



PROMARK WORKFORCE MANAGEMENT



ProMark Private Cloud

LET MARK INFORMATION HANDLE THE PROMARK ENVIRONMENT

With ProMark Private Cloud, Mark Information assumes responsibility for the stable operation of the company's ProMark production environment, including monitoring of the server and application as well as backup.



ProMark 365 Cloud



ProMark Private Cloud



ProMark On-Premise

ProMark Private Cloud

STABLE PROMARK PLATFORM

LET MARK INFORMATION HANDLE THE PROMARK ENVIRONMENT

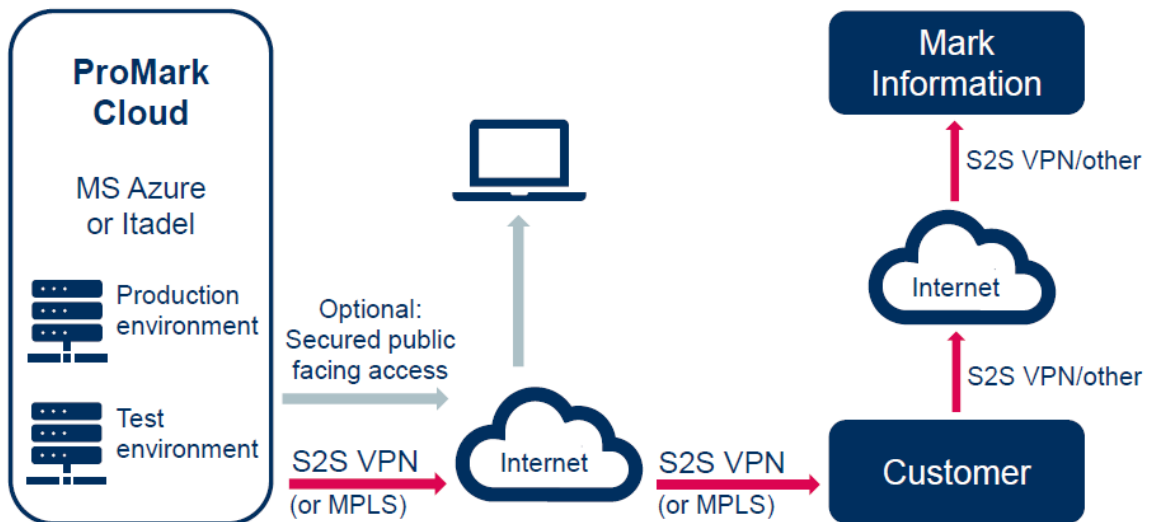
With a ProMark Private Cloud agreement, we assume responsibility for supplying a stable platform for the customer’s ProMark products.

HOSTED BY THIRD-PARTY SUPPLIER

The ProMark installation is operated on a remote server hosted by third-party suppliers like Microsoft Azure or Itadel. All hardware and software is exclusively dedicated to your company who will cover all related costs.

ADAPTATION TO YOUR REQUIREMENTS

With a ProMark Private Cloud solution, you can adapt the IT environment to meet your specific requirements, and the solution can be scaled within the limits your company has chosen.



CONNECTION TO THE PHYSICAL IT ENVIRONMENT

The environment will be hosted by Microsoft Azure (data centre in Western Europe as a standard) or alternatively by Itadel (data centre in Denmark as default). Here the environment is mirrored at multiple locations for operational safety. When the environment has been set up and the connection established, it will operate as part of your own internal network. Both suppliers primarily offer a Site-2-Site (S2S) VPN connection via the internet, but you also have the option to run it as an MPLS solution (Multi Protocol Label Switching).

MANY OPTIONS WITH MICROSOFT AZURE

Microsoft Azure is now a widespread modern standard for cloud solutions as it offers scalability as needed, an integrated environment with other Microsoft tools such as Office 365, Outlook and Sharepoint as well as considerable security, both in relation to the specific users’ individual access to the system and the security of your personal data.

OAuth2 AND SSL SECURITY AS ADD-ON

Data can be exchanged via SSL communication to increase security, and similarly user access can be handled via OAuth2 authentication, if your company wants it.

ProMark Private Cloud

**IN LINE WITH
BEST PRACTICES**

FULL SERVICE INCLUDED

With ProMark Private Cloud, we will ensure that the basic IT installation is in line with current best practices at all times.

FULL SERVICE 24/7

From the commissioning date, we will deliver full service on server operation at all hours, including monitoring (even of capacity requirements), backup and restore, antivirus as well as a number of annual updates.

The IT operations include the following elements:

INCLUDED 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
Backup and restore	Hardware, backup agent for OS, as well as all operational services for backup and restore of the operating system and ProMark database.
Antivirus	Antivirus protection
Software licences	Software licences for basic monitoring, antivirus, patching and backup of all production servers at operating system level. Windows Server licences are included on virtual servers and vCloud.
Firewall	Firewall protection and monitoring

MONITORING

Monitoring is defined as the initiatives that are carried out to intercept and keep log of error events, as well as to track any changes to capacity requirements.

