G-Cloud

Compass Enterprise Service Definition

For G-Cloud

Version: 1.13

Date: 20/05/2019

Contents

1 Terms of reference

1.1 About this document

This Service Definition describes The Compass Enterprise System offered on a Software-as-a-Service basis (the "Service") by Professional Data Management Services Limited (PDMS).

It describes:

- The functionality and other information pertaining to it
- More general information that applies to all services offered by PDMS on a Software-as-a-Service basis, including the Service Level Agreement and Support Mechanisms
- Additional Services available from PDMS via the G-Cloud

1.2 Document properties

Version	1.13
Date	20/05/2019
Classification	G-Cloud

1.3 Supporting Documents

The following documents should be read in conjunction with this document:

No	Document
1	Compass Enterprise Pricing Document
2	PDMS SFIA Rate Card (for G-Cloud Customers)
3	Customer Code of Conduct
4	PDMS SaaS Standard Terms and Conditions
5	PDMS Standard Terms and Conditions
6	Data Protection Summary – Isle of Man
7	G Cloud 11 Framework Agreement
8	G Cloud 11 Call-Off Contract

1.4 Change history

Revision	Date	Summary of changes
1.0	22/03/2017	First Version
1.1	17/05/2018	Revisions GCloud 10
1.12	15/05/2019	Revisions GCloud 11

Revision	Date	Summary of changes
1.13	20/05/2019	Revisions GCloud 11

2 About PDMS

The team at PDMS have been actively involved in the ferry ticketing and reservation software market for over 22 years. We employ over 70 staff with expertise in all areas of ferry reservations and ticketing, from software through to hardware and hosting.

We work with ferry operators around the world with clients in Scotland, Canada, Bahamas, Seychelles and the Isle of Man. Our customers include Caledonian MacBrayne (also known as Calmac - the UK's largest ferry network), Ontario's Ministry of Transportation in Canada, the Isle of Man Steam Packet Company, Bahamas Ferries, Cat Cocos in the Seychelles and several other Scottish ferry operators. Every year our PDMS Compass software supports ferry bookings worth over £100 million, with over 5 million ferry passengers and more than 1.4 million vehicles.

We have long-standing relationships with our clients and believe in partnerships and joint collaboration. Our flexible approach means that we can incorporate product enhancements, which meet our clients' specific requirements. We are also continuing to invest in the development of our Compass Ferry Reservation and Ticketing solutions and our product roadmap includes a number of features relevant to this tender including; customer data retention, booking messages, create sailings from a template, Onboard upgrades, loyalty scheme and bulk refunds.

We appreciate that reservation and ticketing software is a business critical service for ferry operators and we offer a fast and responsive support service. We provide flexible support arrangements to meet the specific needs of your organisation, with a dedicated help desk and Compass support team. We also offer Service Level Agreements (SLAs) which include data availability guarantees and agreed response times for any support issue raised. We have first-hand experience of supporting a global customer base operating in different time zones.

In addition to our Compass Reservation & Ticketing solution being an established product, our development team can enhance the core product to meet each individual client's specific requirements. Once the product has gone live, any specific changes to functionality requested by our clients are handled through an established change request process.

In addition to support, we can also provide a range of value added services to ensure your move to a new reservation and ticketing solution is as seamless as possible. This includes data migration from your existing system into Compass, help with infrastructure, or if you choose to host Compass with PDMS, a completely managed service including business continuity. We also have extensive experience in integrating with third party systems including SAP and Oracle, and providing APIs.

If you chose to work with us, your business will be in safe hands. We hold the ISO 27001 security standard, ISO 9001 quality management and ISO 14001 environmental management certificates. We have also been awarded the Cyber Essential Certificate of Compliance (a UK Government scheme).

PDMS Compass is part of a broader PDMS group, which provides IT solutions and services to clients including the UK Maritime & Coastguard Agency, Transport Scotland and the Bahamas Maritime Authority.

2.1 Development Tools

PDMS work with a range of technologies but primarily we develop applications using industry standard Microsoft technologies. We have been a Microsoft Gold partner for 15 years and have expertise in a wide range of other skills including Oracle and JavaScript. We also develop mobile applications for Android and iOS that typically act as mobile companion applications to our line of business systems. We can offer a full range of software consulting, design and development skills to develop our own stand-alone applications or systems that integrate with existing estates.

We are committed to developing, delivering and supporting high quality technical solutions and as part of that, we hold certifications in ISO 9001 Quality, ISO 14001 Environmental and ISO 27001 Information Security. PDMS also hold TechUK Business Certified Professional accreditation. Please see our website, www.pdms.com for more details about our history, clients and track record.

PDMS have an internally developed Framework to expedite the delivery of web application systems using a library of core functionality. Our developers also take advantage of Open Source solutions and deliver systems, which include for example:

- JQuery – JavaScript library
- Umbraco - .NET based CMS
- Angular.js – JavaScript framework
- Reveal.js – CSS3 JavaScript presentation framework
- TinyMCE – JavaScript WYSIWYG Editor
- FMDB – Objective-C object model / SQLite ORM
- RNCryptor – Objective-C encryption library

Microsoft Visual Studio is used for the development environment, linking to Team Foundation Server 2015 for source code management, work tracking, and automated build & deployments.

