

Service Definition

Meeting and Committee Management



THE PAPERLESS MEETING
MANAGEMENT SOLUTION



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1 **Service Definition: Team Solutionz MinutePad Services**

MinutePad from Team Solutionz is a Software as a Service (SaaS) enterprise level, meeting and committee management software solution.

1.1 **Service Overview**

MinutePad is a cloud-based application that lets you easily create, distribute, search and manage all of your meetings, agendas, minutes, reports and other documents. For more information go to www.minutepad.com

2 **Information Assurance**

As an organization Team Solutionz is committed to delivering quality and information security. We are an advanced IBM business partner, a Microsoft partner and have been awarded Investors in People, ISO9001 and ISO27001.



Our hosting partner is Memset. They are a UK company with their data-centres located in Reading and Guilford.

Memset was the first hosting company to successfully achieve ISO9001, ISO27001 and ISO14001 accreditations. This means that they can provide secure virtual servers, dedicated servers and cloud storage to cover a wide variety of requirements. Memset are a G-Cloud supplier and are accredited to IL3.

Working with Memset, we can offer superior and reliable hosting to meet the varying needs of our customers.



3 Backup, Restore and Disaster Recovery

Our standard offering (included in the subscription fee) covers the following:

- Daily backups with offsite storage: backups are stored off-site for up to 1 week.
- Restore: within one day.
- Disaster Recovery: recovery time 4 to 24 hours.

Our infrastructure includes redundancy and fail-over servers dramatically reducing the likelihood and impact of a disaster involving the hosting infrastructure.

Other options for additional levels of backup and disaster recovery facilities are available at an additional cost.

4 On-Boarding and Off-Boarding

4.1 On-Boarding

MinutePad has a provisioning service which allows the customer to sign up from the MinutePad website at www.minutepad.com. Once this happens the instance will be created so that the customer can immediately start using the service on a MinutePad trial. The trial allows a small number of meetings to be created and a small number of users but all of the functionality is available during the trial.

After the customer signs up we contact them using their previously supplied contact details to review their licensing needs and any other specific requirements. e.g. training, data import etc.

Alternatively the customer can ring us directly at 028 9448 7753.

4.2 Off-Boarding

If a customer wishes to terminate their contract, we will provide an export of all their data held on the system. The format and charges for this process will be agreed with customer. Typically the data export requires at least one-day of consultancy but it will depend on the customer's format requirements and the amount of data held.

The output of this process will be transferred by secure means agreed with the customer.



5 Service Management and Support

We pride ourselves on our friendly and effective customer service.

Our quality assured support is available during normal business hours (Monday to Friday 8.30am - 5.30pm) excluding bank/public holidays.

Our support service includes telephone, email and web support for all issues and queries. Calls are handled by highly skilled technical staff with the ability to work effectively with all our customers to solve problems. All support calls are measured and tracked for their adherence to the Service Levels as detailed below.

We support our customers by 3 methods:-

- A support telephone number is available during normal business hours. A voicemail service is available out of hours.
- Our support email address automatically generates a ticket in our helpdesk software and informs a group of technical staff that an issue has been logged.
- Web-based support ticketing system - an online form built into the system automatically raises a ticket in our helpdesk software.

All support issues, regardless of the method used to raise them, will be logged in our helpdesk system for scheduling, measurement, reporting and adherence to our Service Levels.

As part of our service management Team Solutionz is responsible for:

- **Training** - That the users of the system (administrators) have undertaken the agreed training.
- **Operation** - That MinutePad operates correctly as per the agreed configuration.
- **Upgrades** – That MinutePad upgrades are performed with minimal disruption and normally outside business hours.
- **Support** - 2nd Line support with the customer's administrators of the system.
- **Business Continuity** - That correct business continuity procedures are in place to support the agreed Service Levels.

Whereas our Customers are responsible for the following:

- First line support with meeting attendees.
- Ensuring they have internet access and sufficient bandwidth.
- Ensuring that users have a working, modern computer or tablet device with a web browser appropriate for using the system.
- User permissions (attendees), password resets etc.
- Management of meetings, reports etc. through various stages of the workflow.

The system includes simple tools allowing the system administrators to carry out their own administration tasks such as adding or removing user accounts, resetting passwords etc.

Our servers and software to run MinutePad is monitored 24x7 and any failure of that service is notified to the senior technical team during or out of hours for immediate attention.

6 Service Offering

The subscription pricing includes:

- A storage limit of 25 gb per customer (additional storage can be purchased later).
- Application support with access to service desk during Normal Business Hours (as defined in the Service Definition).
- Hosting with standard backup, restore and disaster recovery services.
- New releases of software, new functionality and bug fixes added to the core system or the optional modules.
- Training videos and user guides walking through the key features of the system for meeting organisers and attendees.

