-boarding procedure ensures the handover from the Account Executive (AE) to Key Account Manager (KAM) to enable our customers to utilize XaitPorter to their best advantage.

On-Boarding process overview:

Order system

Account Executive orders the system

Appoint KAM

Service Delivery Manager appoints KAM for the customer

Install system

Server operations installs the system.

Customization and setup of solution

KAM implements branding guidelines, layout templates and users for solution based on materials received from client.

Invoice licenses

Accounting invoices licenses based on the system order.

Handover Meeting Sales to Service Delivery

Account Executive initiate handover meeting with KAM and introduces KAM to the customer

Outcomes

- make sure that the KAM has as much knowledge as possible about the customer to ensure success of onboarding the customer
- agree on level of support depending on customer size and criticality

Agree on success plan

KAM together with Account Executive and Customer agree upon a success plan, defining

criteria for success, consulting work and dates for training The purpose of a success plan is to ensure a successful onboarding of the customer. This is done by standardizing the way Xait communicate and manages expectations with the customer.

Training

KAM provides training to client over 2-4 days pending on complexity of client. Training is used as kick off for real life project.if process permits.

Followup

AE and KAM have followup meeting with client to make sure client are pleased with results of training and agree on next steps.

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3.1.2 Off-Boarding

At end of service, customer data are deleted if no other arrangements are made. Data can be exported by client during contract period in either PDF, Word or Open Office format. Alternatively documents can be fetched by API if an integration has been setup with DMS or SharePoint.

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3.2 Service Management Details

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3.2.1 Technical Boundary

XaitPorter is hosted in Data Centers in Norway. Xait does not currently support self hosted or internally hosted services.

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3.2.2 Support Boundary

Support is provided from the USA via our cloud-based ticketing system Zendesk. Support is available via Phone, Email, and Web. Access to 24/7 Support is only available as a value

added service.

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3.2.3 User Authorization and Roles

Users can be assigned system roles and project roles per project. Xaitporter's role based access and authorization is configurable. System roles can be added or removed and configured with system function permissions. The project roles are also configurable with project permissions. Users can be organized in groups, and a group can be assigned a role on a project.

In the default configuration the customer has access to these system roles:

- None - cannot create a project
- Employee - can create a project and change his own profile
- System administrator - has access to administrate all projects and all users and give them specific system roles.
- Template designer - has access to create and change layout templates

And these project roles:

- Project Coordinator - defines who has access to what parts of the project and what project role the user has. Can manage project, documents and content within owned projects
- Privileged Contributor - Can edit all sections and edit the outline
- Regular Contributor - Can edit sections where a task is given, and add sub-sections
- Restricted Contributor - Can only edit sections where a task is given
- Reader - Cannot be assigned a task, but can add comment
- Graphic Designer - Can be assigned task on figures

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3.2.4 General Support details

Support is provided via our support office in the USA, services are provided in English.

For a constantly updated listing of our contact information and hours, you can view this help center article: <https://support.xait.com/hc/en-us/articles/217415286>

Contact Information

Email: support@xait.com

Phone:

Norway: +47 51 95 02 13

US: +1 512-266-1676

Help Center: support.xait.com

Support Hours of Operation

Sunday	Closed
Monday	06:00am - 21:00pm GMT/BST
Tuesday	06:00am - 21:00pm GMT/BST
Wednesday	06:00am - 21:00pm GMT/BST
Thursday	06:00am - 21:00pm GMT/BST
Friday	06:00am - 21:00pm GMT/BST

24x7 email/phone/web ticketing support is available at additional cost.

Conformance

ITIL

Support/Client Interaction Tracking

Use of email based satisfaction surveys

Use of Net Promoter Score™ (NPS™) survey

Service Provided

- **Free Services**
 - Bug Reports/Feature Requests
 - Self-Service support through our help center (<https://support.xait.com>)
- **At Cost Services**
 - General product support (Phone, Email, Web)
 - E.g. How to use a feature, explaining what a feature does, assisting with basic/administrative use of the product
 - Consulting Work (Phone, Email, Web, On-site)
 - E.g. Document structuring or design (layout template) assistance

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3.3 Service Constraints

Xait has a global maintenance window every Tuesday from 10pm - Wednesday 2am. This is used for changes that affect multiple customers. Upgrades of XaitPorter usually is scheduled to be performed when users are logged out.

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3.3.1 Planned Maintenance

Global maintenance window is every Tuesday 10pm - Wednesday 2am CET/CEST, Norway time. This is for major changes to the environment.

Upgrades of XaitPorter is done when users are logged off. It typically takes 5 minutes. In the case users are using XaitPorter 24x7, we might have to force upgrade. I.E users will notice a short unavailability.

XaitPorter hosting is running with reduncancies at multiple levels to increase service disruption. All services are run by Xait AS.

Patches are evaluated for each new release. Xait is also subscribing to security information and reviewing security forums. Security patches with high enough impact will be installed immediately. This may impact the availability for a little time, but most likely will not, due to the redundancies in place.

Communication regarding outages will be via the customer application owner.

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3.3.2 Emergency Maintenance

Support:

Should a state of emergency be declared (in the event of an outage, fire, etc.) upon receiving confirmation from the operational departments (Server Operations & Development) a notification will be sent to all affected customers notifying them of the situation. Further communication will be delivered to our support center and then passed along to said clients. Postmortem reports will be provided upon request on a need-to-know basis.

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3.4 Service Levels

Xait is dedicated to deliver the best possible experience when using XaitPorter from Xait's cloud. Xait's hosting centre are constantly monitored and system resources are increased when needed to have maximum performance without the need for the customer to request additional CPU's or additional memory. Reporting and additional measurement can be agreed upon as an additional SLA for dedicated hosting environment if desired.

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3.4.1 Award of Service Credits

Reimbursement

Service Availability	Credit Percentage
99.7 - 100%	0%
>= 95% < 99.7%	10%
>= 85% < 95%	15%
>= 80% < 85%	20%
>= 70% < 80%	50%
< 70%	100%

Data loss and recovery time upon disaster

Objective	Basic Hosting	HA Hosting
RTO (Recovery Time Objective)	72 hours	4 hours
RPO (Recovery Point Objective)	24 hours	1 hour
Distance between production and disaster site	N/A	> 40 km

Exclusions

The calculation of Service Availability SLA excludes instances of the customer's acts or omissions, force majeure events, disaster switch over and scheduled downtime.

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3.4.2 Payment of Service Credits

Xait's goal is to achieve 100% Service Availability for XaitPorter. But if service availability is less than 99.7%, Xait will issue a credit to the customer in accordance with Reimbursement

table in section 3.4.1 with the credit being calculated on the basis of the monthly hosting service charge. Reimbursement are calculated from hosting charge only. Other services from Xait such as cost for licenses, support a.s.o. will not be a subject for reimbursement.

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3.4.3 Financial Recompense

Xait does not offer financial recompensation only credit towards hosting based on credit award model described in section 3.4.1 and 3.4.2.

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3.5 Training

Xait provides training of our clients with dedicated Key Account Managers.

Where

- On-site
- In-house
- WEB training

Documentation

- Online
- User Guides
- Best practice
- Q&A section

What

- System Administrators
- Project Coordinators
- Contributors
- Template design training
- Information Architect
- Train the trainer

Please refer to table in section 2.7.2 for more information.

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3.6 Invoicing Process

The invoicing system is essential to ensure and optimize the cash flow of Xait. The invoicing system will ensure that:

- Customers are invoiced in due time.
- Xait receives income in due time.
- Treat our customers fairly and professional.
- Treat our customers equally worldwide.
- Record invoice of licences, consultant services, training and other services to our customers.
- Ensure income recorded in the period the licences, consultant services, training and other services are delivered to our customers.
- Log Xait invoices and income for auditing.
- Log and record internal working hours and billable consultant hours.
- Document Xait's invoice process.