System data is stored in Microsoft SQL Server, and accessed from the system code via the Entity Framework.

We use SQL server reporting services as a reporting engine. SQLSRS is a server-based report generating software solution forming part of the SQL Services toolkit. The benefit to using SQLSRS is that reports can be modified and changed by the end user as the need arises rather than having to rely on a software vendor to make the changes.

PDMS use SQLSRS in many of its projects, more recent examples being:

- Isle of Man Steam Packet Co.
- Bahamas Maritime Authority
- Employed.im
- Isle of Man Government Treasury reporting system.

2.2 Database Management System

We use Microsoft's SQL Server platform and hold a Gold Competency in the Microsoft Partner Network. This enterprise-ready technology enables us to have high levels of performance, availability and security, on a scalable underlying platform.

2.3 Hosting Solution

Our managed service includes technical support, hardware, software licencing, back-ups, updates and bandwidth to meet an agreed service level. This means you do not have to spend money on purchasing and supporting infrastructure and frees up valuable IT resources.

2.4 Security

2.4.1 Hosting Environment

Our hosting environment is highly secure. Our Compass Enterprise systems are hosted within very secure physical facilities with all the security technologies that you would expect from leading datacentres, and we also utilise a number of security products from industry leaders such as Microsoft and Cisco.

We have designed our infrastructure to have multiple security devices from multiple vendors in order to mitigate security issues at source. As part of our ISO27001 certified quality system, we also implement regular testing of a wide range of areas on the network to ensure that we are meeting our security standards.

2.4.2 Compliance with third party security standards

PDMS is accredited with the following recognised standards:

- ISO 9001:2008 – Quality Management System
- ISO 27001:2005 – Information Security Management System
- ISO 14001:2004 – Environmental Management System
- PCI-DSS UK Government Business Impact Levels integrated into solutions

These standards demonstrate the degree of quality within our infrastructure, and our continuous improvement programmes to ensure our on-going commitment to the quality of our offering, the security of the data that we house, and the environmental impact that housing these systems has.

2.4.3 PCI DSS Compliance

By using a 3rd party payment provider, Compass Enterprise is 100 percent PCI DSS (Payment Card Industry Data Security Standard) compliant. Production implementations of our software and hosting environments are scanned on a quarterly basis to check for PCI DSS vulnerabilities and highlight standard changes that require action to maintain the compliance. Such scans are commissioned by the client to comply with their own PCI DSS requirements.

2.5 Why PDMS

Future proof and flexible

Our underlying infrastructure evolves over time, striking a balance between stability and evolution. This means that our customers do not have to worry about obsolete infrastructure. By using virtual server technology, we can quickly and easily help your business 'scale-up'

as you grow, allowing increases in bandwidth and storage space enabling you to adapt quickly to market changes.

Single point of contact

By dealing with one company for development, enhancement, support and hosting of your system you will reduce your administration time and costs and simplify contract management. It also reduces the potential overhead of multiple suppliers having to investigate and communicate issues to identify if they are software or hardware-based.

Freeing up your IT resources

Your IT staff will not need to invest time or expertise in setting up and managing your systems allowing them to focus on other areas that provide additional value to your business. Instead, you can rely on our expert team with their specialist skills, to undertake this on your behalf.

More responsive service

Our infrastructure, project and support teams are in the same building; which means we can put systems live and deploy any upgrades or fixes quickly and efficiently. We have a streamlined process for managing deployments with which both our development and infrastructure teams are very familiar.

More effective testing

PDMS tests the systems we develop in a Compass Enterprise staging environment, which is identical to the live Compass Enterprise hosting environment. This helps eliminate risk – if a system is tested in a staging environment that is different from the live environment unforeseen issues can arise on deployment.

Better performance

We have invested substantially in our infrastructure and hosting environment and it has been designed specifically to ensure the optimum performance of our systems. We are able to procure, install and manage all of our own hardware, removing the reliance on any 'cloud' provider and enabling the fine-tuning required to ensure maximum performance.

Flexibility of hosting

Whilst we believe our managed service provides a fully optimised environment and the best value for money, we understand that you may want or need to host Compass Enterprise in your own environment. As our systems are based upon standard and transferable technologies such as Microsoft Windows Server and SQL Server, this allows for 3rd party hosting if required.

3 Compass Enterprise

3.1 Service Description

3.1.1 Summary

Compass Enterprise is the complete solution for ferry reservations, designed and built by PDMS. A modern browser-based application, designed to manage all key ferry reservation business functions, Compass Enterprise is packed full of features to help increase efficiency, reduce operation costs and to provide great service to customers. Tickets can be booked online, over the phone, via a kiosk or from any office giving full visibility of bookings in real time.

Compass Enterprise is used by ferry operators around the world, from the remote seas of Scotland, to warmer climates in the Bahamas. Compass is a robust and functionality-rich solution for demanding and complex ferry services.

Compass Enterprise is ideal for contact centre bookings and smaller port offices. Vehicles, account customers, printed confirmations, manifests, yield management, dynamic pricing, vouchers, check-in, availability and vessel set-up can all be managed through the system.

