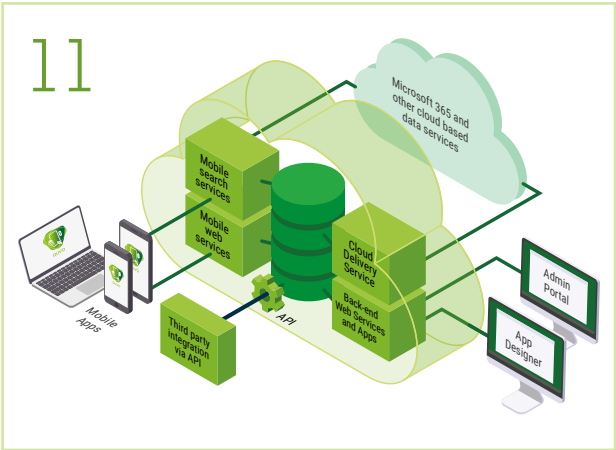




Service Definition

Mobilise your Workforce

Contents



Service overview	04
What is it?	04
What are the benefits?	05
What are the Features?	05
What is included in the service?	06
Core service subscription:	06
Service enhancers:	06
Service add-ons:	06
Core service subscription details	07
Client mobile app	07
App Designer	08
Management Portal	09
Dashboard	09
Self-service	09
Auditing	09
User onboarding	10
Cloud Delivery Service	10
Application Programming Interface (API)	10
Features	10
Benefits / Outcomes	10
Live, Test and Train systems	10
Support and other services	10

Technical Architecture	11	In Service phase	17
Simplified architecture diagrams:		Additional Cloud Support Services	17
Core service (cloud only)	11	New releases	17
Service with integration server service add-in	12	Off-Boarding phase	17
Optional service components	13	Termination	17
Service add-ons	13	Data Return	17
Integration server	13	Service Management	18
Service enhancers	13	Service Levels	18
Searching	13	Incidents	18
Tasking	13	Major Incidents	18
Smart Data Capture	13	Early Life Support	18
How do I sign up for the service?	14	Financial Recompense Model for not meeting Service Levels	18
Discovery phase	15	Associated Services	18
Discovery Meeting	15	Data Protection	19
Trial	15	Information Assurance	19
Post-Trial meeting	15	Data Back-Up, Data Restoration and Disaster Recovery	19
On Boarding phase	15	Privacy by Design	19
Draft Statement of Work (SoW)	15	Our experience	20
Quvo documentation	16	Company Overview	20
Third Party Costs	16	Appendix A:	
Cloud Support Services	16		
Customer Provisioning	16		
Service Enabled	16		
Initial Configuration	17		
Customer Success	17		

Service overview

What is it?

Quvo® is a mobile working platform, built specifically for frontline workers for compliance based, regulated public sector organisations. It is designed to transform manual, paper-based processes into smarter, digital working practices. Frontline workers are empowered with the tools to capture and access information and evidence from a single app on their mobile device.

Quvo delivers digital transformation and business change quickly and simply, with the agile, no-code App Designer. New processes can be deployed to frontline workers in days and weeks rather than

months and years, without the need for mobile software updates. Audit trails and data integrity protections come out of the box. Flexible integration capabilities connect with existing back office systems. Quvo is also ready to support modern integration platforms to reduce lock-in and eliminate data silos.

Compared with first-generation mobile solutions, Software-as-a-Service (SaaS) delivery coupled with the agility to digitise one process at a time results in rapid return on investment.



Quvo enables frontline workers to interact with numerous back office systems

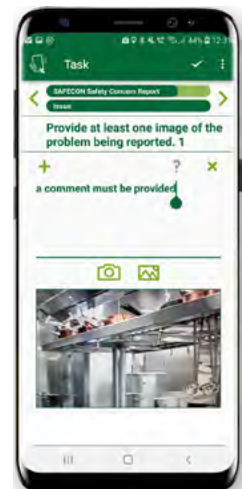


What are the benefits?

- Improved Improved access to information for frontline workers
- Improved response times: Information available in near 'real-time'
- Improved productivity: Less manual input required
- Improved efficiency: Data in back office systems within minutes
- Improved data quality: Less manual input and re-keying of data
- Reduced trainings overhead: Intuitive User Experience across business processes
- Quick ROI: Rapid deployment of processes to the frontline
- Improved Operational Management: Real time view of processes using Dashboards
- Lower cost: Simple subscription model with no hidden charges

What are the Features?

- Android, Windows, iOS and Chrome OS native client apps
- Microsoft Azure data centre(s) hosted in-country
- Microsoft 365 deployment compatible
- API/SDK for advanced integration
- No code App Designer for rapid development of business processes
- AI-driven smart data capture and fingerprint scanners supported
- OAuth2 authentication, encryption, digital signature and audit trail
- Role-based access to business processes
- Home Office Digital Evidence Standards compliant (EWS)



What is included in the service?

Our service is delivered from in-country Microsoft Azure data centres with full geographical redundancy. The service comprises a core service subscription plus a range of optional enhancements.

