



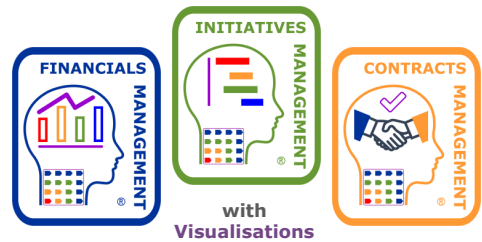
Prochainmatrix (PCM) – Service Definition

For the Provision of Cloud Software (Software as a Service)

REFERENCE NUMBER: SD1.3/Apr2024-1



INTEGRATED SOLUTION

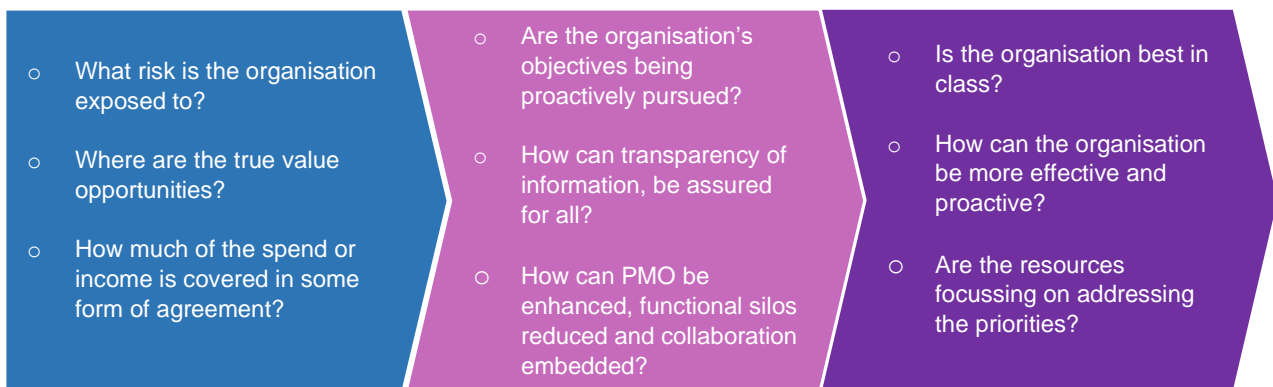




Why Prochainmatrix

Prochainmatrix (PCM) application suite is designed with the enterprise in mind. The toolset can empower the management and leadership of the organisation and partners to: ■ gain visibility ■ prioritise initiatives ■ make value-savings ■ understand and manage the risk profile of their organisation and group ■ eliminate silo working culture ■ and remove the over reliance on spreadsheets.

The Prochainmatrix digital solution can enable senior management to address these challenges:



All modules are developed to operate as part of a cohesive and integrated ecosystem. Working collectively to give outstanding value to our customers.

We wish our customers to enjoy the full capability and features of the application without limitations. We believe in a simple, all-inclusive pricing and licencing model for the benefit of our customers.

Prochainmatrix solution enables organisations to manage their cost/financial-improvement, change and transformation initiatives. PMO, Programme and project management. Contracts management of spend and income. Collaborate on Initiatives, dashboards and document management built in. The application suite empowers management to make value-efficiencies, prioritise, eliminate silo-working culture and remove the over-reliance on spreadsheets.

- Over the cloud, web-enabled and accessible 24/7 through any browser, to all customers.
- PCM application hosted by a credible HSCN/PSN/JANET registered provider, with data held within UK.
- Flexible customisation and configuration of the modules and suite.
- Configurable system enhancements and the creation of electronic forms.
- SQL database back end engine with reference tables to ensure structured data entry and reporting.
- Experienced team. Support for implementation, knowledge-transfer & good/best practice. Account management and advisory support. Service level description will be provided as part of the service management regime.

Enterprise Suite: Key modules overview and service highlights:

- Create an unlimited number of initiatives
- Comprehensive data fields with flexible configuration
- Value, benefits and efficiencies can be allocated at header and service user level
- Portfolio, Programme and Project management
- Prioritise, categorise and build a bespoke balanced classifications structure
- Add, roles, tasks/plan, benefits, risks, docs, notes to each initiative as needed
- Record ownership and audit trail
- Stand alone or integrated will all modules, reporting and visualisations



- Create an unlimited number of schemes
- Year end roll-over strategy
- Profiling and data recording over unlimited financial years and automatic distribution over financial periods
- Ability to extend the distribution to any number of organisational / cost centres
- Reduction of data entry to a minimum by incorporating segments of a chart master to be used as reference libraries
- Analyse data for any financial year and full import and export capabilities
- Record ownership and audit trail
- Stand alone or integrated will all modules, reporting and visualisations



- Create an unlimited number of contracts
- Comprehensive data fields with flexible configuration
- Create and manage performance indicators and monitor operational and strategic enquires, variations and complaints
- Categorise and build a bespoke classification structure and monitor revenue and income agreements against organisational / group and financial activity
- Add roles, docs, activities, indicators, schedules and notes as needed
- Record ownership and audit trail
- Stand alone or integrated with all modules, reporting and visualisations



Agile working: with the ever-increasing need for enterprise-wide collaboration and the fundamental need for monitoring change programmes and their benefits across partner organisations, a simple, cohesive digital solution (that isn't a spreadsheet) has become essential.