Compass Enterprise is fully customisable and our tailored service includes all software, hardware, managed services, disaster recovery and continued support.

3.1.2 Service Features

At the time of writing, the standard Compass Enterprise system includes the following key features:

3.1.2.1 Increased Efficiency

Here are just a few of the features we've built into Compass Enterprise to make life easier for the people who are working with the system every day:

- **System Security**: The operator has complete control over who can access information in Compass Enterprise. System Administrators can set up and manage user permissions and set which office they are at if you have multiple locations.
- **Auditing**: Auditing is built in throughout the Compass Enterprise platform. Audit reports are available allowing permitted users to query when changes were made and by whom.
- **Lookups**: Wherever possible system lookups have been setup so that your administrators can maintain the data within the systems themselves. New entries can be added quickly and easily.
- **One Click Printing**: Compass Enterprise allows printers to be configured for each location (desk, port, office, etc). This feature allows one click printing throughout the system.
- **Validation**: This ensures that data is entered into the fields in the correct format ensuring greater accuracy and consistency.

Compass Enterprise includes many more features that help improve user efficiency including; shortcut keys, basket payments, a GUI seat selector, date shortcuts, block

bookings, extensive criteria for searching for bookings, code or description selection for lookups. All areas of the system are also accessible within three clicks of a mouse.

3.1.2.2 Easy Integration

The Compass Enterprise solution can integrate with a range of third party applications from bank and payment processing through to 3rd party marketing, finance and business intelligence systems. The reservations system can also integrate with accounting and finance packages for reporting and reconciliation.

3.1.2.3 Reporting and Auditing

Compass Enterprise can quickly and easily produce a comprehensive set of reports giving you immediate access to accurate management information, vital for informed decision making. Key data required for external audits can be produced in a matter of minutes.

With our master set of reports you can instantly view and print off reports on key statistics and trends that will help you monitor the performance of your business. This large master set of reports covers livestock and dangerous goods, sailing statistics, SOLAS details, manifests, payments, passenger numbers, loading volume and many more.

Amendments to bookings and sailing are fully audited including inventory changes, emails, payments, refunds, check-in/check-out and invoices.

The reports can be viewed on the screen and with a press of a button, exported to different formats including PDF and CSV file formats, or sent straight to a printer.

New reports can easily be added into the platform, as required.

3.1.2.4 Simplified Booking Functions

Booking processing is simplified in Compass Enterprise, allowing users to make changes to a booking quickly and efficiently. The booking processing features include automatic expiry, split bookings, convert passenger booking to freight, cancel, copy booking, retain, open, automatic cancellation charge calculation and automatic refund processing.

All bookings are processed through the same interface regardless of the type and account including agent (cash or credit), freight, private or through rail.

3.1.2.5 Online Self-Service

Using the online self-service feature, customers can easily amend or cancel their reservations, update their account information, and save account preferences for quicker future bookings. Customers can also choose to pay using a flexible choice of safe and secure PCI DSS compliant payment methods.

These self-service features free up staff time by passing workload to the customer/client.

3.1.2.6 Schedule and Itinerary Management

Compass Enterprise provides a wealth of features for schedule and itinerary management including; vessel templates, multiple capacity levels, bulk sailing creation and update, disruption management, reschedule, port changes and transfers which can be completed in a single click.

Compass Enterprise 'transfers' allows all bookings to be quickly transferred from one crossing to another and provides comprehensive reporting on bookings that have and have not been transferred.

3.1.2.7 Product Management

Compass Enterprise product management includes; automatic yield management and a wide range of settings to configure fares and discounts. Commission, extra charges, supplements, weight surcharges and length surcharges are also configurable.

Intelligent fare offering means Compass Enterprise automatically offers the cheapest available fare for each booking so users and agents do not have to know which fare to choose to get the best price for their customers. The fare settings and dynamic pricing enable revenue maximisation for each crossing.

Rules that define which fares and charges are applicable to each booking can be defined and allow for simple or complex structuring of fares that can be configured as and when required.

3.1.2.8 Dynamic Pricing and Yield Management

Compass Enterprise includes automatic yield management and a wide range of settings to configure fares and discounts to meet simple or complex rules. Commission, extra charges, supplements, weight surcharges and length surcharges are also configurable. Intelligent fare offering means the system automatically offers the cheapest available fare for each booking so users do not have to know which fare to choose to get the best price. The fare settings and dynamic pricing enable revenue maximisation for each sailing.

3.1.2.9 Reservation Management

Compass Enterprise provides a wide range of functionality for reservations management including; copy booking, split booking, retain booking, group bookings, block bookings, convert passenger to freight booking, and cash / credit account management.

Compass Enterprise supports single and return legs for bookings and has a comprehensive quote screen where all elements that make up the price for the booking can be viewed.

Users can view the price breakdown for each leg, as well as the total for the booking and the price for each item can be overridden by users with special permissions. The comprehensive functionality allows management of legs, seats and cabins, vehicles and add-ons.