Core service subscription:

- Frontline mobile apps (Android, Apple iOS, Windows 10 and Chrome OS).
- App Designer – define and deploy task templates, integration, role assignments and more.
- Management Portal – manage onboarded users, view dashboard, logs etc.
- Cloud delivery service - export collected data.
- Application Programming Interface (API) - for additional cloud-based integration.
- Each subscription will comprise: Live, Test and Train systems.
- Core back-end cloud functionality – data processing, configuration, user management.
- Includes support services, training materials, documentation, and new releases.

Service add-ons:

Service add-ons apply to the whole service provision and enable extra capabilities.

- On-premise integration server – enable advanced custom integration with systems behind your firewall (exporting and searching).

Service enhancers:

Options can be added at user level, so you only pay for the facilities each user needs. Options can be added in any combination.

- Searching – enable mobile users to search databases and re-use data in tasks.
- Tasking – enable mobile users to receive tasks delivered to their devices and re-use data contained in them.
- Smart data capture – enable mobile users to scan licences, passports, vehicle licence plates in seconds and re use the scanned data without re-keying.

Core service subscription details

Client mobile app

Driven by task templates which can be updated over the air, the Quvo mobile app enables tasks to be carried out quickly and easily by frontline workers. The results are recorded and sent back for onward processing. In Quvo, any activity which involves viewing or capturing data for a business process is represented as a task, resulting in a very powerful, but deceptively simple user interface. Just about any process currently carried out on paper or via a first generation mobile app can be implemented in Quvo.

The easy-to-use mobile app is responsive online and offline. Data at rest is encrypted and all completed tasks are digitally signed. Data in transit is encrypted at application level as well as by https / TLS1.2.

The client app is available on: Android, Apple iOS, Windows 10 and Chrome OS. Quvo runs on all form factors (smartphone, tablet and desktop displays) and is compatible with Mobile Device Management solutions through the respective application stores such as Google Managed Play and Android for Work.

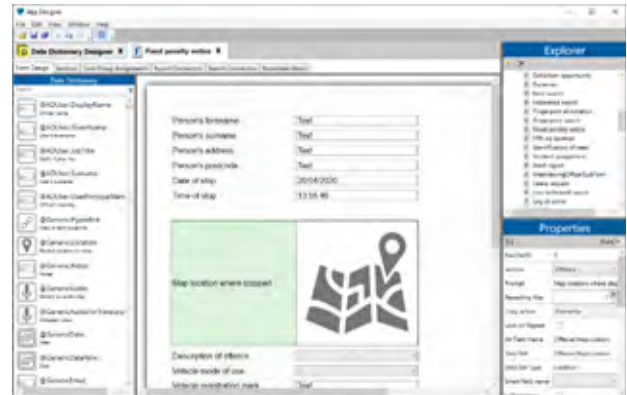


The client App is available on Android, Apple iOS, Windows 10 and Chrome OS

App Designer

New business processes can be made quickly and easily with the App Designer, a no-code drag and-drop tool. No specialist technical knowledge or development skills are needed. Processes are created by defining task templates, which can be designed and deployed within hours and days, not weeks and months like most bespoke solutions or first-generation mobile solutions. The App Designer is used to:

- Build forms and tasks turning any business process into a digital process
- Assign tasks to specific user roles
- Deliver information to and from local and national systems to frontline staff
- Define integration with other systems via connectors
- Define database searches with other systems via connectors
- Maintain a data dictionary to ensure consistency across all processes
- Add branding and other customisation to the user experience.



The App Designer uses a drag and drop canvas to design new processes.



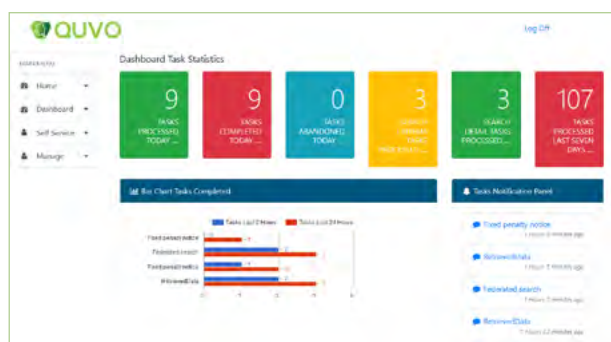
The App designer supports a wide range of data types, enabling powerful task capabilities.

Management Portal

The management portal is a web-browser based application to give you full control and oversight over your subscription.

Dashboard

The Quvo service automatically records data beyond the data input by workers (called metadata). This data includes the time and GPS location of when a task was filled in (e.g. when a Stop and Search was carried out or a ticket was issued). Summary statistics are available in near-real-time through the Management Portal. Data is also available for analysis in business intelligence platforms via the API (see below).