When a sale is signed and contracted, Xait offers clients two options either sending invoice directly to contact person or to respond to the clients PO.

Depending on the form of invoicing a ticket is created and sent to our invoicing department.

Invoicing:

- Invoice customer
 - Numbers of licenses as per defined in contract/offer.
 - Use correct PO number if relevant
 - Set up other applicable costs or agreements.
 - Use contract for backup information.
 - Set order ticket as done.
- KAM logs in a separate project
 - Billable hours
 - Traveling cost
 - Finish of the project when the training and implementation is done.
 - Administration
 - Fills in the correct PO
 - Check info put in by KAM
 - Invoices the project

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3.7 Termination Terms

The customer acknowledges that it has purchased the Services for the Minimum Period and any Renewal Term(s), as defined in the Certificate or Order Summary.

Term of Agreement

The term of this Agreement ("Agreement Term") shall commence upon the Effective Date of this Agreement and shall continue for the duration of any individual License granted hereunder, unless terminated upon the breach of this Agreement by either Party or as otherwise provided herein.

Term of Licenses

Subject to the limitations contained in this Agreement, the term of each concurrent user License (the "License Term") granted under this Agreement begins on the date of delivery of the Licensed Software, or acceptance of an Order by Licensor if Licensed Software has previously been installed and made available to Customer, and continues for one year, unless terminated earlier as provided in this Agreement.

Extensions of License Term

Subject to any payment provisions contained in the Agreement, the License Term will be automatically extended for successive one-year intervals. Either Party may decline to extend the License Term for any reason or no reason by providing the other Party with no less than ninety (90) days prior written notice of non-extension and prior to the end of the current License Term.

Termination by Mutual Consent

The Parties may terminate a License by mutual consent upon such terms as they may agree in writing. Termination must be in writing and shall not be considered completed until an official reply has been received from the other Party. The termination of a License to use the Licensed Software does not automatically terminate all Licenses granted hereunder.

Termination for Breach

If a breach has not been cured at the end of its cure period, if any, then all License(s), specified in writing in the notice of breach or otherwise, shall terminate immediately upon expiration of that cure period without the need for further action.

Other Terminations

All License(s) shall terminate automatically, to the extent permitted by applicable law in the jurisdiction or jurisdictions in question, in any of the following events:

- If Customer files a petition in bankruptcy (or is the subject of an involuntary petition in bankruptcy that is not dismissed within sixty (60) days after the effective filing date thereof), is or becomes insolvent, or admits of a general inability to pay its debts as they become due, then any and all License(s) shall immediately terminate automatically and without notice.
- Either Party may terminate any License(s) upon the de facto or de jure nationalization or expropriation of the other Party by governmental or military action, whether or not with valid authority.
- Either Party may terminate any License(s) immediately upon the discovery of any material false statement or other material misrepresentation made or submitted by the other Party.

Post-Termination Procedures

Upon termination or expiration for any reason of a License:

The Parties shall comply with their respective post-termination obligations, if any, as set forth herein:

1. Except as may be expressly provided otherwise herein, within ten (10) business days after the effective date of termination or expiration of a License, each Party shall pay the other Party any amounts that, as of that effective date, were due and owed thereto pursuant to this Agreement;
2. Upon the termination of all Licenses granted hereunder, Customer shall surrender to Licensor (or at Licensor's option, destroy and provide Licensor with a certificate signed by an executive officer of Customer attesting to the destruction of) all copies of the Licensed Software remaining in the possession of Customer or any third party acquiring any such copy through Customer; and
3. Upon the termination of all Licenses granted hereunder, Licensor shall transfer and/or maintain Customer's data according to one of the following options to be chosen in writing by Customer: (a) database export; (b) standard software export available within the version of the Licensed Software in use at the time by Customer;
(c)) script specially designed by Licensor at Customer's request and according to written agreed specifications; or
(d)) customer may elect to transfer the content themselves. Licensor will charge an hourly fee for Services for time spent transferring Customer's data.

Termination without Cause

Upon ninety (90) days written notice to Customer, Licensor shall have the right to terminate this Agreement without cause. Customer shall remain obligated to pay to Licensor any outstanding fees due and/or payable up until the date of termination.

Cessation of Use upon Termination or Expiration

Upon termination or expiration for any reason of this Agreement or any License(s), all such use by Customer shall cease within five (5) business days after the effective date of such termination or expiration.

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3.8 Data Extraction/Removal Criteria

The customer can retrieve all the information as needed, without the help of Xait.

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3.8.1 Data standards in use

Our REST API defines the data structure extractable through the API. Our file Export formats are PDF, ODT and DOC.

Attachments and Figures that are uploaded can be retrieved in their original uploaded format.

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3.8.2 Consumer generated data

The customer can retrieve all the information as needed.

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3.8.3 Data extraction

Our REST API defines the data structure extractable through the API. Our file Export formats are PDF, ODT and DOC. Attachments and Figures that are uploaded can be retrieved in their original uploaded format.

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3.8.4 Price of extraction

Xait does not charge for exporting content or off-boarding client unless client wishes Xait Personell to perform this task on their behalf. In such cases client pays per hour in consulting fees.

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3.8.5 Purge & destroy

Media is destroyed by degausser. The degausser is certified by the Norwegian authorities NSM (Nasjonal Sikkerhetsmyndighet), and British CESSG, and recommended by German BSI.

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3.9 Data Processing and Storage Locations

All data is stored in data centers in Norway. Media, such as disks/tape, is encrypted before moving outside Xait data centers. This is only happening for offsite storage of backup tapes. Defect disks in the production environment is degaussed before the media being sent back to the hardware vendor.

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3.10 Data Restoration/Storage Migration

Data loss and recovery time upon disaster

Objective	Basic Hosting	HA Hosting
RTO (Recovery Time Objective)	72 hours	4 hours
RPO (Recovery Point Objective)	24 hours	1 hour
Distance between production and disaster site	N/A	> 40 km

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3.11 Customer Responsibilities

Upgrade of Solution

Xait auto-upgrades clients within 2 weeks of new release announcements. If a system should not be upgraded for any reason, clients need to notify Support or their assigned Key Account Manager as soon as possible and Xait will exclude the solution from the auto-upgrade schedule.

Voiding of Warranties

Any and all warranties shall be void as to Licensed Software, Services, Support, Maintenance, or Hosting where the noncompliance is caused by or related to (1) the acts or omissions of Customer personnel, its agents, or third parties; (2) misuse by Customer, theft, vandalism, fire, water, or other peril; (3) moving or relocation not authorized by Licensor; (4) any alterations or modifications made to any Licensed Software by Customer, its representatives, or agents; (5) use of the Licensed Software other than in the operating environment specified in the technical specifications; or (6) coding, information, or specifications created or provided by Customer.

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3.12 Details of any Trial Service Available

Pilot

Xait offers XaitPorter g-cloud prospects to test XaitPorter over a 3 month paid pilot period with unlimited access to XaitPorter.

A 3 month pilot will allow users to get acquainted with the solution and also will give indications on increase of quality and time-saving in the document creation process at client. From the first day of training, the focus will be to change behaviour and understanding as to why there is a need for a change and how we can achieve this change by working in a parallel process with XaitPorter. This is followed by practical workshop exercises so the users get first hand experience.

The pilot itself is offered as a fully implemented solution. This means that we do not setup a limited test environment, but rather a full production environment, so if you should decide to move forward after pilot; XaitPorter is already up and running.