The **new Normal:** the exceptional strain on working practices due to Covid has also presented opportunities on how technology (such as cloud solutions) can effectively be used to deliver what had become a costly exercise of managing programmes, meetings and reporting.

Transparency: any collaborative, change, efficiency, service redesign, or productivity programmes lacking detail and background, while not accessible in real-time and anywhere, will hinder the efficient working of the group, therefore costing more to manage with questionable benefits and increased risk.

Standards: working collaboratively is difficult and working collaboratively across different legislative structures is even more challenging. Add in the lack of unified standards and 'language' and the result is a complex environment.

Deploying a digital solution that helps to address the challenges of agile working, the new normal, transparency and standards (ANTS) and subsequent opportunities that present themselves will enable organisations to manage risks, realise benefits and develop strong relationships with their partner organisations.



Service Definition

- **Time for Provisioning**

Customers can be interacting with their data in a very short timescale: such as after 1-3 weeks (once the purchase order is received by PCM). Upon receipt of an order, PCM will liaise with the customer and an agreed plan will be provided outlining all milestones involved in delivering a successful implementation.

Whilst the technology and design used to deliver the PCM solutions are complex, the user interface is simple and intuitive. Subject to a valid user id and password, access will be provided to a home page with a structured menu.

- **On-boarding and Off-boarding process**

All necessary system configuration will be carried out and initial reference libraries will be uploaded through mass imports. As part of setup and configuration, data & records can be migrated, uploaded and imported during the early stages (first 10 weeks – no charge will be levied) of implementation to the PCM application suite. Mass imports will be facilitated by providing templates to be populated locally (by the Customer) and then be imported to the relevant module/s. PCM onsite or on-line training will be provided to the organisation's nominated local Customer PCM system administrators and key 2-3 Customer trainers. PCM will create, configure and provide user access rights.

All data is the property of our customers/clients. There are numerous facilities in-bedded in the application which allows for the download of datasets into any type of MS office formats or in PDF. Additionally, data can be directly exported from the SQL tables into a predetermined format.

- **Features Road Map**

PCM is committed to continually improve and enhance the toolset and offering. Customers will benefit from the introduction of new concepts and functionality on an ongoing basis, included as standard within the subscription fees. Most recent addition to our software has been the enhancement of our visualisation and dashboarding technology.

- **Flexible Configuration & Electronic Forms**

PCM are able to utilise the existing deployed customer PCM hosting and support infrastructure, to customise, configure and create electronic forms. Allowing for the organisation's manual processes to be systemised into online electronic forms and work-flow. The total number of days for this customisation and configuration can be negotiated with the customer, at a day rate stated in the pricing schedule / rate card (inclusive of expenses) plus VAT.

- **Account management and health-checks**

PCM believe in supporting our clients and ensuring best experience of the application toolset and value. Senior management and executive account management is offered as part of the service.



- **Application service availability, support, management and credits**

- **Service availability**

Software as a service (SaaS). Over the cloud, web-enabled and accessible 24/7 through any browser, to all customers. Scheduled system maintenance is carried out in non-working hours (17:30 – 08:00, weekends and bank holidays). Major disruption, planned or otherwise, will be communicated to our customers via email.

Service uptime 99% at all times during Normal Business Hours (NBH), (including outside of NBH). NBH are 09:00 – 17:00, Monday – Friday (excluding English bank holidays).

For the benefit of our customers PCM operates a flexible system customisation and configuration policy. Our customers may wish to apply a fix or an enhancement during NBH. This will be agreed in advance with the client and mutually agreed steps taken to minimise service disruption.

- **Support**

For support related matters and issues, PCM operates during Normal Business Hours (NBH). These are 09:00 – 17:00, Monday – Friday (excluding English bank holidays).

Our customer's (approved users – system administrators) will have access to the PCM help-desk portal which covers all aspects of system support. It allows for the opportunity to log support calls 24/7, prioritise, and monitor progress and outcomes. It is also possible to escalate support calls if their resolution has fallen outside the expected time scales.