3.1.2.10 Reservations API

Compass Enterprise includes an API, which gives authorised external agencies and distribution networks (such as Pharos) the capability to integrate with Compass Enterprise and provide their customers with the ability to search for, book and amend crossings through their own systems and websites.

The API is XML based and exposes a set of operations, which return XML information regarding Sailings, Bookings etc. The complete end-to-end XML approach means the API is platform independent and will integrate with any XML capable development language.

3.1.2.11 Check-In

The check-in area of the system provides functionality for checking customers into a crossing and printing boarding cards that allow each passenger and vehicle to board the vessel. Comprehensive reports show the checked-in and remaining passengers for the sailing.

The check-in functionality also allows users to generate vouchers that can be used on-board towards the purchase of a meal or drink. On-board vouchers are typically used when managing disruptions.

3.1.2.12 Account Management

Cash and credit accounts can be managed for multiple customer types. Compass Enterprise includes automatic credit limit checking, invoicing, bulk payment allocation and more to help manage all aspects of customer accounts.

3.1.2.13 Financial

A wide range of reports are available in Compass Enterprise as well as deferred revenue tracking, automatic payment reconciliation, payment auditing and revenue realisation.

3.1.2.14 Complete Feature List

Compass Enterprise includes a whole range of features as standard - providing functionality to increase operational efficiencies for a ferry operator. A complete list of Compass Enterprise features can be found below;

- Accommodation configuration
- Accommodation fares configuration
- Address lookup using a 3rd party data provider
- API for booking creation, amendment and cancellation
- Basket Payments
- Block Bookings
- Brochure request management
- Check-in

    o Amend and check-in
    o Booking notifications, for example; assistance required
    o Check-in / out
    o Issue vouchers for use on-board
    o Process payment

- Customer account management

    o Cash / credit customers
    o Premium club
    o Travel agents

- Commission configuration
- Custom reporting using SQL
- Exchange rate management
- Fare Management

    o Configurable business rules
    o Discount configuration

- o Extra charge configuration
- o Flexible pricing options
- o Freight rate configuration
- o Fuel surcharge configuration
- o Multi-currency
- o Weight surcharge configuration

- Finance

    - o Allocate agent payments to bookings in bulk
    - o Cheque refund management
    - o Credit limit checks
    - o Deferred revenue reporting
    - o Freight invoice data generation
    - o 'On account' payment management
    - o Payment reconciliations
    - o Revenue recognition reporting
    - o Travel agent statement data generation

- Haulier Notifications
- Integration with Amadeus Revenue Management System
- Integration with 3rd party payment provider for PCI DSS compliant customer present and not present card payments
- Livestock / Dangerous Goods / Firearms notifications
- Lookup configuration (titles, genders etc)
- One click printing
- Multi-currency fares and bookings
- Payment type configuration
- Port configuration
- Reservation Management

    - o Audit of actions including;
        - Booking creation / amendment
        - Payments / refunds
        - Boarding / Check-in
        - Emails
    - o Automatic amendment fee calculation
    - o Automatic cancellation charge calculation
    - o Automatic commission calculation
    - o Automatic customer details population from account
    - o Automatic itinerary / confirmation / consignment note generation in PDF, email or print format
    - o Automatic expiry for no shows / unpaid bookings
    - o Automatic reference number assignment
    - o Booking amendment
    - o Booking creation
    - o Booking cancellation
    - o Convert private booking to freight
    - o Export booking details to PDF
    - o Freight trailer configuration
    - o Full or part payments
    - o GUI lounge seat selector
    - o Intelligent pricing
    - o Notes

- o Passengers / Pets / Vehicles / Accommodation
- o Private or freight
- o Search for bookings
- o Sailing availability checking including the option to only show sailings that have space for the booking
- o SOLAS details
- o Split group bookings (individually or in bulk)
- o Supervisor overrides for fares, amendment fees, cancellation charges and more

- Reports including;

  - o Accommodation list
  - o Assistance required
  - o Block bookings
  - o Booking audit
  - o Cashier report
  - o Complete sailing list
  - o Daily loading list
  - o Finance manifest
  - o Foot passenger bookings
  - o Freight bookings
  - o Freight manifest
  - o Freight shipments
  - o Loading comments
  - o Payment report
  - o Private bookings data
  - o Sailing amendments
  - o Sailing summary
  - o Shipping office list
  - o SOLAS details
  - o Vehicle booking details

- Sailing Management

  - o Automatic space allocation
  - o Bulk creation of sailings from a vessel template
  - o Bulk update sailings
  - o Change status in bulk
  - o Checkout all passengers on a sailing
  - o Email passengers
  - o Garage pinching
  - o Vessel configuration
  - o Vessel template configuration
  - o Multiple capacity levels
  - o Reschedule sailing (individual or bulk)
  - o Transfer bookings in bulk
  - o Timetable list
  - o 11 configurable garages

- Shortcut keys
- Sundry purchases
- VAT configuration
- Vehicle configuration
- Visitor pass management

- Voucher purchase and processing
- Yield and Revenue management

3.1.3 Benefits for Customers

Some of the key benefits provided to customers:

- Increased user efficiency
- Easy integration
- Flexible ticketing
- Comprehensive auditing
- Automatic revenue management
- Enhanced customer experience
- Increased reservation processing time
- Improved system reliability
- Reduce costs
- Automation of complex processes

3.1.4 Browser Compatibility

Compass Enterprise back office is compatible with the latest versions of the following Internet browsers:

- Microsoft Internet Explorer (IE11+)
- Google Chrome

Compass Enterprise public website is compatible with the latest versions of the following Internet browsers:

- Microsoft Internet Explorer (IE8+)
- Google Chrome
- Mozilla Firefox
- Apple Safari
- Opera

PDMS will endeavor to ensure that Compass Enterprise remains compatible with future versions of these Internet browsers as they are released. We can also provide advice on other Browser compatibility as/ if required.