Detailed analytics available to senior workers and administrators



Google, Bing and ESRI mapping support

Self-service

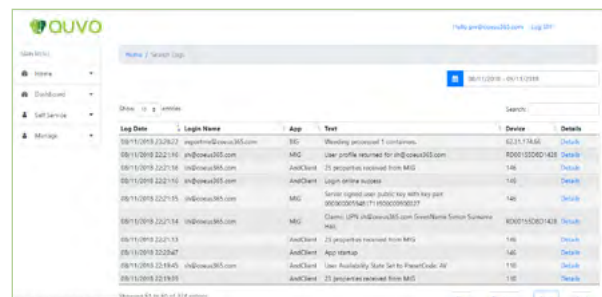
Workers are given their own dashboard within the online Management Portal, where they can configure their own user information to be pre-inserted into forms in the Quvo app. Commonly input data such as their ID Number, Department etc. can be added here, saving the worker time when on the move.



Management Portal screenshot showing the configuration of data to be pre-inserted into forms

Auditing

Subject to user role restrictions, a searchable audit log is provided which details the activities of every worker so forces can demonstrate adherence to police standards in their approach to the relevant inspection bodies. Logs include the GPS location of where a particular action was taken, the time of the action, the worker performing the action, what database they searched, what they searched for, as well as log on / log off times etc.



Log data available to auditors

User onboarding

Quvo integrates with Azure Active Directory, so forces using Office 365 and other Azure services can easily onboard users on a Single-Sign-On (SSO) basis.

The Admin Portal allows suitably authorised users to determine which members of the organisation can use Quvo within the subscription quota and the roles that they have within the Quvo ecosystem. The service options can be defined on a per-user basis (for example, only a few officers may need to OCR driving licenses).

Cloud Delivery Service

Quvo provides a configurable cloud-based service to deliver completed tasks to third party systems. The Cloud Delivery Service includes a set of connectors to interface with a range of common systems, including email.

Where required, an on-premise service is available as an option, see the Integration Server section below.

Application Programming Interface (API)

Quvo offers a secure, flexible cloud-based Application Programming Interface (API) service out-of-the-box, based on standard, secured HTTP web protocols. An API allows other systems to call in to the Quvo environment, such as integration platforms or third-party applications.

Features

- APIs enable the use of integration platforms (iPaaS) to integrate multiple applications together more efficiently than using point-to-point integration.
- Use our service to get the best benefit from our API to connect with your integration platform.

Benefits / Outcomes

Adopting an interoperability strategy based around APIs and an integration platform offers many benefits over traditional point to point integration:

- Simplifies integration between multiple applications
- Improves organisational agility to response to change
- Reduces lock-in to individual applications, providing greater flexibility in procurement
- Easier to track the flow of data between applications
- Reduces inter-dependencies between software vendors' products
- Less specialist programming skills needed
- Potential reduction in cost, time and risk

The API offers a range of capabilities, including:

- Sending tasks to frontline users
- Getting completed task data
- Data analytics
- Log data

Live, Test and Train systems

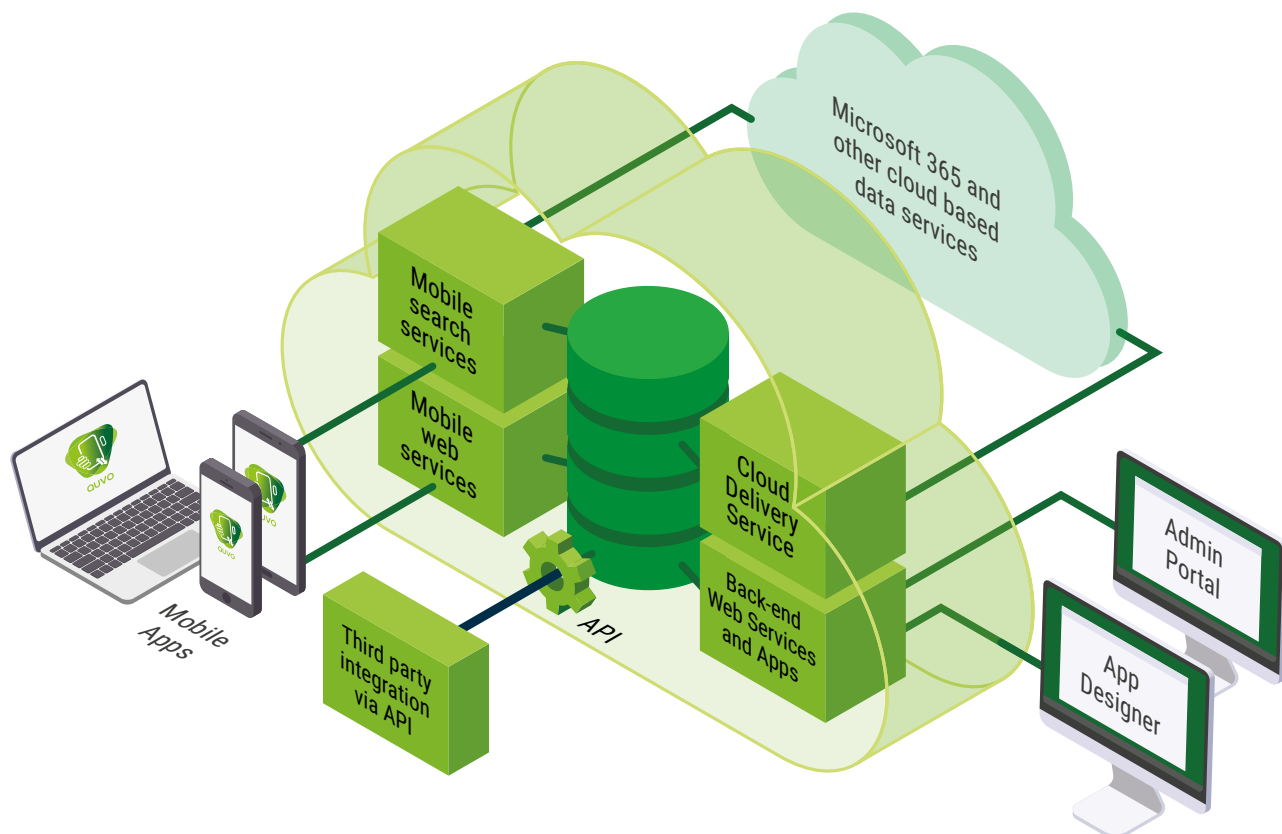
Each Quvo customer subscription comes with three independent systems as standard. Each system has its own independent set of configuration, data and onboarded users. The systems are typically used as "Live," "Test" and "Train." The Live system is deployed with full geo redundancy, isolated data storage, and is designed for use at Official (Sensitive) level. The other systems should not be used for operational data.

