## *Liberator –CCTV Capture System*

## *What the service is*

The Liberator Suspensions software is a market leading module forming part of the Liberator suite of products. Liberator Suspensions can be used independently of other Liberator products. It is very easy to set up, configure and use and offers clients and their customers great efficiencies.

## *On boarding and Off boarding Support*

Liberator is built to be intuitive and easy to use. The next actions users can make are often defined by the work flows that the clients build or that the legislation demands. However we provide a full range of training functions. We will agree with our clients set training plans and will provide certified training courses directly by our own staff. For London clients we often train in our Euston facilities though are very happy to use clients accommodation. Often our initial training will be to super users in preparation for UAT. Once UAT is completed often the super users will cascade training to their colleagues. We will provide early day floor walking services to help users over the initial trepidation often felt when faced with a new system. This "hand holding" flowing close to initial training and UAT, is often all that clients ever need from us. But we are always available to offer training services if this is required. training is support with manuals/fact sheets and can include online resource like "how to" videos. These are especially helpful for customer facing applications.

We can leave the applications running and the clients can continue running them down, with or without support. We can help to manage the transfer of data to a third party system. Or in some cases where there is no propriety data involved the service will just be switched off.

At the termination of the contract we would work with the users to understand the export requirements they have. Usually this involves another supplier and we would work alongside them to export the data in a suitable format to enable the data to be migrated into the new system quickly and efficiently.

## *Levels of Customisations*

A very high degree of customisation can be applied to Liberator.

Every installation is customised to cater for the local areas requirements. Obviously this will include local location set ups and specific local operating procedures. Local branding can be easily applied to both public and back office facing screens and to letter templates and receipt notifications. The same is true of corporate branding around outputted media such as reports.

Individual users can be set up with the permissions to customise their individual landing pages and have a unique set up that caters for their specific job mix. Alternatively there can be a set of landing pages for particular teams.

## *Service Constraints – maintenance windows*

Tested for compatibility with:- Desktop: Chrome 45+, Firefox 51+, MSIE 9+, MS Edge, Safari 10+ Mobile (IOS 9+ or Android Jelly Bean+): Chrome, Safari, Android There are no routine service shutdowns, planned maintenance and upgrades are done on a schedule agreed with clients.

## *Technical Requirements*

Internet connectivity and a comparable browser.

## *Service level agreements and support hours*

Support is governed against individual SLAs and these are driven by our clients requirements. Having said this as a rule we offer several levels of support which includes: web support telephone support onsite support remote monitoring Generally all support will be coordinated by a dedicated client manager and we encourage monthly support meetings. Support will normally form part of the licensing or transactional costs but where a request falls outside of the agreement we would charge published daily rates.

Generally we work with clients to establish an individual service level

agreement that its the needs for their services. Within this different types of support requirements have different set response times. This approach allows for tailored solutions that deliver what the clients want rather than what we dictate. The SLA generally follow a standard 4 priority classification with each classification having its own set response time. We will try and deal with most incoming support logs on a near as real time basis as we can, irrespective of the categorisation and set SLA.

Support hours are by agreement but generally operate form 0900 to 1700 Monday to Friday.

## *Service Credits*

Contractual terms and the treatment of service credits are usually agreed during the pre award discussions. Our preference is to have service credits offered against future time sales requirements. We have have worked with clients who prefer to have any service credits to be used against our annual invoicing.

## *Pricing overview and discounts*

For detailed indicative pricing please look at the pricing template provided. The specific prices for each individual client are determined by the scope of works, the final requirements specification and a number of other factors. FGL have always sought to deliver value service and to price them innovatively.

## *Ordering and invoicing processes*

Our preference is to invoice half of the first year fees on receiving the order and then bill the time element of the delivery on a monthly basis as and when it is used. Thereafter the annual billing happens on the anniversary of the contract and any transactional billing as well as any additional time sales will happen on a monthly basis.

## *Notice Periods*

Contractual terms and any extensions to these are usually agreed during the pre award discussions. Our preference is to have a 12 month notice period but have worked with clients who have wanted both shorter and longer periods.