3.1.5 Virus Protection

PDMS uses and shall continue to use all reasonable endeavours to prevent the introduction, creation or propagation of any disruptive elements (including any virus, worms and/or Trojans, spyware or other malware) into Compass Enterprise.

3.1.6 Service Availability

The Service Availability is set at 99.9% (see 4.5.1 Availability, below, for more information).

3.1.7 Technical Architecture

Compass Enterprise was developed using PDMS' Foundations™ application development framework, based on industry standard technologies, Microsoft .Net framework and using a SQL Server Relational Database for data storage.

Compass Enterprise is a web-based application, and can be deployed on single web servers, or on load-balanced clusters, providing scalability up to very high usage rates.

Compass Enterprise can be hosted on-premises or with PDMS.

3.1.8 Accessing the System

The software and database are stored centrally and users access the system via their web browser.

Users of the system are assigned membership of one or more security groups. These groups, in turn, are granted access to execute functions within the system – this generally equates to access to menu items and screens, although can apply at the more granular level of functions within a given screen.

Third parties, such as Travel Agents or Ports can be given access to the same system, with access to the relevant parts of the system.

3.2 Information Assurance

Compass Enterprise is not currently undergoing Information Assurance accreditation.

3.3 Service Roadmap

The Compass Enterprise roadmap is based on market research and customer demand. The roadmap is dynamic and revised regularly to keep it in line with demand and market trends.

The current roadmap includes the following features:

- **Customer data retention** - Allow users to select to archive or completely delete customer data in line with general data protection regulations (GDRP).

- **Booking messages** – Allow users to configure messages that appear in bookings when certain vehicle types, fares, etc. are used. These will serve as reminders/prompts to users to obtain further information from the customer.

- **Create sailings from a template** – Sailings can be created in bulk but users must specify a route, travel date range, days of the week, departure time, tariff and so on, when they create the sailings. This means that when the sailings for the following year are input, the process is completed multiple times, once for each departure time, once for each route, once for each tariff etc. Having the ability to create sailings from a sailing template would mean that users only have to complete the process once and would save a lot of time. The scope for errors occurring during sailing creation would also be reduced.

- **Bulk Refund** – When sailings are cancelled or disrupted, some companies are required by EU Regulations to automatically refund a % of the value of any booking legs on the sailings if they are at fault for the disruption. It is planned to automate the refund process.

- **Upgrades** – Adding upgrade functionality will allow customers to sell upgrades such as on-board meals, tours on arrival, dog kennels and more. The functionality will

include settings for pricing levels, space restrictions per crossing, commission settings and applicable date ranges.

- **Loyalty scheme** – A miles based loyalty scheme will include features such as;

    - Tracking of miles travelled against a customer account
    - Automatic creation of discount vouchers when a specific number of miles have been travelled
    - Automatic customer notification when a discount has been awarded
    - Ability for customers to check their miles balance via the API which is used by the BtoC website
    - Ability for back-office users to manually add miles to an account

- **Open legs** – Compass Enterprise already includes the ability to set the crossing of a booking leg to 'open' for freight bookings. This will be enabled on passenger bookings.

- **Support for multi stop sailings** - Functionality to support crossings with multiple ports of call will be added and will include;

    - Ability to configure the ports that a crossing stops at and its associated departure times, stop duration etc.
    - Expand all port-to-port functionality to cater for crossings with multiple ports of call (bookings, crossing creation / administration, space allocation, pricing, etc.).

3.3.1 Roadmap Deployment Strategy

PDMS maintain a core standard product for Compass Enterprise. In addition to this, Compass Enterprise customers have their own unique instance of the product. This allows customisation of bespoke features specific to the operations of the company.

Clients are encouraged to suggest new features/functionality to be included in the roadmap. When items from the roadmap are developed, our customers can choose whether they would like the feature or not and the cost to them is for the implementation only.

Technical upgrades take place to keep clients on supported versions of any third party products, which are utilised as part of Compass Enterprise. This covers versions of operating system, database and application runtime. Costs for this are again implementation only.

3.3.2 Roadmap Deployment Schedule

Timing of technical upgrades is very much driven by third party supported software versions.

Only when Compass Enterprise has been fully tested on a new version of software does it become available for release, at which point we work with the client on the timing of the upgrade.

Functional upgrades are available to be applied when ready but in some circumstances may have to be combined with a technical upgrade if the functionality utilises a feature that is only available in a later software version.