Our experience is that 3 months is a perfect period for testing the solution as it allows users to test the solution on multiple projects as well as start generating the material for the master content library which will work as a main source of content for XaitPorter. The access to the solution during pilot stage is unlimited so anyone in client can have access during the period.

The pilot consists of 3 stages:

The Kickoff stage: Xait provides personell for training and kick-off session during a 2 day period on-site with client. Before training starts Account Executive will have clarification meeting with client management to make certain that all objectives and expectations are cleared prior to implementation of our training.

Day 1: Process Kickoff (Understanding why there is a need for a change) and Training for superusers and administrators.

Day 2: Training of contributors and kickoff for real life project with focus on implementation of best practice policies.

Production stage: Xait provides support and Q/A sessions during the initial projects, assisting via telephone and e-mail. Continuous improvement tracking, Xait staff will identify and report on any areas where client can improve on process or usage of solution. Xait also tracks user statistics to determine potential license need.

Roll-over stage: Project review stage. Client and Xait discuss experiences during pilot and next steps 2 weeks before end of pilot in on-Site meeting. Account Executive presents user statistics for client and proposes next stage in project after pilot.

Xait is prepared to support client throughout the duration of client relationship on any implementation and follow-up. We do suggest however that after roll-over the Superusers are trained in a train the trainer session, so that they are able to train other departments within client organization.

Mutually developed success plan:

Pending Successful Implementation of pilot, Xait will continue to provide expert help within document-process optimization and global-roll out of the solution in a collaborative effort between Xait and client. This enables client to provide the same level of training and understanding of process for all new departments.

Pilot Cost

3 month pilot is costed at GBP 7000 and includes 2 days of training.

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3.13 Government Policy Alignment/Compliance

Xait shall comply with the provision of all applicable federal, state, county and local laws, ordinances, regulations, and codes, including any Anti-Corruption international conventions and laws, such as, but not limited to OECD Convention, Norwegian and French anti-corruption laws, the UK Bribery Act 2012, the U.S. Foreign Corrupt Practices Act and the Data Protection Act 1998.

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3.13.1 ICT Greening Policy Compliance

Xait strives to follow all rules and practices according to Norwegian laws regarding recycling and reduced environmental impact.

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3.13.2 ICT Strategy Policy Compliance

Xait supports initiatives that can improve social inclusion, through collaboration and transparency. XaitPorter in it's nature is built to ensure transparent procedures, collaborative processes and a workflow based on peer review.

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3.13.3 Website Accessibility and the Equality Act (W3C Compliance)

This standard hasn't been used when developing XaitPorter.

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3.13.4 EU Cookie directive

XaitPorter is compliant with the EU Cookie directive.

XaitPorter sets a first-party authentication cookie after login for the duration of the session.

At first time login, XaitPorter will set a first-party persistent cookie in the browser to remember if the user is using Single-Sign On or Local authentication to speed up later logins.

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4 About Our Company and Our Services

In this section you will find details about our company and what we do.

4.1 About Xait

Xait (pronounced "excite"[1]) is a software development company, specializing in Web-based database services. The company provides its customers with software for document publishing and collaboration. Its product XaitPorter, is a collaborative-writing software and is used by clients worldwide to create bids, proposals, financial reports, contracts and other business critical documentation. Xait was founded in 2000 and is headquartered in Sandnes in Norway.

Xait is redefining document collaboration. We believe that document collaboration should be about improving both quality and productivity. And this is exactly what we help our customers do with XaitPorter. By removing interruptions in the document creation process, we provide our customers with focus.

We emphasize team productivity and manageability rather than individual creativity. And we offer parallel collaboration as well as facilitation of controlled collaboration. As such, XaitPorter is so much more than a writing tool or standard collaboration tool. XaitPorter is a solution that improves and optimizes both processes and documents. And at Xait, we are committed to seeing our customers succeed.

Xait is ISO 27001 Certified

Xait meets the highest international security standard. ISO 27001 is an internationally recognized information security management standard which ensures that a business has stringent processes in place to identify, manage and reduce risks to information security.

Our Vision

We want to create a better life for each and every one, by finding smart solutions together.

Our Values

We shall act in a spirit of mutual respect; valuing honesty, integrity, service and ambition.

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4.2 Why Choose Us?

Xait is redefining document collaboration

We believe that document collaboration should be about improving both quality and productivity. And this is exactly what we help our customers do with XaitPorter. By removing interruptions in the document creation process, we provide our customers with focus.

We emphasize team productivity and manageability rather than individual creativity. And we offer parallel collaboration as well as facilitation of controlled collaboration. As such, XaitPorter is so much more than a writing tool or standard collaboration tool. XaitPorter is a solution that improves and optimizes both processes and documents. And at Xait, we are committed to seeing our customers succeed.

Personnel

XaitPorter has been on the market for 16 years and our certification in ISO 27001 ensure our commitment to achieve the highest level of customer satisfaction through meeting customer requirements and exceeding customer's expectations in a secure and managed fashion. Xait has personnel with a good cross-industry understanding. Having worked with some of the worlds largest companies in respective industries to assist them in identifying and creating new processes respectively.

Customers

Xait has been working with several of the largest companies in the world in industries such as Oil & Gas, Energy, Engineering, Clinical Trial Research and many more.

We are seeing the interest from public organizations and entities increasing due to the increased focus on efficiency, transparency and security in an increasing digital world. We believe XaitPorter is perfect for the needs of any public entity or organization working on complex or larger documents.

Our aim is to identify the clients issues and assist them in improving their process to streamline their document creation and collaboration processes.

We believe that XaitPorter is not a tool, but rather a solution.

Majority of our clients save up toward 70% of their time using XaitPorter compared to using a traditonal file based solution.

Our customers are always in focus, and we will always try to assist you in the best manner possible. This is why we have implementation costs included in XaitPorter, because we want to make sure you are fully satisfied when starting with our solution.

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4.3 Why Choose Our Services?

Concurrent licensing

XaitPorter provides concurrent licensing. Concurrent users means that there are no restrictions on the number of users, but a restriction of how many can be logged on at the same time. The number of licenses can be increased at any given time. Competitors will often provide named licensed, which limits the number of users that can use the solution, and incurring a cost for every new user in the system.

Stepladder model - lower initial investment

Xait can provide Stepladder models to lower the risk of initial implementation. These models will typically include a number of extra licenses for no cost at the first and second year of the contract. Stepladder models will be agreed upon a per case basis.

Implementation included

XaitPorter SaaS includes start-up, hosting and maintenance.

Xait will create the following for you:

- Database built with specifications, ensuring client expectations are met:
- User roles/user groups definition
- Project types
- Basic metadata setup
- Basic content template structure
- Minimum 1 design template layout

Customer Requirements:

- Training for administrator 2 days
 - Full training of all functions
- Training for End User - customized by need
 - Classroom or online, based on number of users – 2 to 4 hours per user. Can also be prerecorded.

Current Markets

Xait is already a major player in the market for co-authoring document solutions. Our personnel will make suggestions on how to improve the processes with best practices established over 16 years. This will ensure that your organization can manage, leverage and maintain information in the absolutely best way possible. Xait is constantly working to become the thought leader in the collaborative document space. We are experts in the field of creating high quality documents faster and more efficient. Xait has a global presence, currently we have offices in Sandnes, Norway, and Austin, Texas.

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4.4 Our Service Portfolio (others services on G-Cloud)

Service Title	Service ID	Service Description
XaitPorter		Secure Document collaboration solution

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4.5 How to Buy Our Services

How to buy XaitPorter

The first step to buying XaitPorter is to initiate contact with our EMEA sales team. Xait will provide you with a demonstration focused on solving your pain points in the document processes your organization has and show you the benefits of working in a database compared to file based solutions. After having assessed our solution typical next steps are either to trial XaitPorter for 3 months to test and validate system functionality for your own purposes and processes; or to go directly to purchase through the G-Cloud order form. Please contact the Xait G-Cloud contact person or send an email to post@xait.com to request a demo.

