URIM SERVICE
DESCRIPTION

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1.Overview

URiM allows clients to create, manage and control their chosen remote information globally within a single User App

URiM is provided through Qubic's enterprise-grade server and networking technology monitoring platform, hosted within UK-only datacentres. The Service is provided with high availability as standard, with 99.9% target service uptime across two datacentre locations. This URiM Service Description should be read in conjunction with the associated Qubic Terms and Conditions of contract, as URiM's chosen UK Partner.

1.1. Flexibility

Choose the size of URiM Enterprise Licence to meet your immediate needs and adapt your licensing to suit your enterprise requirements over time. Select one or multiple year commitments to suit your programme timescales, then pay annually in advance, or on a monthly direct debit basis, as your budgets allow.

1.2.Scalability

Take advantage of our Enterprise licensing options to suit organisations of any size. The allocated system resources will expand to meet your needs. You simply take care of the information needs of your User community. We will take care of the rest.

1.3.Resilience

Even brief loss of Service can be disruptive, while loss of Service for a few hours may even be catastrophic. The design of the URiM App means that an offline version of the latest available Data is held locally within the App itself. So even in situations where live data is momentarily unavailable, URiM users can still be working effectively with the best practical alternative. This gives URiM Users the best chance to hold the latest knowledge they need in the palm of their hand.

Qubic's network core is spread across multiple Tier III (or higher) geographically separate UK datacentres, all of which are directly interconnected by multiple Tier 1 carrier circuits (BT Openreach, Vodafone and Level 3).

In the event of a single datacentre failure, all of the relevant URiM services will automatically failover to ensure suitable Service provision from another datacentre.

High-Availability Server Clustering ensures each server is replicated in another datacentre. If a given server fails, the equivalent server in the other datacentre automatically takes over the workload, with no downtime. In addition, dynamic load-balancing allows the Qubic Network Operations Centre to detect if any particular server is likely to come under pressure, distributing the relevant load to other servers in the cluster as necessary.

1.4.Application

The URiM Service consists of:

- Availability of the URiM Application to download from the relevant supported "App Stores".

- Prevailing functionality of the URiM App version, on supported User device platforms.

- Authorised User access to the URiM Manager Panel with prevailing associated functionality.

- Ability to push functionality and features from the Manager Panel to the supported User community.

- Ability to send instant messages from the Manager Panel to the entire User community globally, tracking both message delivery and User responses

- Data Content within the App will remain the Client's continuous responsibility, except as otherwise expressly agreed as part of an agreed Initial Build.

- Local URiM App instances will support offline access to data, once successfully synchronised and downloaded.

- Prevailing features and functionality of both the URiM App and the URiM Manager Panel will evolve and be made available under the URiM Service Enterprise Licence over time, subject to prevailing version release programmes

- The web site www.urimapp.com is included as an additional protected web site under the same Clause 18.1 of the associated Terms and Conditions of Service

- Client attention is particularly drawn to Clauses 1 to 18 and Sections F and G of the associated Terms and Conditions

1.5.Always the Latest

As the entire URiM Service is software based, Clients will always be able to have the latest suitable, published version. This includes both the relevant iOS and Android installable App versions, from the respective supported App Stores, as and when they become available. At the Server end, Qubic's choice of High-Availability platform ensures that we can upgrade, patch and fix without any interruption to URiM Services. We simply take one server offline and maintain an alternative secondary server live, to enable us to make the necessary improvements.

1.6.Reduce Costs

All Information Management costs something. But a *lack* of effective knowledge management eventually costs you even more. URiM beats all alternative paper-based knowledge management solutions on price, usability and effectiveness. It is the *only* offering of its kind, that lets you self-serve your own Data and self-manage your own App.

2.Support Services

2.2.Proactive Monitoring

Behind the scenes, around the clock, our Network Operations Centre (NOC) function constantly monitors every aspect of your Service against default performance metrics, underpinning Service availability.

Rather than waiting for URiM Users to experience issues and report them, the NOC monitors parameters such as disk, memory and processor usage, network performance and hardware errors. The NOC staff identify any variance against the set parameters and will proactively take corrective action remotely, if possible, before an issue arises, or arrange an on-site datacentre visit if needed.

2.3.Support

The URiM Services will be provided 7x24. Additional Support requests can be sent to support@urimapp.com around the clock. They will be responded to on a reasonable endeavour's basis, during normal Business Hours. Password Resets and similar User assistance actions, are an automated, self-serve URiM function. All associated Support enquiries must be handled internally within the Client's *own* enterprise. URiM cannot independently verify User Identities. Clients must ensure their Users are effectively trained to use the Services. UriM reserves the right to charge for all Support queries from untrained Users. Clients can *adapt and distribute* the Generic URiM User Guide provided, as necessary.