7 Service Constraints

7.1 Maintenance Windows

Under the standard service, all maintenance would be carried out before 8am and after 10pm, or at weekends. Team Solutionz strives to take into account scheduled meetings when planning any maintenance.

A minimum of 5 working days' notice will be given to all customers before any planned maintenance.



Team Solutionz reserves the right to make emergency changes without notice where it is absolutely necessary.

7.2 Level of Customization

Users can customize the configuration of MinutePad using the UI provided. A range of administrative functions are available to change specific aspects of the system.

7.3 Schedule for deprecation of functionality/features

It is very rare for functionality and features to be deprecated and these will almost always be in cases where a better functionality is being provided in its place or where the functionality is clearly no longer used. In this event, Team Solutionz will give at least 2 months prior notice and consult with our customers before deprecating any functionality.

8 Service Levels

The service levels details below are based on our standard service, accessed via the internet and therefore excludes performance and availability constraints which are beyond our control.

8.1 Performance

For at least 99% of the time, logins to the service should complete in 5 seconds or less and screen presentations in 2 seconds or less (dependent on the transaction type).

The response times for search results is dependant on the complexity of the search, the number of documents and other criteria. While this cannot be specified for the majority of normal searches a response should be returned in less than a minute.

Performance cannot be guaranteed when accessing the service via the internet. Customers are responsible for their own internet access and must ensure that it is sufficient for all users accessing the system.

8.2 Availability

As a minimum, the standard service will be available for 99.5% of the time between 8.30am and 5.30pm Monday to Friday, excluding bank/public holidays. With the exception of planned maintenance, the service will be available (but not guaranteed) on a 24x7 basis.

8.3 Priority levels and response times



The table below details our priority levels and target response times. These metrics are constantly exceeded in our daily operations.

Priority	Description	Response	Resolution
A - Critical	System-wide failure, whereby Substantially all business-critical processes are non-functional.	1 Hour	4 Hours
B - Significant Impact	Major functionality is severely impaired although some operations can continue. A temporary workaround might be available.	2 Hour	1 Working Day
C – Minor Impact	Partial, non-critical loss of functionality of the system.	4 Hours	2 Working Days
D – Low priority	Cosmetic issue or general usage questions.	Next Working Day	3 Working Days

9 Service Credit recompense

Service credits shall be accrued if availability falls below the Service Level of 99.5% in a given calendar month.

Team Solutionz will credit the customer account by an amount of 1% of the monthly Subscription Fee owed for that month for every 0.1% below the Service Level the availability falls.

10 Training

MinutePad has been designed to require minimal training but at the contract negotiation stage Team Solutionz will work with the customer to agree any specific training requirements.

This can be done by arrangement at the customers' offices, at Team Solutionz offices or via our remote support tool. Training is also supplemented by our video training guides.

Training is not included in the license fee and is subject to the SFIA rate card.

11 Invoicing Process

On submission of agreed completed order form (which includes customer details, specification of customizations of the system and / or service levels) an



invoice will be produced against this requirement.

The customer will also confirm acceptance of the previously supplied terms and conditions.

Our standard invoicing terms are 30 days. Should the customer have specific payment requirements we are happy to discuss these.

12 Termination Terms

Under our standard terms and conditions we require 30 days notification of termination. Once notified we will arrange an export of the customer data in the format that has been agreed with the customer.

13 Data Integration & Migration

13.1 Integration

Team Solutionz has a long track record of integrating with other systems. Our approach is that this is normally feasible providing sufficient access to the other systems is provided. Our implementation services are subject to our prevailing consultancy work rates.

13.2 Migration

Team Solutionz has many years of data migration experience and our experience ranges from simple spreadsheet imports to data analysis of complex competitor systems prior to migration. Our migration services are subject to our prevailing consultancy work rates.

14 Customer Responsibility

The MinutePad application is delivered on the cloud as Software as a Service (SaaS) to the customer. The customer accesses MinutePad via the browser and does not manage or control the underlying cloud infrastructure including network, servers, operating systems or storage.

Customers are responsible for their own client devices, operating systems and browsers and for their own infrastructure for connecting to the Internet and our cloud server.

15 Technical Requirements

The only software the customer requires is a web browser. Our aim is to



support MinutePad on all modern web browsers. At the time of writing we support:

- Chrome
- IE 10 and above
- Firefox
- Safari and Mobile Safari.

16 Details of Any Trial Service Available

We provide a trial service of MinutePad through signup at www.minutepad.com. We can also provide reference customers who may offer a demonstration of their system.