



Space utilisation booking application Service Definition Document

Service Description

Room and desk booking system allows management of meeting rooms and agile desk areas. Self-managed system with approval workflow and full reporting suite

Service features:

- Self-service meeting room, clinic room and agile desk booking system
- Optional booking approval workflow
- Comprehensive reporting suite
- Full self-service administration console
- Microsoft Outlook integration

Service benefits

- Control access to meeting rooms, clinic rooms and agile desks
- Report on actual building usage to improve space utilisation

Implementation

A dedicated account manager would be assigned upon receipt of a purchase order and a bespoke implementation plan created. This would include an ongoing business continuity plan including backup schedule and disaster recover procedures. Training would be provided on a train-the-trainer basis.

Any existing customer data would initially be imported into the system, wherever possible, at the start of the contract. All data created throughout the contract would be extracted and made available to the customer at the end of the contract without any extra charges to the customer.

Implementation, project management and training would be charged at our standard day rate of £518 (ex VAT). The scope of work carried out varies with customer requirements and this would be agreed at commencement of the contract.

Service Level Agreement

Maywoods will be the single point-of-contact for all support issues and an SLA with fixed incident response times will be established

- Standard helpdesk support will be provided throughout normal business hours of 09:00 to 17:00, Monday to Friday excluding UK bank holidays

Maywoods Ltd

t. 01253 290490

e. info@maywoods.co.uk

w. maywoods.co.uk

154-158 Church Street, Blackpool, Lancashire, FY1 3PS.

Registered in England and Wales no. 6490759

VAT Registration no. 983 0661 04

Registered office: Suite 6, Bourne Gate, 25 Bourne Valley Road, Poole, Dorset, BH12 1DY

- Regular SLA performance reviews will be scheduled
- An SLA dashboard will be made available showing real-time incident status
- 24hr support can be arranged upon request
- Maintenance windows will be agreed between both parties to minimise disruption

Service Response Times

Level	Response Time	Target Resolution Time	Description
1 - High	4 hours	1 Day	An entire system is not useable.
2 – Medium	1 Day	4 Days	The system is available but disrupting the customers normal operational procedure
3 - Low	2 Days	8 Days	The problem is not urgent or information is required.

Procurement

The contact would begin upon receipt of a purchase order and Maywoods would invoice the customer for the entire contract sum on commencement of the contract. Either Party may terminate the contract by giving to the other not less than one month written notice, to expire on or at any time after 6 months.