3.4 Bespoke Customizations and Integrations

PDMS would be happy to discuss any bespoke customizations and interfaces that may be required.

4 PDMS Software as a Service

4.1 Glossary of Terms

Term	Description
Customer	The organisation that subscribes to use Compass Enterprise
Off-Boarding	The process of extracting data from a (SaaS) software application for use elsewhere.
On-Boarding	The process of populating a (SaaS) software application with existing data
PDMS / PDMS Ltd	Professional Data Management Services Limited, a company incorporated in the Isle of Man with company registration number 061568C, whose registered office is at Global House, Isle of Man Business Park, Cooil Road, Douglas, Isle of Man, IM2 2QZ, who are the provider of the Service (see www.pdms.com).
SaaS	see Software-as-a-Service.
Software-as-a-Service (SaaS)	A software delivery model where a software application and its associated data are hosted centrally (in the "cloud") and delivered via the use of an Internet browser.
Subscription	A payment made to use a (SaaS) software application for a period of time.
Take Up	The process of commencing use of a (SaaS) software application.
Termination	The process of stopping the use of a (SaaS) software application.
Working Day	Monday to Friday excluding UK public holidays.
Working Hours	09:00 to 17:30 (GMT/BST) on a Working Day.

4.2 Contacting PDMS

To request a trial of a Service (where offered), to receive support for a Service (unless described otherwise in the Service Description), or to submit queries about the standard Subscriptions offered and the extensions to them, PDMS can be contacted via the following mechanisms:

1. By use of the Contact Form (www.pdms.com/Contact-Us) on the PDMS web-site;
2. Via e-mail to either:
   a. saasenquiries@pdms.com – for new Customers or for general enquiries from existing Customers;
   b. saassupport@pdms.com – for existing Customers of a Service to report issues with or enquire about the use of that Service;
3. Via the telephone number +44(0)1624 664000 (PDMS Working Hours only).

Customers with enhanced support options (such as 24/7) will be supplied with additional means of contacting PDMS as a part of their enhanced support agreement.

4.3 On-Boarding/ Provisioning

4.3.1 Trialling the Service

A demonstration version of the Service can be made available.

To gain access, please Contact PDMS as described in 4.2 above.

4.3.2 Subscriptions

Requests for Subscriptions to the Service can be placed by Contacting PDMS as described in 4.2 above.

The minimum contract period is 1 year (12 months) and commences following the trial period, subject to contract agreements.

Payments are required quarterly in advance.

Please refer to the "Compass Enterprise Pricing Document.pdf" and "PDMS SFIA Rate Card.pdf" for pricing details.

4.3.3 On-Boarding

Once your Subscription request to Compass Enterprise has been accepted, we will contact you to discuss the configuration information / data required and also to discuss the instructions regarding the specific requirements for this Configuration process which will then lead to the launch stage.

4.3.4 Terms and Conditions

Use of the Service (under both trial arrangements and contracted subscriptions), is subject to the "Customer Code of Conduct.pdf" and "PDMS SaaS Terms and Conditions.pdf".

4.4 Hosting Services

The following hosting provision is included in the delivery of the Service:

4.4.1 Data Storage and Processing Locations

All data processing and storage is undertaken at Data Centres located on the Isle of Man selected by PDMS. For more information about PDMS' commitment to Data Protection and relevant legislation please see our "Data Protection Summary – Isle of Man.pdf".

4.4.2 Data Centres and Networks

PDMS Software-as-a-Service is hosted on a highly resilient infrastructure using multiple storage, memory and processing units across multiple locales in multiple Data Centres on the Isle of Man – an architecture aimed at achieving extremely high availability. The Data Centres adhere to best practices described by the EU Code of Conduct for Data Centre

Operations, and meet the Uptime Institute Tier Level 3 classification. PDMS holds ISO 27001:2013 Information Security Management System standard certification.

Customer access is via the Internet; all data transfer is secured by industry standard encryption mechanisms.

4.4.3 Persistence of Storage

All data (including documents and images) input into PDMS' Software-as-a-Service offerings are stored in a persistent manner on multiple storage instances, and will remain that way until actively off-boarded on termination of a Subscription.

4.4.4 Backups

The data managed by PDMS' Software-as-a-Service offerings is backed-up nightly using a combination of disk and tape mechanisms. These backups are intended purely to restore data in the highly unlikely event of a complete infrastructure failure; they are not intended to, nor do they, provide a data archive. If such an archive facility is required, then this can be provided on request (by Contacting PDMS as described in 4.2 above), but is outside the terms of the standard Subscriptions.

4.4.5 Information Security

PDMS is certified to ISO/IEC 27001:2013, the internationally recognized standard for Information Security Management and are certified under the Cyber Essentials Plus scheme.

In the Isle of Man, the Data Protection Act 2018 makes provisions for the regulation of the processing of information relating to individuals. This act gives effect in the Island to EU Directive 2016/79 of the European Parliament (General Data Protection Regulation). For more information about PDMS' commitment to Data Protection and relevant legislation please see our "Data Protection Summary – Isle of Man.pdf.

