



TRANSPUTECH

YOUR MANAGED SERVICE PROVIDER



Crises Control

Service Description & Pricing

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1 Service information guide

1.1 What the service provides

- Transputec is an established Information Technology Services and Solutions company with more than 30 years of IT innovation and excellent customer service. Our G-Cloud 10 offering is Crises Control, an emergency notification and incident management SaaS product available on a subscription licence.
- Crises Control Crises Control is an innovative cloud based EMNS app combined with a sophisticated business disruption incident management platform, delivered through a mobile application, with a number of unique features of direct relevance to the public sector market.
- Our cloud hosting partners are UKCloud, providers of a public cloud for the exclusive use of UK Public Sector organisations. They are dedicated to helping their customers gain value from the agility and cost savings of using a sovereign, assured cloud platform.
- UKCloud Enterprise Compute Cloud provides you with the trusted, connected and flexible Assured OFFICIAL cloud platform you need to deliver your critical enterprise applications in the cloud. Our platform can help you achieve the business goals at the centre of your strategy, without risking your operational ability to execute.

1.2 Service benefits

- Get notified instantly worldwide on any device
- Receive incident alerts with supporting SOP
- Track and trace your team with GPS location finder
- Identify gaps in your organisation's responsiveness
- Engage, train and develop your response team
- Improve speed of your incident response
- Secure, always-on cloud hosting
- GDPR compliant data hosting and transmission
- Access automated performance reporting dashboard
- Access automated audit trail dashboard for post-incident review

1.3 Service features

- Multi-channel communication to your mobile device
- E-mail, SMS, telephone and push notifications
- One-touch emergency SOS button
- Telephone conference call bridge function
- Secure cloud storage for your incident SOPs
- Delivery of incident SOPs to mobile devices
- Sophisticated task manager module
- Automatic generation of audit trail
- Automatic generation of response performance reporting
- 24/7 helpdesk support



1.4 Why UKCloud?

- UK-based telephone service desk and Network Operations Centre (NOC) function, providing 24/7 support for P1 critical incidents and proactive monitoring, including access to UKCloud’s technical experts
- Platform optimised for OFFICIAL data and fully aligned to the National Cyber Security Centre (NCSC) 14 Cloud Security Principles
- Extensive independent validation by recognised UK public sector authorities, which enhances the platform’s suitability for especially sensitive workloads for organisations within the health, police and defence communities
- Multiple secure UK data centres separated by more than 100km and connected by high-bandwidth, low-latency dedicated connectivity
- UK sovereignty — assured cloud platform delivered by a UK-based company with UK government security-cleared personnel
- Platform hosting workloads exclusively for the UK public sector, creating a known and trusted community of neighbours
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- Option of connection to public sector networks including:
 - Public Services Network (PSN Assured)
 - New NHS Network (N3/HSCN)
 - Joint Academic Network (Janet)



1.5 In scope

The provision of the following services constitutes the scope:

- Assistance with account configuration, setup and onboarding of users
- Administrator and Keyholder training
- Provision of service manual and video tutorials
- Basic training (provided via video and documentation)
- Management of the back-end infrastructure and applications to maintain availability targets and service level agreements
- Resolution of user issues, incidents and enquiries via the Transputec Service Desk

1.6 Customer responsibilities, technical requirements

The customer shall be responsible for:

- Ensuring that the data contained within the environment is appropriate and in line with corporate and information assurance policies
- Ensuring that there is connectivity from the end-users device to the Transputec service

To operate fully, the Service requires:

- IE8 (or equivalent Chrome, Firefox or Safari) browser or later or accessed via a desktop/laptop
- Android, iOS or Windows Phone mobile device for App
- Internet/ Network connectivity from the End-User's device

1.7 Pricing

- Units of pricing are Key holders and Users
- There is a minimum numbers of Key holders and Users (30 and 500)
- Each key-holder is charged at £130 annually or £10.83 monthly
- Price per user is £1.50 annually or £0.13 monthly - see below tables
- There is no charge for e-mail and push notifications, SMS message and phone calls are charged at 7p per unit for SMS or phone call to landline or mobile, globally.
- Conference calls are charged at 7p per minute per person on the call to landline or mobile.
- VAT is not included
- Paid proof of concept trial option available
- The minimum contract period is one year
- A Key holder is an advanced user with privileges that extend to triggering specific incidents
- A User is a team/staff member who receives notifications from the service and can respond confirming receipt of the notification
- **The pricing unit for each additional user on the platform is £1.50 per year. Taking into account required extras such as key holders, premium support and task manager this equates to an average price per user of £1.60 per month for the minimum of 500 users plus 30 keyholders. If the number of users rises above 500 then the average price per user falls below this.**



1.8 Annual Pricing

G-Cloud 10 Assured Power - Pricing Parameters Annual			
Key holder	130.00		per key holder per year
Staff/Ordinary users	1.50		per user per year
Key Holders (min 30)	30	3,900.00	per year
Staff (min 500)	500	750.00	per year
Total		4,650.00	per year
Premium Support	18%	837.00	per year
Task Manager Module		4,650.00	per year
Training & Onboarding		2,600.00	one off setup cost
New Total		12,737.00	first year

1.9 Monthly Pricing

G-Cloud 10 Assured Power - Pricing Parameters Monthly			
Key holder	10.83		per key holder per month
Staff/Ordinary users	0.13		per user per month
Key Holders (min 30)	30	324.90	per year month
Staff (min 500)	500	62.50	per year month
Total		387.40	per year month
Premium Support	18%	69.73	per year month
Task Manager Module		387.40	per year month
Training & Onboarding			not included
New Total		844.53	per month



2 Service Management

2.1 Service Level Agreement

The Services delivered by Transputec shall be delivered, managed and measured against a set of best practices deemed applicable to these Services. Transputec’s Service adheres to the following quality standards/ recommendations:

- ISO9001:2008
- ITIL recommendations
- ISO 27001

Transputec staff will, at all times, work to meet or exceed the ‘Service Level Agreement’. Our Premium Service Desk support is available 24x7x365 via telephone or email.

Service Availability targets are the planned percentage of time for which the Service is in operation, excluding any planned maintenance downtime. Transputec’s Service hosting platform is assured by Service Credits at 99.9% Availability.

2.2 Service Response Times

Severity	Criteria	SLA	Target Achievement
1	A fault exists that results in a total loss of service or functionality affecting a whole site (sites), or whole system or services	15 minutes to respond. 4 working hours to resolve.	95% of all Severity 1 Incidents will be resolved within the SLA
2	A fault exists which results in partial loss of service or functionality affecting multiple users	1 working hour to respond. 8 working hours to resolve.	95% of all Severity 2 Incidents will be resolved within the SLA
3	A fault exists which results in loss of service or functionality for a single user	1 working hour to respond. 24 working hours to resolve.	95% of all Severity 3 Incidents will be resolved within the SLA

Respond Definition:

The response time is the elapsed time from when the call is logged to when a defined service level response is made.

Resolution Definition:

Resolution means that a permanent course of action or outcome of the reported issue has been agreed.

Call resolution will occur when one or more of the following are agreed:

- Reported failure corrected or fixed
- Additional education, explanation or information provided

Crises Control - G-Cloud 10 Service Definition



- An intermittent problem that must be monitored by the customer
- An acceptable alternative or work around is provided
- Issue referred back to the customer for resolution
- Technical enquiry answered