Support and other services

The core service includes support services, training materials, documentation and new software releases for the duration of the subscription, at no extra cost.

Technical Architecture

Simplified architecture diagram: Core service (cloud only)

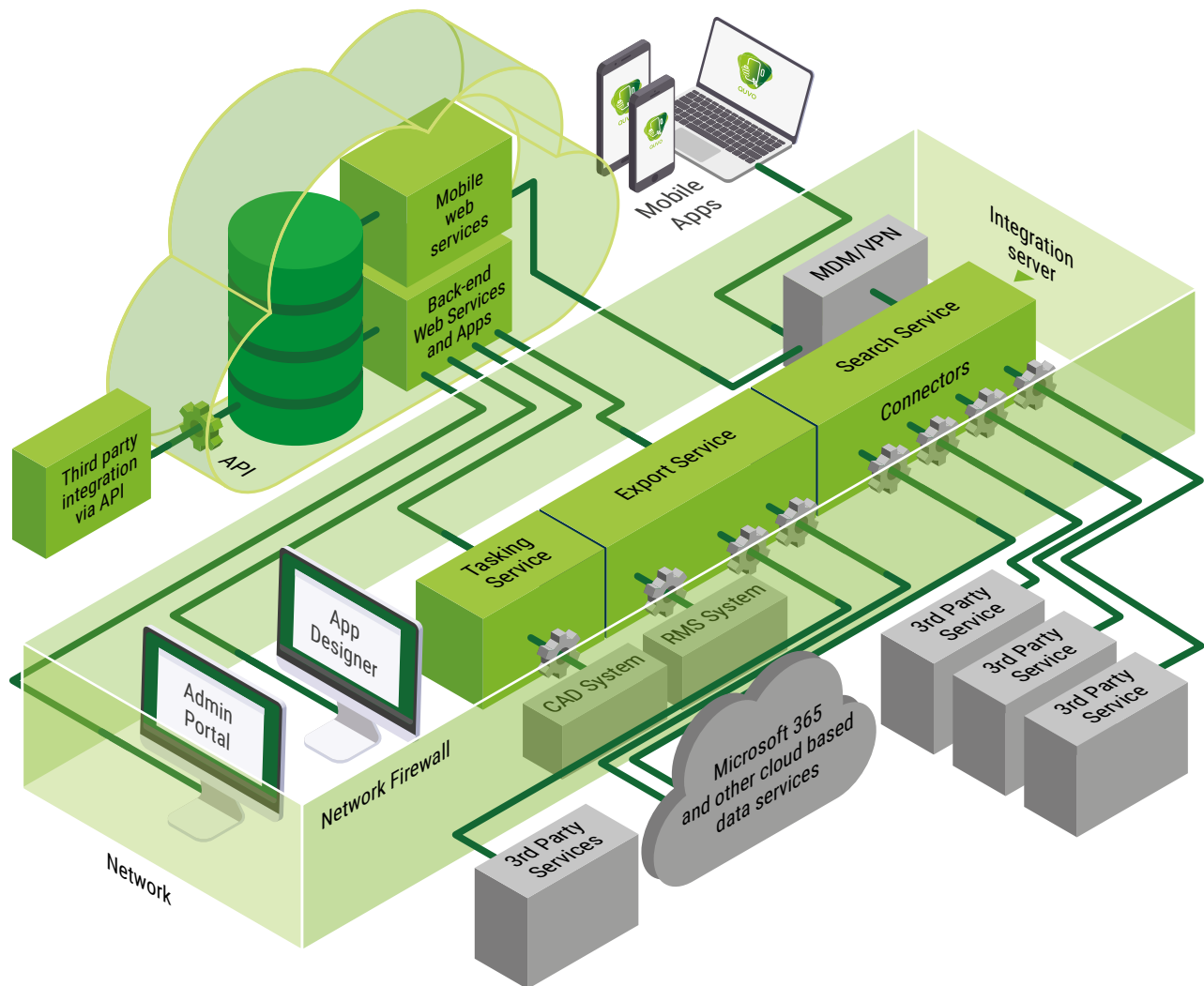


The core service requires no on-premise servers. Identity management is provided by Azure Active Directory.

Mobile front-line apps connect via Azure-based cloud services over HTTPS / TLS, with an additional layer of app encryption.

- Devices send and receive tasks via the mobile web services.
- A mobile search service allows common data providers to be queried directly from mobile devices.
- Completed tasks can be delivered to common external data services via the Cloud Delivery Service. For simple integrations, the CDS can send email and/or send documents to common cloud-based file stores.
- An Integration API allows more specific integrations to be implemented, using a third party integration platform (e.g. iPaaS) or other middleware. Tasks can be sent to frontline users via the API. A simple task can be defined in a few lines of JSON text. The API can also be used to obtain completed tasks to pass on to other back office systems.
- Tasks and processes are defined using the drag-and-drop App Designer.
- An admin portal, subject to user role, enables management of user accounts, analysis of logs, overview of activity and other services.

Simplified architecture diagram: Service with integration server service add-in



Where access to on-premise systems is needed (e.g. RMS systems, CAD etc), an integration server provides the necessary connectivity from within the network, without only outgoing-initiated communications passing through the firewall.

The core services components are augmented by the Integration Server which is deployed within the network infrastructure. The server enables custom integration with a variety of on and off-premise systems.

The server includes the following additional services:

- **Search service:** replacing the in-cloud search service, users may search systems on network as well as national systems.
- **Export Service:** replacing the Cloud Delivery Service, the export service provides integration with local and national systems via connectors which can be customised for any back-office system which exposes an interface.
- **Tasking service:** The tasking service interfaces with CAD and workflow systems to send tasks to frontline users. Alternatively, the cloud-based API may be used to send tasks

Optional service components

Service add-ons

Integration server

Optionally, an Integration Server can be provided. It is used where the Quvo environment needs to interface to other systems only accessible from within the network infrastructure.

The server is installed on site within the IT infrastructure, which may be the company's own Cloud environment. The server includes a powerful set of data export and search engines to provide federated data transfer to and from multiple back office systems. A range of ready-built integration connectors are provided, together with an SDK to author new connectors.

As the server is installed within the network infrastructure, you will need to follow an IT-focused set of provisioning tasks, to support the installation of the server, plus integration with Microsoft Azure Active Directory (Azure AD).

Service enhancers

Searching

Each user may be individually enabled for searching, allowing database searches to be performed by mobile users and the information re-used in tasks. Searching provides a valuable means to identify people, check vehicles and other important data, saving time, freeing up radio usage and improving data quality.