Software as a service – SaaS

Xait is a SaaS services. Software as a service (or SaaS) is a way of delivering applications over the Internet, as a service, instead of installing and maintaining software. You simply access it via the Internet, freeing yourself from complex software and hardware management. SaaS applications are sometimes called Web-based software, on-demand software, or hosted software. Whatever the name, SaaS applications run on a SaaS provider's servers. The provider manages access to the application, including security, availability, and performance.



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4.5.1 The Award Process

Implementation cost

With XaitPorter there will not be any additional implementation cost. Competitors will often have a low licensing cost, but hidden fees for implementing the solution and hundreds of hours in consulting will make the total cost much higher than choosing XaitPorter. XaitPorter is an out of the box solution meaning that there is no special development required and the only configuration needed is supplied by Xait personell as part of the implementation. However you can create more templates and project types as you attain more experience. There is no need to setup a content library, but rather grow the library as you create content for your actual projects. This enables a highly cost-effective on-boarding and also gives users direct experience with using the solution as the training is often used as a kick-off for a real life project.

Scalable platform

Xait's licensing model is scalable and performs under pressure. With XaitPorter, client gets:

1. Ability to add additional users as needed and easily plan after deployment scale-up.
2. Conversion of local concurrent licenses to global concurrent licenses and/or the combination increases the flexibility and scalability of the total number of users
3. A scalable database architecture
4. Application maintenance can be applied and rolled-back with minimal interference to client
5. API allows users to access customer functionality on emerging devices
6. Outside services can be used to extend operational or customer functionality as necessary
7. Solution implementation is automated.

Xait's cost model incorporates this into consideration and all our development is based on customer feedback.

Xait's largest customer currently has close to 10000 users.

Due to the nature of concurrent licenses large organizations very often require a lot less licenses than expected due to the exponential increase in availability. For example: The chance of accessing an available license is exponentially higher with the 21st license than with your 3rd license.

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4.5.2 Pricing Our Services

Product price

The licensing for XaitPorter is based on concurrent licenses (per seat). The SaaS solution **includes** start-up, hosting and maintenance. With the Software-as-a-Service (SaaS) option, Xait will host the solution, which includes encrypted access via the Internet, storage, backup and licenses for third party software.

XaitPorter – Concurrent SaaS license	Cost per annum
Local – Per license	GBP 3 250

Concurrent users means that there are no restrictions on the number of users, but a restriction of how many can be logged on at the same time. The number of licenses can be increased at any given time.

Competitor Stealth cost

Competitors will often have a lower entry cost for licensing, but will most times require a large amount of consultancy hours. With competitors you will often start up with an empty shell which requires several months to fill up with content before you can start working in the solution. With XaitPorter there are no hidden costs and you will be able to start working on real projects in a collaborative environment from the first day of training. The database of content in XaitPorter will grow organically with content added by Subject Matter Experts in your organization. In competitive

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4.5.3 Sample Order Forms

For sample order form please contact <mailto:post@xait.com>. Please use email subject: UK G-Cloud order form request.

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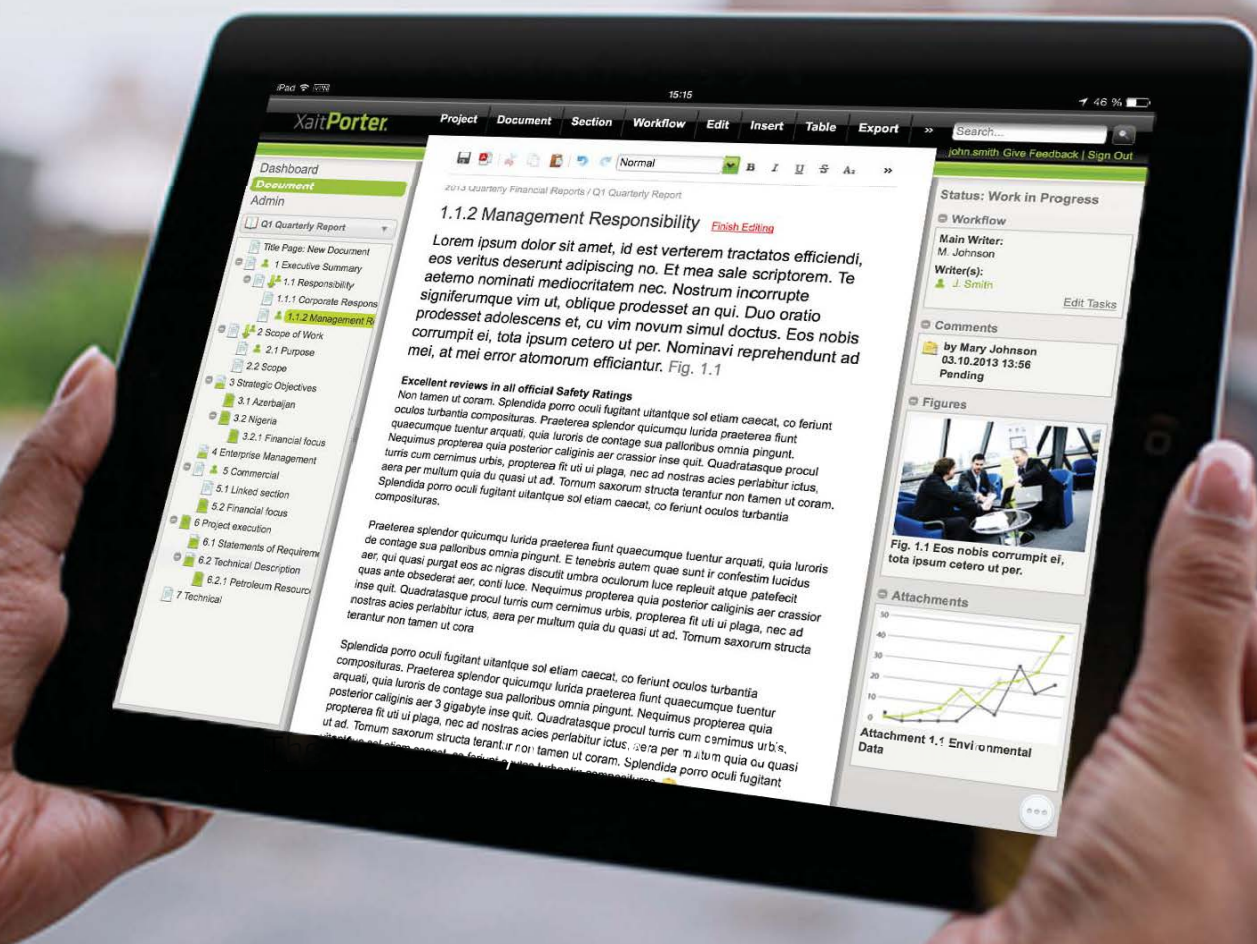
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5 Appendices

5.1 Appendix 1: Detailed Service Functionality

See detailed description of our Service on the next page. You can also read more on <http://www.xait.com>

Redefining document collaboration



XaitPorter is a cloud-based solution that helps you increase the quality of your business critical documents

XaitPorter®
Focus - Collaborate - Create

XaitPorter in a Nutshell

By taking word processing to the next level, XaitPorter is introducing advantages and benefits not available with traditional word processors. XaitPorter and traditional word processors - whether cloud-based or locally installed, such as MS Word, Google Docs, Office 365, differ in a variety of ways. This document will outline the benefits and advantages associated with XaitPorter compared to traditional word processors.

