



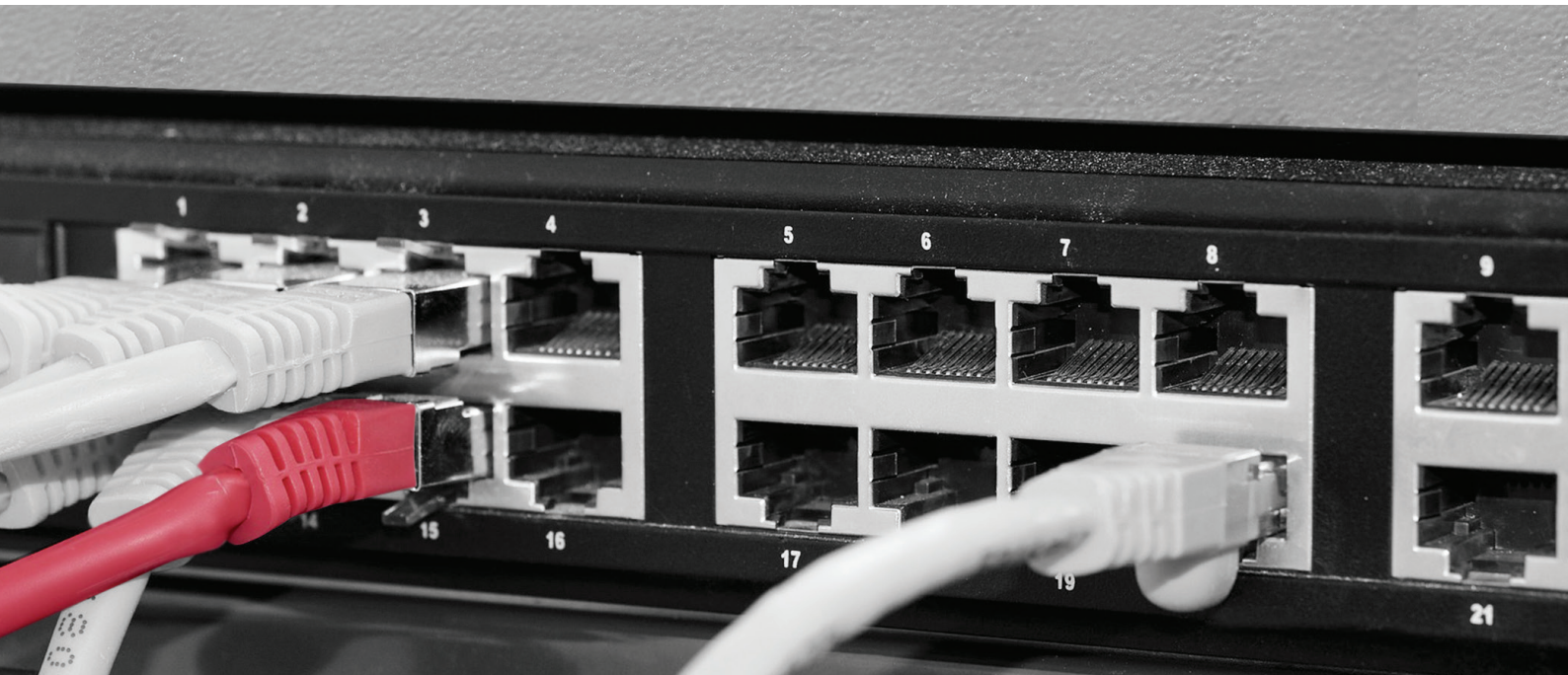
PROMARK WORKFORCE MANAGEMENT

# ProMark Private Cloud



## LET MARK INFORMATION HANDLE THE PROMARK SERVER

With ProMark Private Cloud Mark Information assumes responsibility for the operation of the ProMark production server for the client, including monitoring and back-up.



# ProMark Private Cloud

## STABLE PROMARK PLATFORM

### LET MARK INFORMATION HANDLE THE PROMARK SERVER

With a ProMark Private Cloud agreement Mark Information assumes responsibility for supplying a stable platform for the customer's ProMark products.

## HAND OVER RESPONSIBILITY

We will then ensure that the basic IT installation is in line with current best practices at all times.

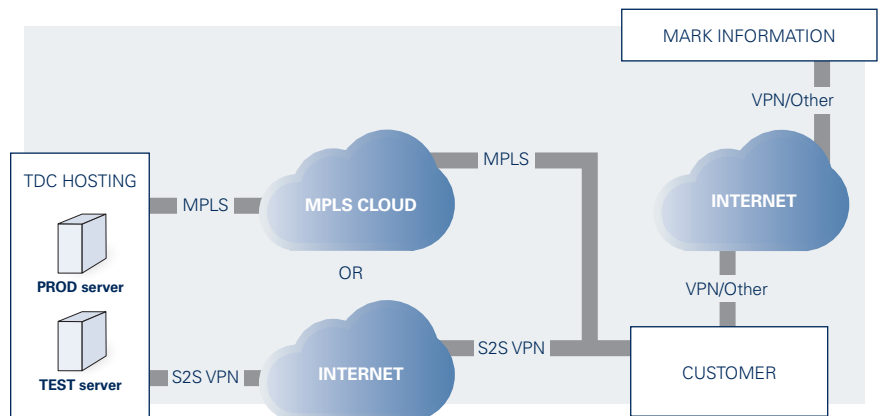
## SERVICES INCLUDED

The IT operations include the following elements:

IT operations element	Included services
<b>Operation of the operating system</b>	Operation, monitoring, patching and ongoing optimisation of the operating system (OS), including Windows Server
<b>Monitoring</b>	Monitoring of the base operating system
<b>Back-up and restore</b>	Hardware, back-up agent for OS, as well as all operational services for backup and restore of the operating system and ProMark database.
<b>Anti-virus</b>	Anti-virus protection
<b>Software licences</b>	Software licences for basic monitoring, anti-virus, patching and backup of all production servers at operating system level. Windows Server licences are included on virtual servers and vCloud.