Tasking

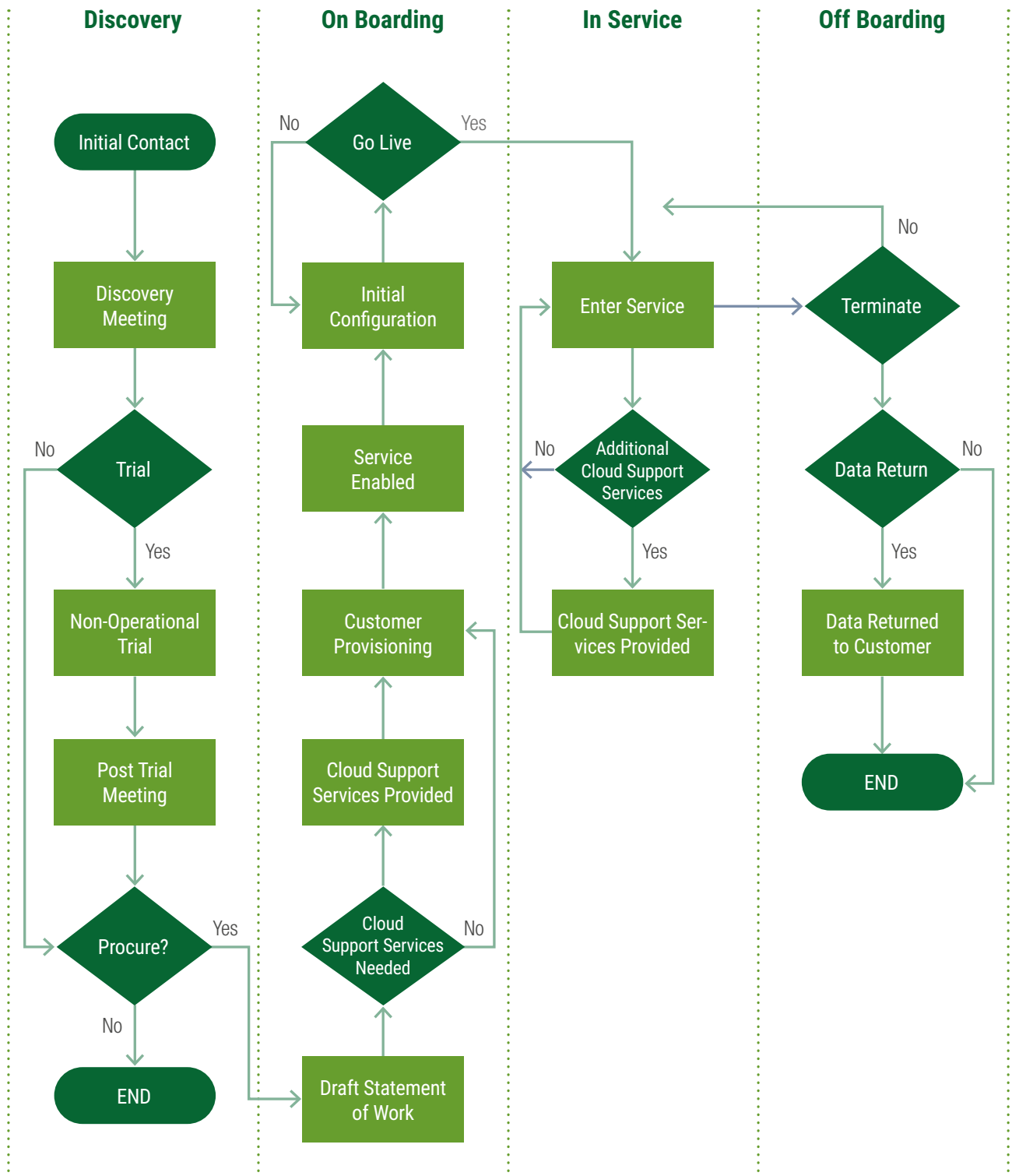
Each user may be individually enabled for tasking, whereby tasks can be pushed to the mobile device for action, freeing up radio usage, saving time and improving data quality. Tasks also contain location information, helping the worker to go to the correct location. Delivered tasks can be completed directly, and / or the information contained in them can be re-used to help complete related tasks without re-keying of data.

Smart Data Capture

Each user may be individually enabled for Smart data capture. In a few seconds workers can scan common documents such as driving licences, passports, plus vehicle licence plates. The AI engine identifies the individual fields of data which can be directly re-used in tasks. This eliminates re-keying, saves time, improves accuracy, and helps improve worker safety as they can focus on the person in front of them instead of an on-screen keyboard. The AI engine works on-device and does not send any scanned data to any remote servers.

How do I sign up for the service?

The service is defined in four phases and each phase is described in depth:



Discovery phase

Discovery Meeting

If you are interested in learning more about Quvo then contact sales@Quvo365.com and we will arrange a discovery meeting in person or via webinar to explain the proposition in more detail. We will be able to demonstrate the solution during this meeting and discuss your requirements in more detail. An outcome of this meeting will determine whether a trial would be beneficial or a decision to move to procurement or to not proceed any further.

Trial

If agreed at the discovery meeting a time limited, reduced-cost trial may be offered, based on a set of agreed requirements and success criteria.