While traditional word processors are designed for a single to a few users, XaitPorter is optimized for parallel **collaboration** with a unique easy to use **integrated workflow engine** and 100% **online editing** capabilities. XaitPorter is not limited to files that needs to be checked in and out of file servers or team sites. XaitPorter is a **single-source** document authoring solution and enables true collaboration based on a **compound content management (CCM)** approach. XaitPorter is designed for **teams of any size** - from small businesses to large enterprises in **any industry** for producing **any kind of document**, from small to very **complex documents**. XaitPorter has a proven **high ROI** for Xait's customers worldwide.

XaitPorter's unique platform design also provides built-in features that traditionally required separate software, such as document automation, assembly and publishing. See 1 Document & Information Processing for a full list.

Xait strongly believes that documents and information should be created as **structured, relational content** to ensure the **preservation of content value** on both a short and long term basis, not within files on a file server, but in an accessible, live database for **easy reuse** and convenient and **compliant information management**. When it comes to Microsoft Sharepoint or other Document Management Systems (DMS), XaitPorter's ROI is optimized by integrating with these systems to support company policy, existing user behavior and corporate processes.

Managed Collaborative Authoring Process

Xait introduces, and implements with XaitPorter, a document creation technique, by which a structured and controlled collection of tasks and events create repetitive business value through quality, efficiency and security improvements, when applied to a group of writers, reviewers and/or approvers.

1 Document & Information Processing

1.1 Document Creation

Quality and efficiency gains by not having to start from scratch when creating new projects, can use project templates (with structure and/or content already in place) and metadata sets

Quality and efficiency can also be achieved with standardization of styles and content with automatic formatting, layout and numbering. Quality and efficiency can also be achieved with ability to categorize and reuse content and approve content by using the search and content expiration.

By using XaitPorters ability to link sections and documents one will prevent the undesired event of updating information in several places.

1.2 Document Co-authoring

Increase quality and efficiency by working in one live document simultaneously. By working together in one live document at all times with automatic version capturing, you can achieve better collaboration and efficiencies working with your contributors. There is no need to email versions around, turn on or off track changes. No need to save and upload different versions.

1.3 Document Automation

Automate doc creation from CRM or Project Management

Ensuring integrity

Productivity

Use cases

- Bids & Proposals from CRM
- Contracts
- Reports

Automate the process with automatic formatting and standardization of styles and corporate branding guidelines. Set up and control templates/content from one location.

1.4 Document Review

Review process on section level

Document revision

Increased productivity as you can compare between time stamps or revisions

Visibility/auditability: check that all stakeholders have been given the chance to contribute

1.5 Document Publishing

XaitPorter separates content from presentation and by using the built-in layout template engine you can create high quality glossy documents ensuring corporate branding across all divisions and geographical locations.

1.6 Document Assembly

Upload attachments in different formats, such as Word, Excel, Power Point, PDF, Photos

Automatic page numbering

Integrates with the document

Use cases

- eDiscovery reporting
- Bids & Proposals

XaitPorter will automatically keep and compile all of your documents, changes, versions, comments, file formats, into one live, single source uniform document to work from at all times. Now it is not necessary to break apart document, sort through versions and manually compile into one uniform document

1.7

Information Governance

multi-disciplinary structures, policies, procedures, processes and controls implemented to manage **information** at an enterprise level, supporting an organization's immediate and future regulatory, legal, risk, environmental and operational requirements

Information governance is a holistic approach to managing corporate **information** by implementing processes, roles, controls and metrics that treat **information** as a valuable business asset.

Gartner defines **information governance** as the specification of decision rights and an accountability framework to ensure appropriate behavior in the valuation, creation, storage, use, archiving and deletion of information. It includes the processes, roles and policies, standards and metrics that ensure the effective and efficient use of information in enabling an organization to achieve its goals.

Role based access

Audit trail

Linking of sections to form virtual documents across the enterprise

XaitPorter will allow you to control the way you funnel sensitive information throughout an organization by managing who can access information through segregation of roles, responsibilities and access rights. XaitPorter will allow you to mitigate risk by securing your data with access rights, contributor audit trails and user reports.

1.8

Enterprise Information Management

Ensure up to date information in your reports by integrating with your corporate information systems such as Business Intelligence, ERP, Project Management and Master Data Management,

We call it Human Analytics, the human touch to effectively being able to communicate key figures, metrics, trends and forecasts while ensuring availability, confidentiality and integrity.

Use cases

- Financial Reporting
- Project Documentation
- Transactional Documents
- Management Reporting

1.9

Regulatory Compliance

XaitPorter's structured content management approach enables companies to easily stay compliant in accordance with e.g. SOX and ITAR. The system provides single sign-on, role based access, fine grained access control within the document on section, table and picture level, segregation of duties, chain of custody documentation, audit trail and versioning.

XaitPorter can allow you to create a checks and balances system to make sure policies,

procedures and processes are being followed with built-in workflow review cycles and project management that includes automatic capturing of assignments, stages, deadlines, versions, user edits, audit trails etc..

1.10

Business Process Management

Optimize any document centric business process to increase productivity and ensure integrity and confidentiality.

Parallel document co-authoring

XaitPorters built-on workflow and project management will allow you to better create and manage a process

2

XaitPorter compared

Gartner named Xait a "Cool Vendor" in 2013 for its Magic Quadrant and the following quotes illustrates how XaitPorter compare to our competition.

"XaitPorter is cool because it focuses on team productivity and manageability rather than individual creativity, which is where most document authoring tools concentrate their efforts" - Gartner 2013

"... XaitPorter is useful for any organization that deals with large documents created by teams which want to structure the document creation process more efficiently. This use case is most common in the legal, energy, government, pharmaceutical, consulting and financial industries" - Gartner 2013

"... Whereas other collaborative authoring products like Google Docs, Microsoft Office Web Apps or Zoho allow several people to edit a document at the same time, Xait goes further" - Gartner 2013

Xait goes further

XaitPorter is built from the ground up with business processes in mind. Other systems are a digital representation of a typewriter which limits the natural flow of a document centric business process.

Team Productivity

Efficiency is the key reason XaitPorter was created in the first place. When Xait worked with British Petroleum (BP) back in 2001 for the first version of the software, the main challenge to solve was the team inefficiency caused by the traditional "serial" process when collaborating on files. The core concept of XaitPorter breaks down the document in sections, enables a parallel process by default, enables easy reuse of content and eliminates time spent on formatting, compiling and numbering by automating the look and feel of the document. This approach has proven to give up to 70-80% time reduction. See Fig. 2.1.

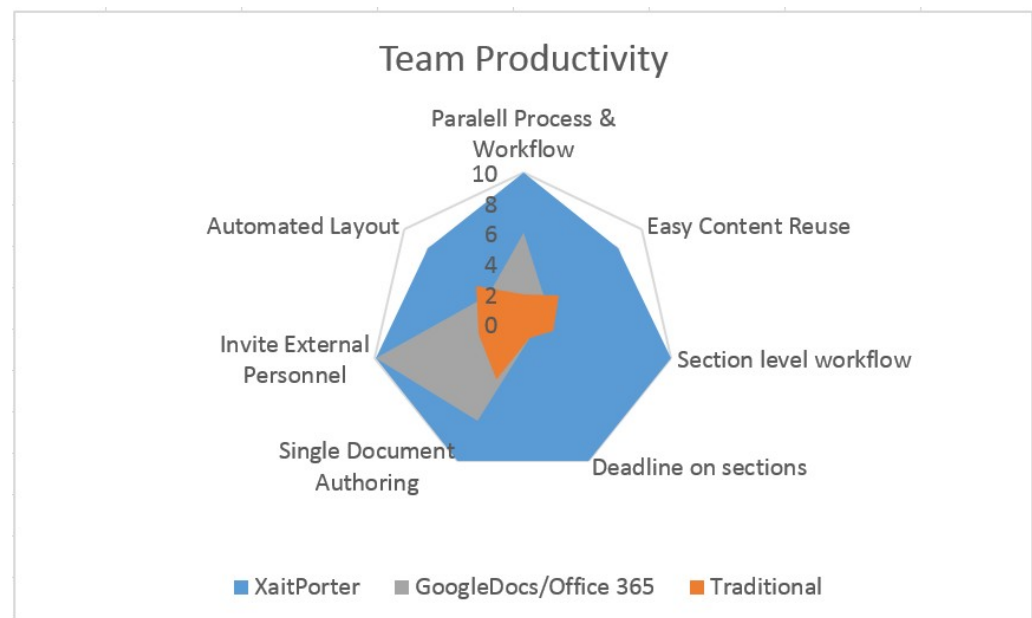


Fig. 2.1. XaitPorter Team Productivity Compared

Information Security

XaitPorter is built on a database. This approach provides superior security over a file based system due to the security features available in a relational database - not only for individual documents, but on parts of the document and information management across the entire enterprise. The database ensures security across your compound information available as

