



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.

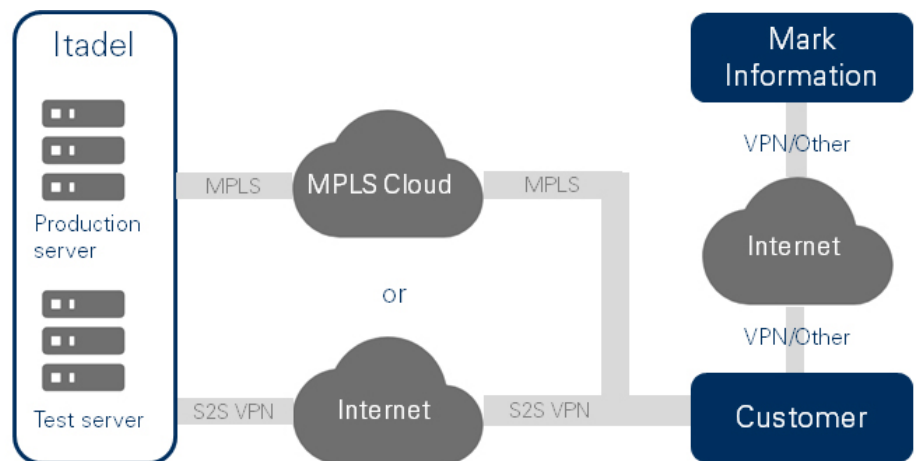
SERVICES INCLUDED

The IT operations include the following elements:

IT operations element	Included services
Operation of the operating system	Operation, monitoring, patching and ongoing optimisation of the operating system (OS), including Windows Server
Monitoring	Monitoring of the base operating system
Back-up and restore	Hardware, back-up agent for OS, as well as all operational services for backup and restore of the operating system and ProMark database.
Anti-virus	Anti-virus protection
Software licences	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 Itadel, 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

Itadel offers either a Site-to-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

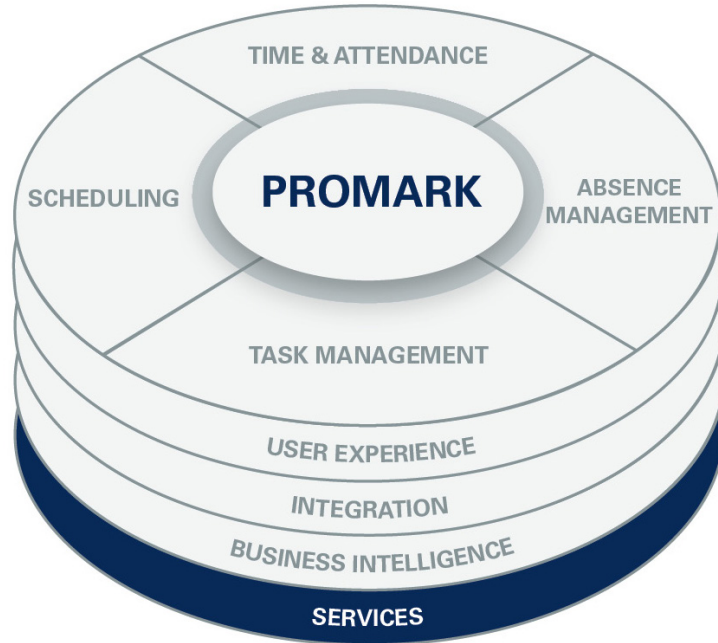
ProMark Private Cloud is the solution for customers who want maximum safety in the operation of their Workforce Management solution. Mark Information provides a stable ProMark platform that keeps the solution running 24/7.

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 +44 808 23 44 786 for more information about all opportunities or have a look at www.mark-info.co.uk.



TIME AND ATTENDANCE

Registration of working hours and deviation reasons validated against collective and local agreements creates the correct payroll basis



ABSENCE MANAGEMENT

Advanced handling of accrual, use and transfer of holiday. Sickness management with distribution on the right accounts and workflows for follow-up and overview



TASK MANAGEMENT

Registration of employee activities (job, project and process) refines ERP data for follow-up on resources and productivity



SCHEDULING

Planning and scheduling for effective use of company resources – even in case of deviations



USER EXPERIENCE

Smartphones, portal and terminals for registration, overview and approvals



INTEGRATION

Standard integration to payroll/HR/ERP ensures exchange of important data



BUSINESS INTELLIGENCE

Reports and analysis of data for measuring absence, productivity and savings



SERVICES

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

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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.