A suitably configured trial will be provisioned, which does not require any on-site installation other than installation of the Quvo app on your mobile devices, running Android, Apple iOS, Windows 10 or Chrome OS.

The trial platform is not rated for OFFICIAL data and must not be used for operational data.

Post-Trial meeting

A post trial meeting will be organised to ensure that the trial met the criteria that were set out. An outcome of this meeting will determine whether to move to procurement or to not proceed any further.

On Boarding phase

Draft Statement of Work (SoW)

Once you have made the decision to procure then a Statement of Work (SoW) will be drafted. This will require a meeting with you and/or your IT provider in order to define the service, including the service level, tier(s), service enhancers and number of named users. The SoW may also include a project plan.

The 'deep dive' meeting may be held in-person or via webinar. A typical agenda for this meeting will comprise:

1. Introductions and agreements to governance and of points of contact.
2. Agreement to Scope of Work.
3. Discuss On-Boarding arrangements and project plan baseline.
4. Clarification of any technical queries

To ensure a successful outcome, the following customer representation is needed:

1. Project / Business lead(s)
2. IT Provider with oversight across the following disciplines:
 - a. Mobile Infrastructure: Mobile Device Management (MDM) platforms, App Stores
 - b. Systems Infrastructure: App deployment services e.g. Microsoft System Center (SCCM) for the App Designer; Server Deployment services e.g. integration server (virtual machine deployment).
 - c. Networks: Responsible for data paths and network routing of data
3. Staff member(s) allocated to App Designer role

The requirements for Technical Lead, Installation Services, Project Management will be agreed and included in the SoW.