fragments, as online virtual documents or as traditional files - if the user has the rights to export. Combined with role based access, access-enabled workflow, fine grained access on section level, 100% server-side authoring and object level audit trail enables your corporation to work securely, stay compliant and reduce risks¹⁾. Also, the fact that XaitPorter is a true single-source document co-authoring solution enables easy and secure involvement of 3rd parties on documents or parts of the documents. See Fig. 2.2.

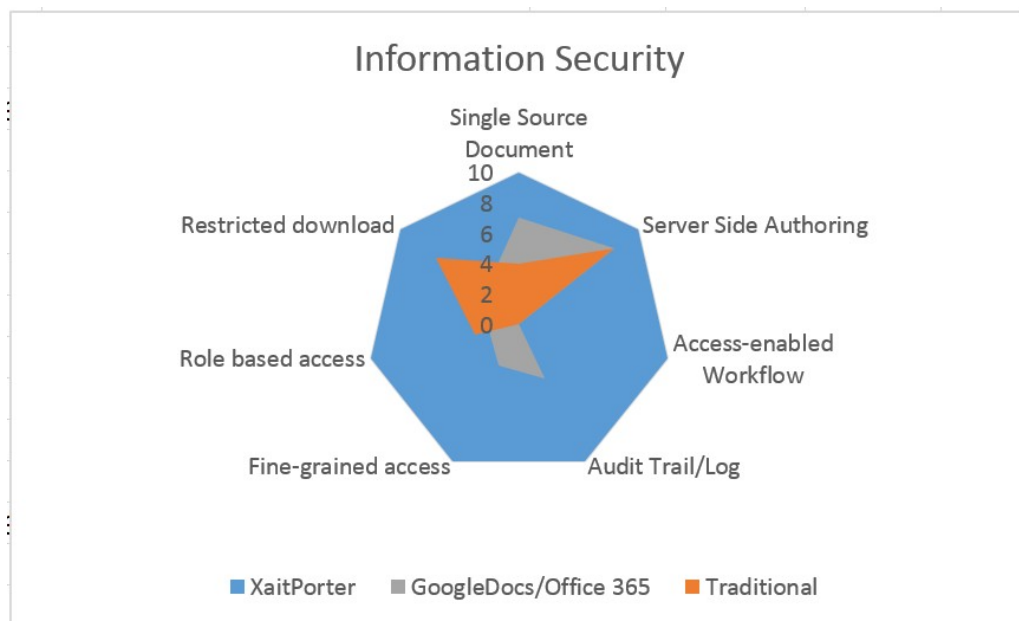


Fig. 2.2. XaitPorter Information Security Compared

Document & Information Quality

See Fig. 2.3.

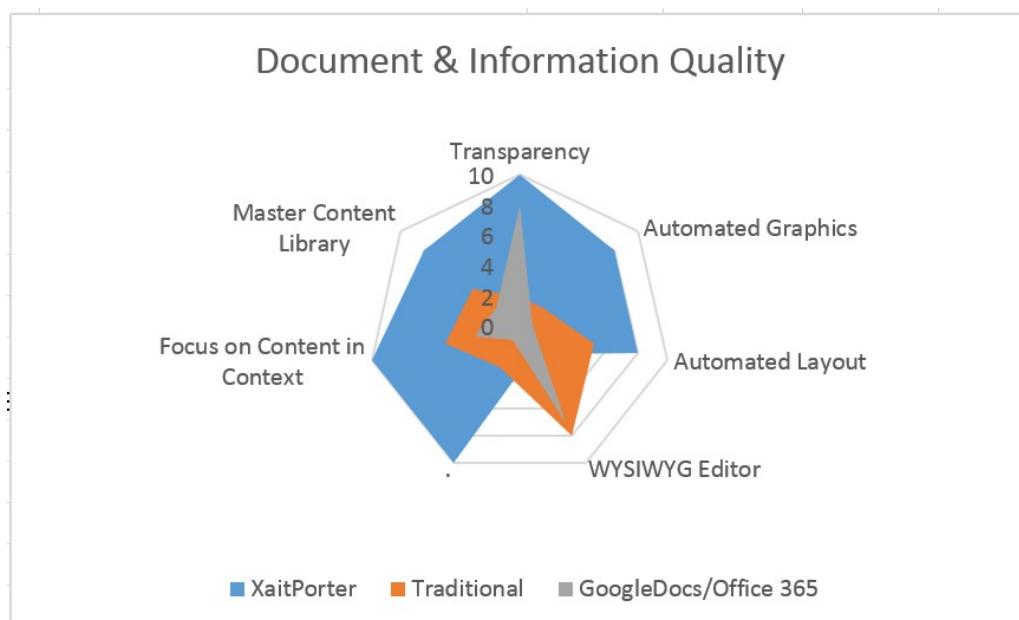


Fig. 2.3. XaitPorter Document & Information Quality Compared

Business Process Control (Manageability)

See Fig. 2.4.



Fig. 2.4. XaitPorter Business Process Control Compared

¹⁾ XaitPorter GreenDocs, Addressing compliance with XaitPorter

3

Benefits

Increased Quality on Content

XaitPorter's unique document generation engine separates content from layout and thus lets users focus on the content only. Along with the integrated commenting, document optimizer and work flow, multiple contributors can work in parallel and contribute to create high quality content.

Deliver on Time

XaitPorter has integrated project management, work flow and reporting capabilities. The built-in workflow notifies everyone of their tasks and deadlines. Your team works in parallel processes up until deadline, and reviews and approvals take place as you go. The entire process is seamless. By removing time-consuming tasks, you can save time and deliver on time.

Reduce Cost & Increase Efficiency

Save up to 70% time compared to traditional word processors thanks to XaitPorter's parallel collaboration process that helps you focus on the content, reuse content, invite external personnel, eliminate formatting and graphics management. The fact that XaitPorter also enables global access and automated work flow for a single source document eliminates the time historically spent on version control. XaitPorter reduces the complexity of the process.

Control

versions, revisions, comments, reports, process focus, work flow, audit, Compound Content Management (CCM), project management, BI integration

Brand Consistency

XaitPorter separates content and layout, based on high quality templates, access control on layout objects

Integrity

Content integrity and integrity across enterprise systems (External Data Sources, MDM), Metadata, Content Linking, CCM, Single Source, Audit control.

Confidentiality

CCM, Content Expiry, Advanced access on granular level, Audit, Access-enabled work flow,

Availability

A single-source document, globally available, always at the latest version - available to authorized people only for read or write, based on your access level. Available in the cloud or on-premises.