4.5 Service Level Agreement

4.5.1 Availability

The Service Availability is the percentage of the time the Service is available for use when measured over any one calendar month subject to Exceptions (see below) calculated according to the formula:

(The number of minutes the service is available to the Customer

PLUS

The number of minutes the service is unavailable to the Customer due to exceptions)

DIVIDED BY

The total number of minutes in the month

Exceptions are:

- Circumstances beyond PDMS' reasonable control, including, without limitation, acts of any governmental body, war, insurrection, sabotage, armed conflict, embargo, fire,

flood, strike or other labour disturbance, interruption of or delay in transportation, unavailability of or interruption or delay in telecommunications or third party services (including network and Internet service providers), virus attacks or hackers, failure of third party software. Inability to obtain raw materials, supplies or power used in or equipment needed for provision of the services, and/or outages elsewhere on the Internet that hinder or delay access to the Services.

- Emergency maintenance of the website, software, network or any other component of the PDMS Software System by PDMS or its third party service providers. PDMS will use commercially reasonable efforts to provide Customer with as much prior written notice as possible (which notice may be transmitted to Customer via electronic communications and/or posting to the Services website).
- Customer's acts or omissions including but not limited to the acts or omissions of Customer's employees, contractors, agents, end-users or others who gain access to the Service via the Customer login identifier or password.
- Customer's violations of any agreements between Customer and PDMS including but not limited to the System Terms of Use.

If the Service availability over any one calendar month is less than the above defined **Service Availability**, the Customer may request financial recompense (see 3.3.4 below).

The ideal availability for the Service is 24 hours a day, 7 days a week, all year round. However, despite the fact that the infrastructure implemented to host the service is designed to support optimal availability, in practice this "total availability" is not possible. Exceptions include:

- Planned maintenance
- Critical security maintenance
- Unforeseen problems

Therefore the minimum service availability is set. Measurement of service availability will be performed by a 3rd party, and failure to meet this target will result in financial recompense (see 3.3.4 below).

4.5.2 Capacity

The capacity available for data (including documents and images) storage is dependent on the Subscription option taken. If the service fails to deliver pre-purchased capacity, the Customer may request financial recompense (see 3.3.4 below) equivalent to one day's unavailability of the service.

4.5.3 Performance

PDMS will endeavour to ensure system performance is of a reasonable standard, however many factors that affect your perception of system performance are outside the control of PDMS. If your perception is that there is a problem with system performance, then please raise this by **Contacting PDMS**.

4.5.4 Financial Recompense for Failure to Meet Agreed Service Levels

The financial recompense shall be calculated as a portion of the monthly Subscription fee to the Customer proportionate to the unavailability of the system, i.e.

{1 MINUS [(The number of minutes the service is available to the Customer

PLUS

The number of minutes the service is unavailable to the Customer due to exceptions

MINUS

The number of minutes the service is unavailable to the Customer due to other reasons)

DIVIDED BY

The total number of minutes in the month]} TIMES BY the monthly Subscription fee

This can be taken as a credit against any future Subscription or as a payment to the Customer.

To request financial recompense, the Customer must make a written request using the mechanisms described in Contacting PDMS. Any such request must include the date(s) and time(s) that the service was unavailable and must be received by PDMS within ten (10) days of the end of the calendar month during which the Service was unavailable.

The total amount repayable to the Customer in a particular month shall not exceed the total Services Subscription and/or hosting fee paid by the Customer for that month in which the credit is issued.

4.6 Support Mechanism

4.6.1 Customer Responsibility

The Customer is responsible for properly maintaining the functional operation of all workstation equipment, including but not limited to connectivity to the Internet. Prior to contacting PDMS regarding any connectivity problems with respect to the system, the Customer will verify that it is able to reach major Internet sites such as www.msn.com or www.yahoo.com.

4.6.2 Raising a Request for Support

A request for support can be raised via the various means of Contacting PDMS (see 4.2 above) unless an alternative mechanism is agreed.

4.6.3 Hours of Support

In general, support will only be provided during Working Days (see Glossary), although support requests can be raised via Email or the Contact Form (see Contacting PDMS at 4.2 above) at any time.

The scope of the support offered can be extended by agreement and on payment of an additional monthly fee, depending on the level of support required.

4.6.4 Response to a Request for Support

A response to a support request can be expected to be received within 4 (four) Working Hours of the support call being raised. A resolution, or work-around, can, in most cases, be

expected to be received within 7.5 (seven and a half) Working Hours of the support call being raised.

4.6.5 Terms and Conditions for Support

Prior to raising a support request, the Customer should check the available training and assistance resources, FAQs and other material. The Customer should ensure that the request for support is reasonable. PDMS reserve the right to not respond to unreasonable requests.

Note: Your support may be governed by the terms of your Subscription to a Service. If you require additional support, then please use the Contacting PDMS mechanism to enquire about the options available.

Note: PDMS will apply a "fair usage" policy to the support requests received.

4.6.6 Support Agreements – Alternatives

PDMS can also offer alternative Support Agreements, depending on the Customer's requirements.

4.7 Training and Assistance

The training and assistance materials (User Manuals and Admin Manuals, for example) are likely to be tailored to the customer's implementation and requirements.