Quvo documentation

We will provide you with the following documents and guides to help you through your internal approval process:

- Technical Product Guide
- Customer Provisioning Guide
- Privacy Impact Assessment (Support) Documentation
- Data Processing Agreement

Third Party Costs

You are responsible for the management of, and associated costs related to, your 3rd party suppliers, including software licences, for delivering Quvo to the agreed project baseline stated in the SoW.

We will agree the level of support expected by Coeus in standing up the service.

Cloud Support Services

We offer optional professional services that can be used to enhance the service e.g. providing resources to build processes. These are detailed in our cloud support definition.

- Business Process Support
 - Business process analysis, transformation, and configuration.
 - Role based training.
- Integration Support
 - Provision of standard integration connectors.
 - Custom integration connector development.
 - Provision of connector testing services for connectors not developed by us.
 - Return of cloud data.

These can be added to the SoW or once the service is operational.

Customer Provisioning

The Mobile Working Platform requires some provisioning activities by you as part of the on boarding process. The service is based within the Microsoft Azure cloud and one of the pre-requisites is you have migrated (or are in the process of migrating) to Microsoft Azure and/or the Office 365 service.

These are the tasks you need to complete:

- Customer Provisioning tasks with the support your IT provider, see Appendix A for salient points on provisioning of integration server.
- Return the pro-forma at the back of the Customer Provisioning Guide when those tasks are completed.
- Establish a fully prescribed Azure AD application trust for Quvo within your environment. This may require the implementation of Active Directory Federated Services (ADFS).
- Ensure that our client app is whitelisted in your 'App Store'.
- Install the App Designer application on designated workstations.
- Review the training materials that we provide.
- Provide the integration server to the specification in Appendix A.
- Install the integration server components we supply.
- Ensure that end-to-end installation is proven.

This will complete the on-boarding process.

Service Enabled

The following training tools are provided as part of the service:

- Client App self-service training supported by videos focusing on usage principles, training (which leads to a certificate of completion for each user).
- Design Tool training video and user guide.
- Service Desk training videos.
- First-line 'fix' support script.

Additional training, such as on-site classroom training (i.e. train-the-trainer), can be optionally obtained through our professional services). This is typically on a train-the-trainer basis.

Initial Configuration

We will deliver your Quvo service, ready for use. This includes; service creation, bulk-loading a baseline set of users and, importing any smart forms that formed part of the SoW. Those smart forms will be configured for immediate use by your users.

Customer Success

To ensure the successful transition of Quvo to the In-Service phase, we provide an optional service from our customer success team during the first 90 days service. This includes a weekly video consultation providing tips and tricks to help you get the most from Quvo. It also includes a weekly 30 minute one-to-one call to discuss your adoption, rollout and use queries.

In Service phase

Additional Cloud Support Services

The service will be invoiced quarterly in advance with a minimum subscription term of 12 months. At any time during the in-service period you can change the following services: service tiers, service enhancers and number of named users as per the SoW. These will take effect immediately and will be billed at the start of the next billing period.

You can also add professional services at any time during the in-service period.

New releases

New releases of software are included in the service at no extra cost.

All subscribing customers become members of the Quvo User Group (QUG), which acts as a forum to identify and coordinate requests for new features in the Quvo ecosystem.

Off-Boarding phase

You may cancel this service, by written notice to us at any time following the minimum subscription term of 12 months, giving at least 30 days' notice.

Termination

Off-boarding occurs at the end of your subscription period (termination). This is managed centrally, by our Service Desk, upon notification. When submitting the Off-Boarding Service Request, you must also decide whether you wish to use the "Data Return" Cloud Support service.

Data Return

If you request the Data Return service, we will arrange to return the remaining data from your tenancy in the service, on secured physical media. This is a chargeable service via our professional services.

If you do not request the data return service on termination, the service will be disabled and retained in a dormant state for 6 months. If this time elapses and you still do not choose the data return service then all data relating to the service will be permanently and irrevocably deleted.

Service Management

We operate a UK-based, ITIL v3 compliant service desk that manages all service requests. The service desk liaises with you where disruption windows are needed, for example, in order to apply/configure integration connectors.

Our service management policy defines our support offer, including everything from change management through to functionality deprecation. If the rectification of a defect is provided in a newer release of the application software, then you are expected to move to the newer release.

We have set up a user forum, the Quvo User Group (QUG), so you can have an input to the product roadmap and share best practice with other customers. New product roadmap user stories will be available to you in due course as part of the subscription to the service (subject to subscription tier/service enhancers).

Service Levels

The standard service management policy sets out the processes and obligations of all parties.

To ensure an efficient, cost effective service, you are expected to follow a first-line-fix guide, which will help to eliminate unnecessary calls to our Service Desk for routine issues and for issues which might impact your service. You are also expected to inform us when service disruptions (including planned works) occur within your IT environment, which may impact upon the service.