Regulatory Compliance

In the intersection between integrity, confidentiality and control lies the key to compliance. Whether it is SOX, ITAR or any other regulatory compliance, XaitPorter will provide features to enforce controls very difficult or even impossible to enforce in traditional word processing systems. Such as work flow and access control to enforce segregation of duties, audit logs, CRM, DMS and BI integrations. More information can be found in "XaitPorter GreenDocs - Addressing Compliance with XaitPorter".

Accountability

Individual accountability for one's actions, team accountability, liability

Transparency

Versioning, Revisions, Comments, Reports, Single-source Document

4 Advantages & Benefits

Table below maps advantages to the respective benefits and explains which advantages enables the different benefits.

Table 4.1. XaitPorter Advantages&Benefits

[illegible]

[illegible]

5 Document Types Examples & Benefits

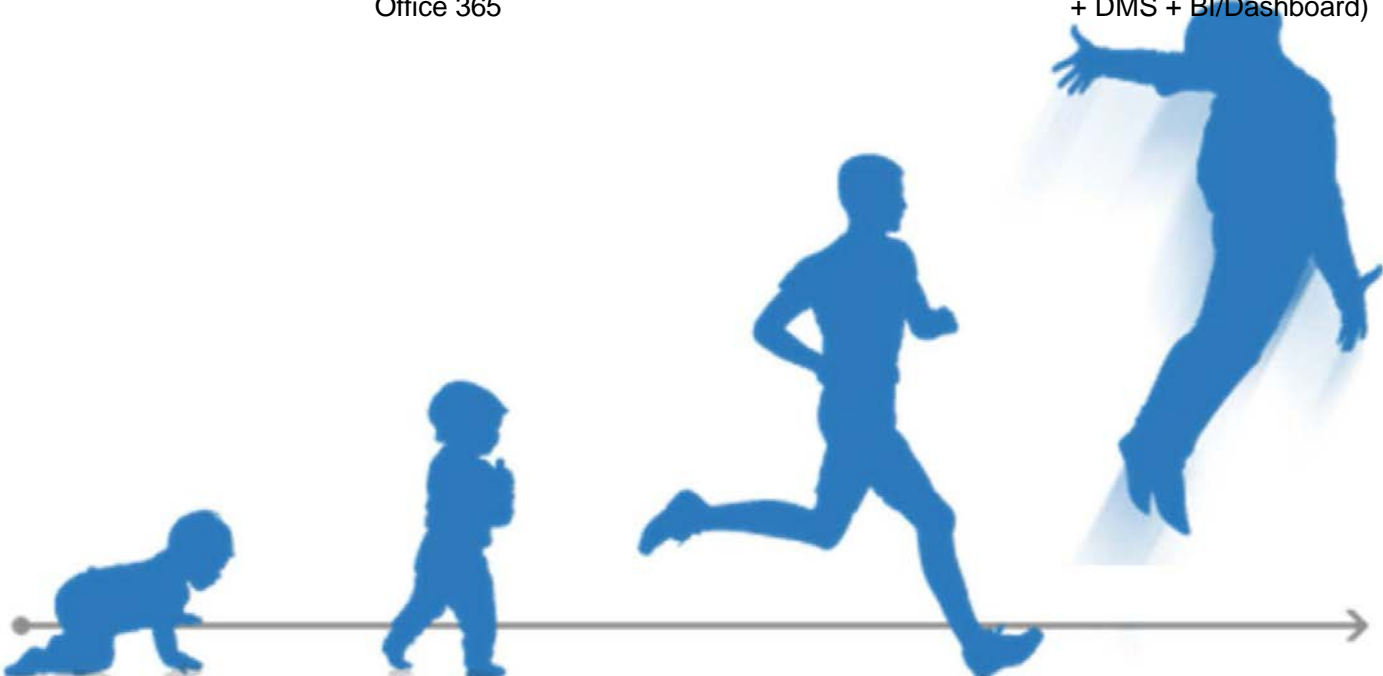
The matrix below indicates why it will be beneficial for your organization and your business processes to use XaitPorter for document production and information management including expected ROI for using XaitPorter for different document types. Please note that benefits are measured based on small teams and are checked conservatively. The larger the teams and the larger the implementation of the system, ROI will increase. Please see 4 Advantages & Benefits for how the benefits are mapped to advantages.

The results are based on Xait's research, analysis and experience in different industries since 2001. Document types are examples only and XaitPorter can support virtually any kind of document.

Table 5.1. XaitPorter Document Type Examples

[illegible]

Market Surveys	x	x	x	x	x	x	x		x	
<i>Safety Reports</i>	x		x	x			x		x	
<i>Faits Marchant</i>	x	x	x	x	x	x	x		x	x
<i>Me-A Docs</i>	x	x	x	x	x	x	x	x	x	
<i>Real Estate Management Manuals</i>	x		x	x					x	
Procedure/Policy Documents	x		x	x	x		x	x	x	x
Industry Specific Documents										
Well Reports	x	x	x	x	x		x		x	
License Applications	x	x	x	x	x	x	x		x	x
PDO	x		x	x	x		x		x	
Nominations	x		x	x			x		x	
Application for Consent	x		x	x			x	x	x	
Technical Manuals	x		x	x	x		x		x	x
Pitch Book	x	x	x	x	x	x	x		x	x
Research Papers	x		x	x	x		x		x	
Farm-in / Farm-out	x		x	x			x		x	
End of well Reports	x		x	x	x		x		x	
Drilling Program	x		x	x	x		x		x	
Survey Reports	x		x	x			x		x	
Well proposals	x		x	x			x		x	
Field Development Plan	x		x	x			x		x	
Relinquishment Report	x		x	x			x		x	
Encyclopedia	x		x	x			x		x	

	Crawl	Walk	Run	Fly
Business Process	Non existent	Ad hoc, not communicated	Adopted process	Process is optimized
Resource Management	Overload & Chase Contributors	Plan & Execute Contributors, Project Managers	Anticipate & Shape Contributors, Project Managers, Process Owners	Delight & Disrupt Contributors, Project Managers, Process Owners, Executives
Technology	Traditional Word Processor	Traditional Word Processor and DMS/ Shared workspace integration	Compound Content Management. Parallel process.	Compound Content Management and enterprise information integrations
Software	MS Word	MS Word + SharePoint or Office 365	XaitPorter	XaitPorter Integrated (CRM + DMS + BI/Dashboard)
Quality				
Integrity				
Confidentiality				
Availability				
Time saving/Deliver on time				
Control				
Compliance (SOX/ITAR/GRC)	High Risk	High Risk	Low Risk	Minimum Risk
How is your business doing?				



Writers



Reviewers



Approvers



Focus

on the content and
the task at hand.



Collaborate

across departments,
companies and regions.



Create

high quality documents
up to 70% faster.



Streamline your
document- creation
process



Use the built-in workflow
for complete control &
visibility



Access all your tasks, content
comments in the same solution.



Get automatic
notifications of tasks and
deadlines



Work in parallel
processes to increase
efficiency



Re-use content
from previous
documents



Reuse previous
content, outlines and
workflows.



Work with set document
template that take care of
formatting and layout.



Easily publish your
documents for print and web.



Gartner, the world's leading information technology research and advisory company, has named Xait one of its Cool Vendors for 2013. www.xait.com/gartnercoolvendor

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5.2 Appendix 2: Benefits of Service Functionality

XaitPorter for Governing documents

If you are writing or implementing governing documents, be it bylaws, procedures, policies, ITT's or strategic plans, XaitPorter can make your life easier. With XaitPorter, creating documents that are available and easy to navigate is a breeze.

