

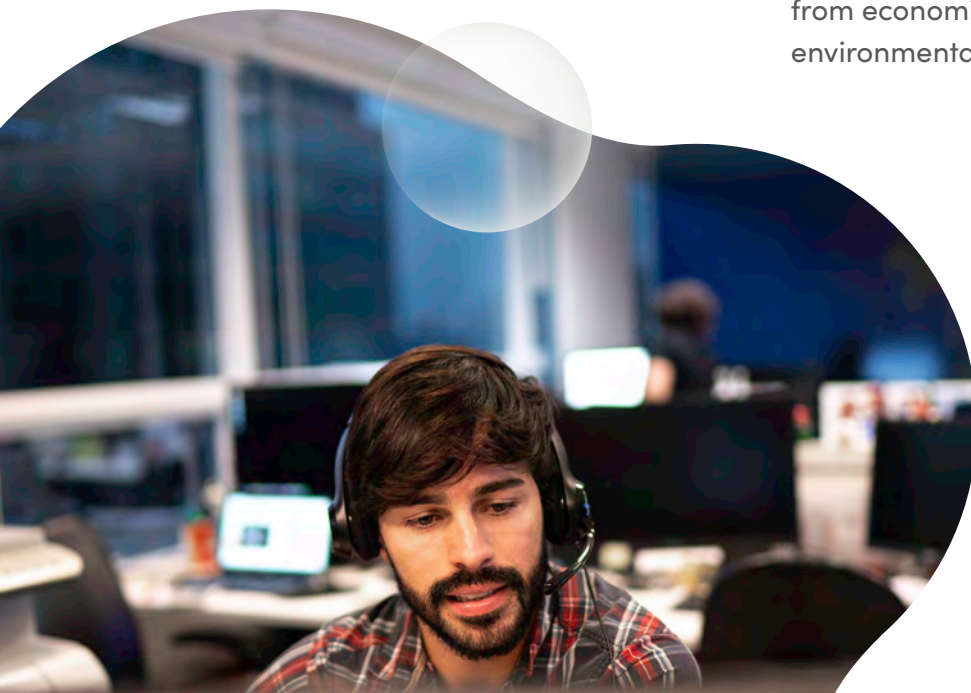


Managed Services

Industry focused service value

Flooid offers a range of services to ensure a seamless transition from project to production, followed by a worry free BAU, allowing you and your teams to focus on what you do best.

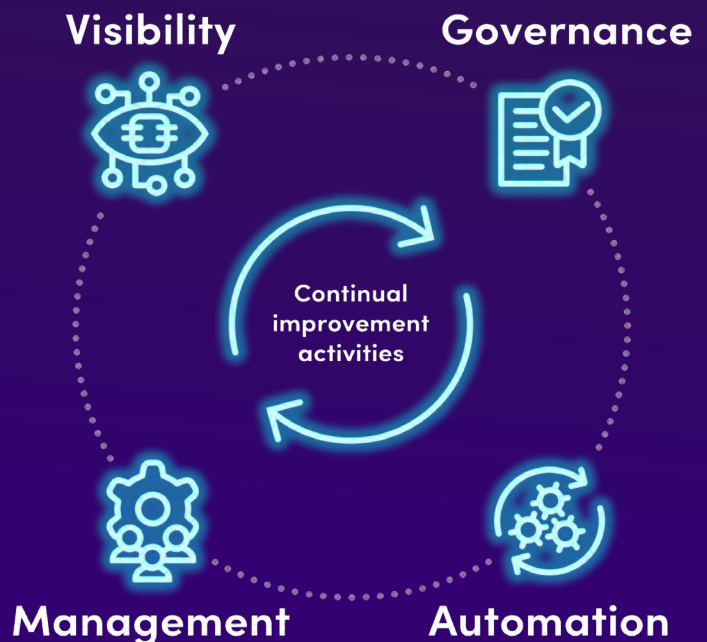
Our managed service offering is tailored to optimally deploy and run Flooid's cloud-hosted platform and endpoints. It is supported by Flooid experts every step of the way. This will help you control costs, relieve resource pressures, manage the risk as well as benefit from economies of scale and make a positive environmental impact.



flooid
a GLORY company

Our managed service principles

We incorporate managed services principles to provide several key benefits, delivering substantial value to our customers.



Here is a detailed look at why these principles are integrated and how they add value:

Visibility

- Service level dashboards
Providing insight into the performance of the service on a continual basis
- Proactive monitoring & alerting
Visibility into the performance, availability, and health of your applications and infrastructure
- Service reviews and reports
Joint activities and workshops to understand, improve and enhance the service and progress continual improvements.