Our service desk can be contacted, online via a web-based portal, which provides 24/7x365 access to create and manage support calls. The standard service desk business hours are Monday

to Friday between 08:00 and 18:00, except English Bank Holidays. Service requests (including Incidents) may also be submitted via email.

Remote access is a mandatory requirement to deliver the service levels.

Service Levels are defined as follows:

Incidents

- Acknowledged within 4hrs of call being logged.
- Initial assessment of problem within 24hrs

Major Incidents

- Acknowledged and initial assessment of problem within 4hrs
- Action to commence restoration of service as priority within 4hrs of call being logged.

Early Life Support

- For newly installed systems, up to 28 elapsed days from install
- For upgraded systems, up to 14 elapsed days following upgrade
- Emergency Change (post-implementation) up to 48hrs
- Immediate level 2 technical skill escalation provided

Financial Recompense Model for not meeting Service Levels

The Financial Recompense Model, including services credits, will be discussed with you and agreed as part of the Statement of Work (SoW).

Associated Services

Quvo is designed so that it can be operated autonomously once live. Optional professional services are however provided to help get systems up and running more quickly, or to support more advanced integration scenarios.

Data Protection



Information Assurance

The Quvo service is hosted at the Microsoft Azure in-country datacentres which are ISO 27001 accredited and approved for storing data at OFFICIAL level. There is a dedicated database for each customer's live data to ensure maximum separation of data. Data is stored to enable store-and-forward capabilities to pass data to police force systems, to manage business process configuration, to log events and audit trails, and to enable the management of user accounts and devices.

Data at rest on the mobile device is encrypted to AES 256. Data is similarly encrypted during transmission in addition to standard protections offered by HTTPS using the TLS 1.2 protocol.

Data Back-Up, Data Restoration and Disaster Recovery

Quvo service is built using Microsoft Azure Cloud. The entire service includes geographic replication of data as well as failover for our services.

Privacy by Design

We recognise privacy and security of data is critically important to our customers so the system has been designed so that our staff cannot see or manage any of the data belonging to our customers. Customers have total control over data management, including location of task data as well as weeding of task data.

We provide product documentation, including a Data Processing Agreement as well as support towards a (wider) Privacy Impact Assessment for the use of technology-based solutions to empower mobile workforces.

We are committed to privacy and data protection, including the General Data Protection Regulation (GDPR). Our Customer Relationship Management (CRM) system has been developed to ensure that your employees and associates have privacy and that we only hold necessary information to conduct our business and only make contact when appropriate based on consent.

The data processing agreement and privacy impact assessment support are aimed at assisting organisations in their accreditation of IT systems for information assurance regulations, including compliance with regional Data Protection laws such as the EU General Data Protection Regulation (GDPR).

Our experience

Company Overview

Coeus Software Ltd. (trading as Quvo) is a provider of cloud-based, intelligent mobile solutions for the police, emergency services, health, social care, and wider public and private sectors.

Our services have been specifically designed around the day-to-day needs of our customers. From frontline police officers to nurses and social workers, our products support and enhance the way our customers already like to work. This ensures they fit seamlessly into our customers' workday to deliver tangible benefits from day one.

We understand that every organisation wants to deliver on the vision of a truly mobile, secure and connected workforce, where paper-based processes, duplication of effort and unnecessary errors are minimised at every opportunity.

Our staff are cleared to Non-Police Personnel Vetting level 3 (NPPV3). We hold the Cyber Essentials and GDPR certifications (IASME) and we are working towards both Cyber Essentials Plus and ISO 27001.

Appendix A:

Integration server specification

The minimum specification and configuration of the Integration Server (deployed as a virtual guest in a hypervisor) is shown in the table below:

Hardware	
CPU	<ul style="list-style-type: none"> ■ Dual Core ■ Resource controls not limited
Memory	8GB RAM
Hard Disk	128GB C: (OS target)
Network	<ul style="list-style-type: none"> ■ Single homed NIC (teamed if necessary). ■ Deploy other NICs in accordance with standard documentation if clustering is being used.
Software & Features	
Operating System	Windows Server 2016 or later
Domain Joined	Yes
Host Name (example)	HQPB001V
Internal DNS name (example)	<myorganisation>.co.uk
Service Packs & Security Updates	Yes. Make up to date.
Security Products	<ul style="list-style-type: none"> ■ Windows Firewall ■ Corporate antivirus endpoint protection.
Roles & Features	<ul style="list-style-type: none"> ■ Microsoft .Net (full) Framework <ul style="list-style-type: none"> - V3.5 - V4.6.2 ■ Internet Information Services <ul style="list-style-type: none"> - WWW Server - Windows Authentication - Static Content - IIS Manager Console - Disable Directory Browsing ■ Generate (and purchase if necessary) a digital certificate with for your integration server's hostname, that will be reachable from the user Devices in the field.



QUVO

Boho 5
Bridge Street East
Middlesbrough
TS2 1NY
0800 8498811

Coeus Software Ltd (trading as PoliceBox)
Registered in England & Wales: 058 305 05

Quvo01_0720