Help-desk portal phone support hours – UK based support from 09:00 – 17:00, Monday-Friday (excluding English bank holidays).

Email – In situations where the PCM help-desk portal is off-line then support calls (by the approved users – system administrators) can be raised 24/7 through the following email:

support@prochainmatrix.co.uk

Phone – Phone support is available through dedicated account management service. The structure of this support will be agreed with the client at the start of the service agreement.

Self-service support – General user guides in the form of PDF are available and accessible within the application itself. Local customer created user guides can also be uploaded onto the application, for ease of access to all users.

- **Management**

Prochainmatrix Service Level description is a comprehensive document which covers and describes the service availability and help desk support calls protocols. The full Prochainmatrix Service Level



description is available on request. An overview of the PCM help-desk portal service level management is provided below:

All support calls reported and logged (RELEASED to PCM) on the PCM help-desk portal shall be allocated a priority, described as follows:

PCM help-desk portal support call priority.			
Priority	Response (Call Acknowledged)	Resolution (Fix Time)	Description of typical incident
1-Critical	Within 2 NBH	Within 8 NBH, after first response and then continuous effort to resolve issue.	Entire service down and not accessible.
2-High	Within 4 NBH	Within 16 NBH, after first response.	Major part of the application impacted and severely impairs key functional aspects however, does not prevent operationally critical processing.
3-Medium	Within 8 NBH	Within 40 NBH, after first response.	Service still usable however, certain non-essential features with noticeable degradation and User experience impacted. There is a reasonably satisfactory work-around
4-Standard	Within 16 NBH	When reasonably possible	Errors which are cosmetic or do not impact on the normal operation of the service. This includes user setup or access rights management, requests for information, requests for reference library data changes, system enhancement or configuration requests.

* **NBH: Normal Business Hours** (09:00 – 17:00, Monday – Friday (excluding English bank holidays))

○ **Credits**

Service credits are dependent on the scale of the issue and will be negotiated and awarded in the form of PCM no-charge development/training/advisory time. This accrued PCM development/training/advisory time can be used towards any new, bespoke or client specific configuration of the application suite. PCM development/training/advisory time is structured at 8 hours per day at the normal day rate plus VAT, as per price schedule / rate card. Service credits can be redeemed in the current or future subscription period. A maximum of 10 whole PCM development/training/advisory working days' credits given in any 12 month subscription period.



PCM application suite service availability

Service availability	Service Credit
< 99% and >= 97%	50% of PCM Dev/Train/Advisory day
< 97% and >= 95%	1 whole PCM Dev/Train/Advisory day
< 95%	2 whole PCM Dev/Train/Advisory days

Service credits will be calculated each quarter.
 Service availability percentage shall be calculated as (downtime NBH in the quarter / NBH in the quarter) x 100.
 Service downtime is recorded from the time the support call incident is logged (RELEASED to PCM) AND ACKNOWLEDGED by PCM on the PCM help desk portal or support@prochainmatrix.co.uk email.
 Service downtime shall end when a resolution or suitable workaround is provided to the satisfaction of the PCM customer.
 Service downtime relating to failure of customer infrastructure shall be disregarded.

PCM application suite support call Incident Response & Resolution (IRR)

IRR	Service Credit
1 – 4 incidents outside of response or resolution	50% PCM Dev/Train/Advisory day
5 – 8 incidents outside of response or resolution	1 whole PCM Dev/Train/Advisory day
9+ incidents outside of response or resolution	2 whole PCM Dev/Train/Advisory days

Service credits will be calculated each quarter.
 A support call related to an incident is monitored from the time the incident is logged (RELEASED) on the PCM help desk portal.
 An incident shall be considered resolved when a resolution or suitable workaround is provided to the satisfaction of the PCM customer. (PCM Support Portal Status: COMPLETED).
 Incidents relating to failure of customer infrastructure shall be disregarded.
 Customer/ Client requested developments and enhancement to the application, does not come under the rules of the support call resolution. Relevant Resolution (Fix Time) for development or enhanced configuration will be agreed as appropriate with the agreed Customer User representative.
 Support calls relating to Request For Information (RFI), Enhancements, Configuration and Project Task shall be disregarded from the Service Credit calculation and process.

• **Ordering and invoicing process**

Please contact: info@prochainmatrix.co.uk



- **Termination terms**

The Subscription service is based on an annual term. The annual subscription will auto-renew every 12 months - unless the client gives 90 calendar days prior notice (expiry of current year subscription period), in writing. If PCM is in material breach and with no resolution reached between PCM and customer/client. Then the customer/client is entitled to terminate (via written Termination Notice) their Subscription 90 calendar days before expiry of current year subscription period. Termination Notice to be given in writing to PCM.