## SOLUTION

The hosting solution is illustrated below:



## PHYSICAL SERVER

Physically, the server will be located at TDC Hosting, and is therefore mirrored at multiple locations for operational safety. When the server is set up and the connection established, the server will operate as part of the customer's own internal network.

## CONNECTION TO THE PHYSICAL SERVER

TDC Hosting offers either a Site-2-Site (S2S) VPN connection or an MPLS solution (Multi Protocol Label Switching).

# ProMark Private Cloud

**ACCESSABILITY**

**FULL SERVICE INCLUDED**

From the commissioning date, Mark Information will deliver full service 24/7 operation, including monitoring with proactive actions, full system management (Incident Management, Problem Management, Service Request Management, Change Management, Patch Management, Backup Management) as well as system restore.

**MONITORING**

Monitoring is defined as the initiatives that are implemented to intercept and keep log of error events, the implementation of which also serves to track any changes to capacity requirements.

Monitored devices include CPUs, memory, discs, network components and specified software components.

**CAPACITY MANAGEMENT**

Mark Information monitors the use of system resources such as CPU, memory, discs, bandwidth, backup capacity, etc.

The customer will be notified in case of need for a capacity upgrade.

**INCIDENT MANAGEMENT**

In case of unforeseen incidents on the server, efforts to solve the matter are initiated according to predefined service levels reflecting how business-critical a quick solution is and how severely the customer is affected.

**SMOOTH AND OPTIMISED OPERATION**

**OUTCOME**

The agreement on hosting the customer's ProMark server establishes all the details about the operation and contact between the parties so that communication and agreements proceed smoothly and optimally.

**STABLE PLATFORM 24/7**

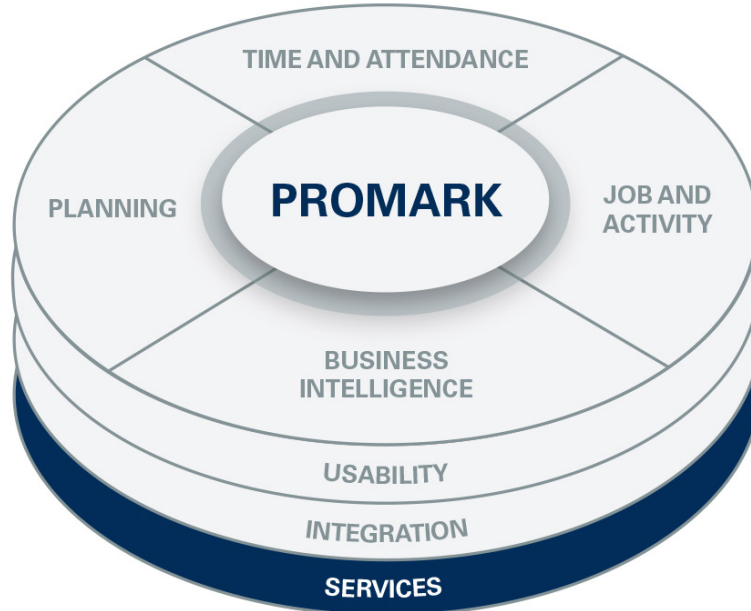
ProMark Private Cloud is the solution for customers who want maximum safety in the operation of their Workforce Management solution. Mark Information provides a stable ProMark platform that keeps the solution running 24/7.

Note that ProMark Private Cloud presupposes that you also have an active ProMark maintenance agreement.

The full benefits are achieved by simultaneously signing up for Application Management Service where Mark Information takes over responsibility for the ongoing IT operations of ProMark. Read more in separate product sheet.

# PROMARK WORKFORCE MANAGEMENT

ProMark Private Cloud is a service offering to ProMark customers to ensure that their ProMark application is operating smoothly without burdening the customer's own IT department. ProMark Workforce Management helps companies manage their largest and most valuable and strategic resource – the workforce. Contact us at +44 121 506 9690 for more information about all opportunities or have a look at [www.mark-info.co.uk](http://www.mark-info.co.uk).



### TIME AND ATTENDANCE

Registration of working hours and absence as well as deviation reasons validated against collective and local agreements for creation of the correct payroll foundation.



### JOB AND ACTIVITY

Job, project- and process registration refines ERP data for follow-up on production resources and productivity.



### PLANNING

Planning and scheduling for effective use of company resources.



### BUSINESS INTELLIGENCE

Tool for analysis of real-time and historic data for measuring productivity, absence and savings.



### USABILITY

User access via smartphones, portal and terminals for collection, enquiries and approval of time, job and activity data.



### INTEGRATION

Standard integration to payroll, HR and ERP systems leading to savings through automation.



### SERVICES

Hotline, superuser service, private cloud, application management and hardware service that ease the daily operation of ProMark.

## MARK INFORMATION

Mark Information is an innovative software company offering Workforce Management solutions from offices in Denmark, Sweden, Norway, United Kingdom and Romania. Mark Information's Workforce Management solution ProMark enables customers to optimise productivity and generate savings through scheduling the right resources, at the right time, for the right job and ensures that resources are remunerated correctly in the most effective way. Mark Information services global corporations and has more than 1000 installations and 300,000 users. Read more at [www.mark-info.co.uk](http://www.mark-info.co.uk).