Governance

- Comprehensive, ITIL based change management
A strong change management process ensures that changes can be made to your systems both rapidly and safely.
- SLA monitoring and reporting
Ensuring all aspects of the service are performing as expected, including response times, system availability and more.





















Management

- Incident & problem management
A fast track to access Floodit expertise and to deal with issues quickly and efficiently and to prevent re-occurrence.
- Ongoing optimisation, housekeeping and capacity management
Floodit teams leverage deep understanding of your systems to ensure they perform optimally and can deal with patterns of business activity.
- Technical updates & patching
Updates to operating systems, infrastructure and architecture performed by our expert teams to ensure you are always up to date.

Automation

- Deployment of images and software, updates to architecture via automation
Our teams work closely with you to plan, build and test new system components and utilise automation to deploy these quickly and efficiently
- Release management and rollout
ITIL based release management processes help ensure that releases are aligned with your business and delivering value as quickly as possible

Service model at a glance

		Cloud Managed Services		Endpoint Services			
		Included in SaaS		Included in SaaS		Enhanced Endpoint Management*	
		Flooid	Customer	Flooid	Customer	Flooid	Customer
 Visibility	Visualisation of GCP platform			Visualisation of POS estate			
	Proactive monitoring and alerting of GCP infrastructure with SLAs for response and resolution			Monitoring of POS estate			
 Governance	Service reporting - including SLAs, service level objectives and any other metrics agreed			Estate reporting (via email)			
	Infrastructure incident management - to deal with issues quickly and efficiently if they occur Ongoing optimisation, regular updates & patching, including OS and security updates			POS management			
 Automation	Deployment of images and software, updates to architecture via automation			Deployment of images and software			

*Enhanced Endpoint Management provided at an additional cost to the SaaS fee

Services and capabilities we offer:

- **Service Desk - includes:**
 - 1st Line Service Desk (optional)
 - 2nd Line Support Desk (optional)
 - 3rd Line Support and Escalation
 - Monitoring and Management
 - Service Delivery Management
- **Mature ITIL-based Practices and Processes**
 - Incident Management
 - Problem Management
 - IT Service Request Fulfilment
 - Third Party Management
 - Service Transition
 - IMACs (install, move, add & change) processes
- **Cloud Monitoring and Management**
 - Managed, hosted instance of Flooid's cloud-based infrastructure as code, services and data
 - Established Uptime SLAs
 - Scalability as your estate changes
 - Software Upgrades (Flooid and third party)
 - Managed Integration Points (e.g.):
 - OMS
 - Loyalty
 - Payment
 - and many more...
- **Platform Monitoring and Management**
Flooid will monitor and manage our platform including data flowing between cloud and store endpoints as well as through service integrations to ensure operational performance is optimised.
- **Endpoint Monitoring & Management (Optional)**
Flooid can monitor and manage your in-store endpoint estate, including both Flooid and third-party software updates, hardware alerting, remote builds and deployment:
 - Linux
 - Windows
 - Android
 - IOS
 - Anti-virus and device level middleware
- **Service Delivery Management**
 - Dedicated Service Manager
 - Advocates for customer in Flooid Service Organization
 - Customer Communications
 - Monthly Reporting Packs
 - Service Reviews
 - Defect Management
 - Third Party Management
 - Dedicated Single Point of Escalation

Example Service Levels

As part of the Flooid offering, we provide service functions along with the Service Level Objectives (SLOs) for each service (where relevant). Typical cloud service SLOs are detailed below:

- **Services**
 - All services will be available 99.85% within a 1-month period
 - 99% of all messages will be delivered to any external service within 60 seconds
- **Transaction Consumption**
 - The Data Flow Manager (DFM) input service will be available 99.85% within a one-month period
 - 99.99% of changes will be available for delivery to the end point within 15 minutes of the change being received by Data Flow Manager
 - For bulk data load 99.99% of all data up to the maximum rate of change defined within the NFRs provided to the system will be processed and made available to POS devices by the agreed time
- **External Delivery**
 - Publish Queue (and other product transaction outbound queues) will be available 99.85% within a one-month period
 - Publish queue egress rate capabilities will match ingress rate within normal operations of the system
- **Transaction Lookup**
 - Transaction Lookup will be available 99.85% within a one-month period
 - 99% of all queries will be responded to within 500 milliseconds
- **Stock Processing**
 - The service will be available 99.85% within a one-month period
 - 99% of all updates will be written to the database within 300 seconds
- **Micro Front Ends (MFEs)**
 - The MFE distribution service will be available for 99.85% of the time
 - 99% of all requests will be responded to within 500 milliseconds