If additional training and/ or materials are required, then this can be provided on request (via the various means of Contacting PDMS as described at 4.2 above), but is outside the terms of the Standard Subscriptions.

4.8 Customer Code of Conduct/ Acceptable Usage Policy

The current terms of use of PDMS Software-as-a-Service are included in the "Customer Code of Conduct".

Customers are expected to abide by the terms of use described therein.

Note that:

- It is imperative that Customers protect the credentials used to access the System; e.g. ensure that passwords etc. are not shared.
- It is essential that Customers use Virus protection on their computers, and that any files uploaded to any system provided on a Software-as-a-Service are checked for Viruses.
- Customers are liable for all content that is uploaded and/or input to the Service.

4.9 Termination

A Subscription to the Service can be terminated by the Customer or by PDMS as outlined in this section and detailed in Clauses 19 and 20 of the "PDMS SaaS Standard Terms and Conditions – G Cloud".

Off-boarding will then be undertaken as appropriate as described in 3.8 below.

4.9.1 Termination by the Customer

A Subscription can be terminated by the Customer (either during the term of a Subscription, or by indicating that a Subscription renewal is not required), by Contacting PDMS (as described at 4.2 above) and requesting such.

No refund will be made for any pre-paid Subscription period.

4.9.2 Termination by PDMS

4.9.2.1 At the end of a Subscription

Reminders will be issued to a Customer via e-mail to the administrative user(s) 1 (One) calendar month prior to a Subscription ending. If a Subscription is not renewed, then it will have deemed to have lapsed, and in this case PDMS reserves the right to off-board the data (including documents and images) not less than one calendar month after the Subscription has ended; prior notifications will be issued via e-mail to the administrative user(s). Unless requested otherwise by the Customer, the data (including documents and images) will not be retained.

4.9.2.2 Breach of Customer Code of Conduct/Terms of Use

PDMS reserves the right to terminate a Subscription at any time if a Customer is found to be in breach of the "Customer Code of Conduct.pdf" and has not satisfactorily responded to 2 (two) warnings of termination e-mailed to your administrative user(s).

4.9.2.3 Termination of the Service

PDMS reserves the right to terminate the Service at the end of a Subscription period when at least 3 (Three) calendar months' prior notice has been given via e-mail to the administrative user(s) of the termination of the Service, or at any time when at least 12 (twelve) calendar months' prior notice has been given via e-mail to the administrative user(s) of the termination of the Service. In either case, all data (including documents and images) will be off-boarded by PDMS and supplied to the appropriate Customers in an agreed manner.

4.10 Off-Boarding

If the Service is terminated either by the Customer or by PDMS, PDMS will contact the Customer to establish your off-boarding requirements.

PDMS will supply your data to you on Termination as described below;

- A standard extract of data in a delimited form to facilitate on-boarding elsewhere. This will include suitable definitions of the extracted files and delimited fields.
- Relationships between entities will also be retained/supported through the use of appropriate keys
- Bespoke data extract requirements can also be provided on request, but would form part of a service request.

The cost of this is included in your Subscription to the Service except where extra services are required.

Other mechanisms are available and can be requested by **Contacting PDMS** (either at Take-up or at Termination). Use of another mechanism may incur an additional service charge.

5 Additional Services

PDMS offers a range of services on G-Cloud including:

- **DoxShare (Software-as-a-Service) –** our online solution for publishing, sharing, managing and controlling key documents in a way that is secure, controlled, auditable and accessible.
- **Hosting & Managed Services –** we have the expertise, infrastructure, systems and security accreditations to host the systems we develop on a fully managed-service basis.
- **MARIS (Software-as-a-Service) –** our Marine Administration and Registry Information System.
- **THEMIS (Software-as-a-Service)** – our Financial Intelligence information system
- **SignedUp (Software-as-a-Service)** – an online employability hub to connect education, work experience, apprenticeships, training, volunteering, recruitment, job-seeking, contracting, and careers related information, news, events, initiatives, opportunities and stakeholders in local regions.
- **Software Development Services** (Specialist Services)
- **Umbraco (Specialist Services) –** an open source content management system.
- **SignedUp Demands Case Management (Software-as-a-Service)** - Demands Case Management enables users to create new cases, based on individuals and addresses that can be entered or referenced against external gazetteers. Case information includes the symptomatic problem reported and the ability to record more than one underlying cause. Activities can be recorded against any or all of the demands and this can include time spent.

PDMS also offers a wide range of additional services in support of our Software-as-a-Service applications, including but not limited to the following:

- Design Authority
- Design and Development – All of our Software-as-a-Service products, including PDMS Employed, can be customised by the PDMS development teams to meet specific Customer requirements
- Data Management and Migration
- Project/Programme Management – Our project managers are Prince II qualified
- Testing
- Project Specification and Selection
- Service Integration
- Deployment
- User Management
- Training
- Application Management and Support
- Strategy and Implementation Services
- Tailored complete Managed Service Agreements

Day rates for these services can be provided on request by Contacting PDMS as described in 4.2 above and by referring to the "PDMS SFIA Rate Card".

Contact us

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