CAPACITY MANAGEMENT

We monitor network components and specified software components as well as the use of system resources such as CPU, memory, discs, bandwidth, backup capacity, etc. You will be notified in case of need for a capacity upgrade.

INCIDENT MANAGEMENT

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

APPLICATION MANAGEMENT

In addition, we monitor and administer modules and services such as reporting, integrations and performance and we upgrade the ProMark application at least once a year.

ProMark Private Cloud

SUBSCRIPTION OR PERPETUAL SOFTWARE LICENCE

SOFTWARE

With a ProMark Private Cloud, you can select either a subscription-based licensing model or invest in a perpetual software licence with an ongoing maintenance cost.

UPGRADES AS AGREED

Detailed information on available modules can be found here: www.mark-info.co.uk/products/download.

Upgrades and service windows are agreed between us as needed.

ADD-ON OPTIONS THAT EASE THE OPERATION

ADD-ON OPTIONS

To ease the ongoing operation, setup and maintenance of ProMark, you can choose to leave parts of that task to us.

We offer the following add-on services:

LET US BE YOUR SUPERUSER

SuperuserService

With a SuperuserService agreement, we can take over the role as your superuser and thus perform various superuser/administrator tasks in ProMark. This frees up time for other tasks – also in terms of having to keep you updated on the latest within ProMark – and ensures continuity in your processes.



LEAVE RESPONSIBILITY FOR YOUR TERMINALS TO US

HardwareService

Hardware as a Service covers rent, operation, monitoring and repair of your hardware terminals. Thus, you can avoid an upfront investment and the hassle of keeping your terminals up and running.



Other add-on options:

TEST BEFORE PUTTING IT INTO OPERATION

Test environment

If you wish to test new versions before putting them into operation, we can offer you a test system with a copy of your own setup. Here you can also test changes to the setup before implementing them in your production environment.

ProMark Private Cloud

SMOOTH AND OPTIMISED OPERATION

NICE TO KNOW

All details about the operation and contact between the parties are established in the agreement on hosting of the ProMark environment so that communication and agreements proceed smoothly and optimally.

PRECONDITION

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

HIGH SECURITY WITH OPTIONS FOR ADAPTATION

WHY PROMARK PRIVATE CLOUD?

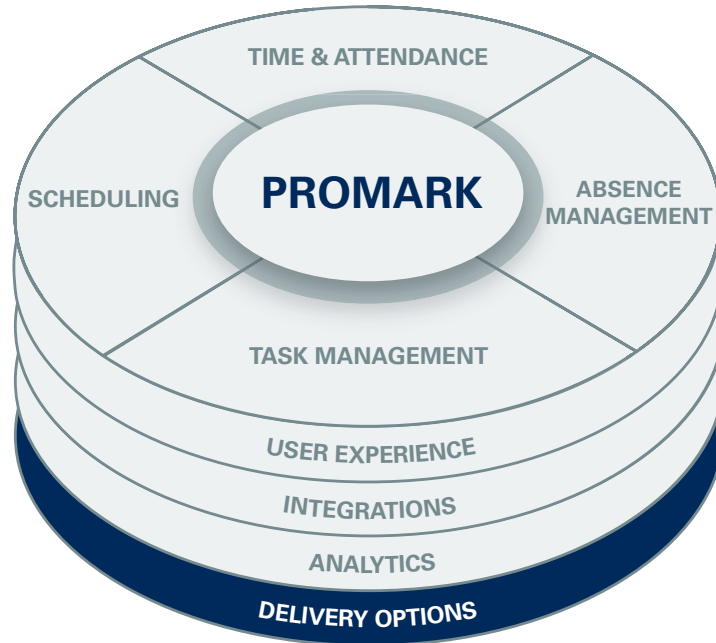
ProMark Private Cloud is for customers who want maximum safety in the operation of their ProMark solution and still want to be able to adapt their solution to specific requirements.

ProMark Private Cloud gives you the following benefits:

- **High operational stability:** We provide a stable ProMark platform that keeps your solution running 24/7 to avoid worrying about monitoring and backup
- **Savings:** Infrastructure, physical data centre security and administration of applications are handled by us/third-party supplier
- **Increased flexibility:** You can customise your cloud environment to meet specific business requirements
- **Increased control:** Resources are not shared with other companies which allows for higher levels of control
- **Scalability:** Private cloud environments often offer higher scalability compared to an on-premise infrastructure (but less than a ProMark 365 Cloud)
- **More time for other tasks:** We take over responsibility for the daily operation so you can avoid dedicating your own IT resources to run your ProMark solution

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

Accurate registration of working hours and absence 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 deliveries and costs



SCHEDULING

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



USER EXPERIENCE

Web portal, mobile app and terminals for registration, overview and approvals



INTEGRATIONS

Modern, secure API-based integrations for payroll, HR and ERP ensure exchange of important data and user experiences



ANALYTICS

Reports and Business Intelligence for analysis of data from all parts of ProMark for fact-based decisions and increased efficiency



DELIVERY OPTIONS

Standard public cloud, private cloud or on-premise according to customer requirements

2021-08

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.