Security and control

Integrated Workflow

First of all, you don't have to worry about the structure of your documents anymore. XaitPorter makes formatting and numbering automatic, giving you time to improve the actual content. XaitPorter's workflow lets you assign roles; from reader and writer, to reviewer and approver. Each with their own deadline. And access rights may be given on section level, so a contributor may access one section within a document, but not another. You can also reuse your workflow and when you are creating a new document, which saves you time figuring out who should be responsible for the different sections. The built in audit log and track changes will make sure that you have full overview and ensures that your organization stays compliant.

Focus on content and Strategy

Pre-approved content libraries with expiry date secures that you always have the latest and greatest sources of information. But at the end of the day, governing documents are useless if they end up lost in the bottom drawer. With XaitPorter, everyone in your organization can be given access to the latest version of your governing documents, wherever they are. And there's no need to worry about mixing up revisions and losing track of changes. XaitPorter lets you compare document revisions, even on a section level.

Benefits of working in a parallel process

With its automated workflow, XaitPorter lets you manage the process and create your content at the same time. You start by creating your outline and assigning tasks, and participants can then begin writing on their section from anywhere, at any time. Everyone will be aware of their tasks and deadlines, and everyone will know exactly what has been completed at any given time. The result? Complete control, efficiency, and improved content. The figure below shows the difference of working in a serial process with traditional word processor, and XaitPorter which will give you a parallel process.

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5.3 Appendix 3: Important Considerations when Choosing a Service

Creating Documents in Virtual Teams

Many organisations have a large part of their workforce working in alternative workplaces. A virtual team (also known as a geographically dispersed team or distributed team) is a group of individuals who work across time, space and organizational boundaries with links strengthened by webs of communication technology.

Producing documents in a virtual team environment comes with many challenges, including communicating effectively, tracking people, building a team rapport and working towards common goals, language differences in understanding and writing, cultural differences, ability to hide or not doing your job, feelings of disconnectedness, and technology barriers. In order for virtual teams to be successful, one must focus on three key items: 1. understanding the difference between co-located and virtual teams, 2. effective communication, and 3. having the right tools.

Document management systems are essentially sharing and collation software

Document management systems (DMS) often claim that their software is a collaborative application. In reality, they are sharing and collation software. Document management systems cannot change the fact that information is stored in files. They simply add an extra layer of information (metadata) and provide a control mechanism for accessing these files. With DMS as with Word, organizations need to break the document into sub-documents, assigning responsibilities to each part. This leads to a fragmented and serial production process. This is exactly the point where the project managers lose control.

Then, towards the end of process, the person responsible for compiling the document needs to collate a variety of files, generate the document, and ensure that the formatting and layout is consistent.

The solution: Document Collaboration Solutions

Document collaboration solutions allow documents to be edited simultaneously by multiple contributors. True collaborative solutions are built on databases, and allow for different sub-sections of a document to be edited in parallel. Basically, everyone can work on the same document at the same time, while management has complete control of the process. Automatic formatting, layout and numbering ensure writers focus solely on content. Web native solutions enable contributions from multiple locations and organizations. And managers have complete control of the production process from day one. This combined helps organizations increase the quality of their content.

Master content management

Document collaboration solutions also often come with the added benefit of features such as master content (data) management and composite document management. This means that end users easily can keep their data in a single-source repository, ensure consistency and update all live documents at the same time, while using the content dynamically for various types of documents.

Single source publishing allows the same content to be used in different documents or in various formats.

The labour-intensive and expensive work of editing need only be carried out once, on one document. Further transformations are carried out mechanically, by automated tools.

Master content management (MCM) is a comprehensive method of enabling an enterprise to link all of its critical data to one file, called a master file, that provides a common point of reference. When properly done, MCM streamlines data sharing among personnel and departments.

Combining single-source authoring with composite content management and master content/data management, can provide a very powerful solution for organisations.

Organisations that master this can ensure that virtual teams work with consistent content across all documents throughout the organisations, while their output is used in a wide variety of documents. The result is increased control on content provided by virtual teams, while reducing costs to make it happen.

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5.3.1 Key Things to Consider

Cloud-based

Work on your document from anywhere, at any time. Work seamlessly with team members around the world.

One document

Everyone works on the same document. Writers may edit different parts of a document at the same time.

Automatic formatting and numbering

With XaitPorter, there is no manual formatting and numbering.

Customized layout

Create professional looking documents that follow your brand identity guidelines.

Reuse content

XaitPorter is built on a database, which makes it easy to reuse content. As the content database grows it will become more valuable for the organization.

Export your document

Export your document to a variety of formats, including PDF and RTF (MS Word).

Version control

You always see and work on the latest version of your document.

Workflow

Assign tasks, set deadlines, and control the process from start to finish.

Add comments

Comments are added directly in the document, by any contributor with access to do so.

Compare section revisions

XaitPorter lets you easily compare revisions, and track changes.

Key text

Make important sections or sentences stand out.

Document structure

Add, delete or rearrange document sections without messing up any formatting.

Audit reports

XaitPorter gives you a complete audit trail of what your contributors do.

High resolution graphics

XaitPorter supports high resolution graphics and pictures.

Easily use multiple file formats

Your document can easily support multiple file formats and sizes, like PDF, Word, Excel, etc.

Security

You control who can see the various sections of your document.

Metadata

Allows pre-approved boiler plate content including customized metadata fields.

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5.3.2 Example Search Strings for Our Services

Search strings

Search Words: Strategic Documents, Cloud, Strategy planning, governing documents, reporting, projects, DMS, Collaborative platform, virtual teams, efficiency increase, document creation, document assembly, document automation, word processor, project management, Collaboration, sharing, content, CMS, Content Management, proposals, rfp, ITT, control, workflow, layout, design. automation, audit, track changes, review, commenting, platform, database, .

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5.4 Appendix 4: G-Cloud Security Guidance Summary

Xait and XaitPorter operates with a high focus on security and control. XaitPorter not only operates behind an encrypted portal, but also allows you to have granular security on the content itself.

Below you will find some of the key points related to the Cloud Security Principles.

1. Data in transit protection

Data in transit is encrypted using AES-256. (backup tapes, replication between data centers)

2. Asset protection and resilience

Consumer data are stored in data centers with limited access to Xait operational resources.

3. Separation between consumers

Every customer is running their own set of web servers. Schema separation is used in the database.

There is also a dedicated hosting option, where the customer have a dedicated environment.

4. Governance framework

Xait is certified according to ISO27001:2013. There is a goal to have a ISO9001:2005 certification in place early 2018.

5. Operational security

Xait have several processes and procedures in place, all controlled by the A12 controls in ISO27001:2013. (e.g. quality manual, access control policy, information security, acceptable use, privacy policy,...)

6. Personnel security

Personnel are screened to the extent permitted by Norwegian law. Controlled by A7.1.1 in ISO27001:2013

7. Secure development

XaitPorter is developed with focus on Integrity, Availability and Confidentiality. Developing according to OWASP. Controlled by A14 control in ISO27001:2013

8. Supply chain security

The data is unavailable to our service provider. The data is encrypted in transit. Controlled by A15 control in ISO27001:2013

9. Secure consumer management

All management is done inside XaitPorter, by customer administrators, including but not limited to user and project management.

10. Identity and authentication

Users can authenticate using username & password, or by using federation services via SAML 2.0. Consumer administrators handle all user access and password requirements. In addition ip-based filters can be applied to limit access to the solution.

11. External interface protection

Not applicable. One interface.

12. Secure service administration

Service is handled by a limited number of resources. Access to service is via jump hosts and Certificate based login. VPN is used in addition for remote access.

13. Audit information provision to consumers

Full audit log is available inside XaitPorter.

14. Secure use of the service by the consumer

Consumer should be managing patches on the operating system and keep the browsers up to date, as well as using relevant anti-virus/malware protection.

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