



RPC Hosting

A complete Oracle Primavera P6 environment
based on a cloud computing infrastructure platform

ORACLE PRIMAVERA SPECIALISTS
RPC.UK.COM

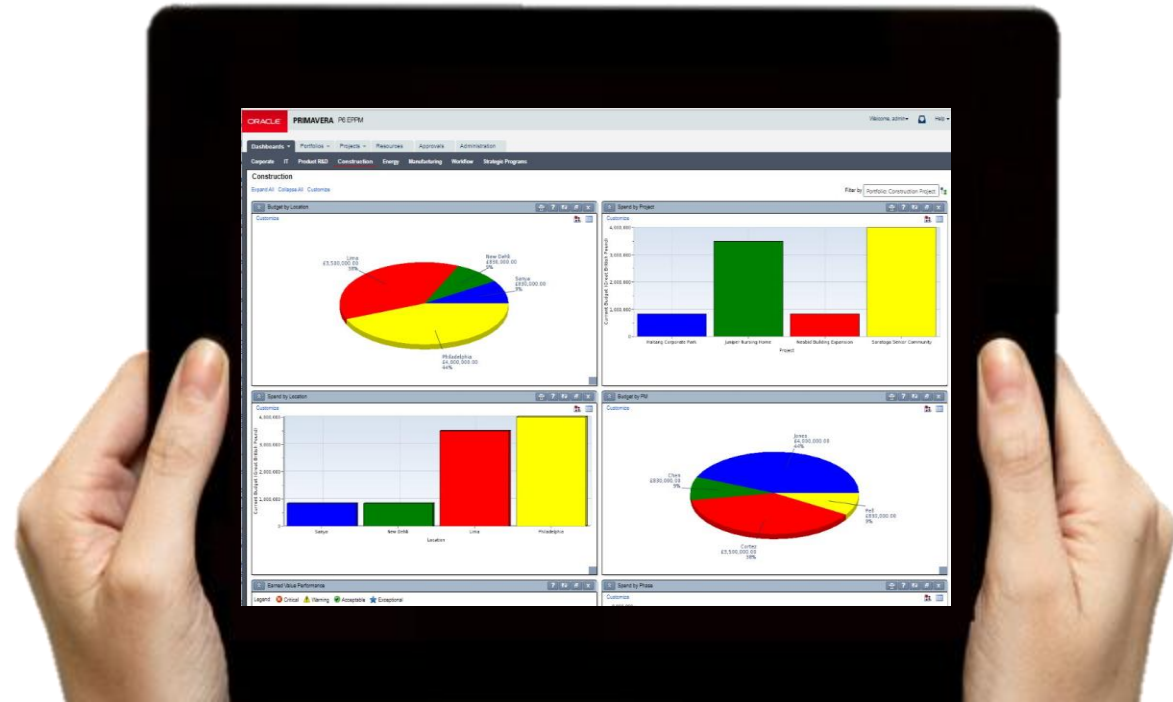


What is RPC Hosting?

RPC Hosting is a turnkey solution offering a full Oracle Primavera package, implemented and deployed on the Oracle Cloud Infrastructure (OCI)

With RPC Hosting you can understand and interrogate your schedules whenever and wherever you want, using Primavera P6 Visualizer with P6 Web Services Access.

- Flexibility
- Scalability
- Accessibility
- Oracle Primavera in the palm of your hand



“

Enable your specialist planning teams in the field and in the office with access to your Oracle Primavera environment from anywhere, at any time.

”

Benefits

The RPC Hosting service is based upon Oracle Cloud Infrastructure (OCI) and is supplied on a 'bring your own licence' basis

- With RPC Hosting you can have your Oracle Primavera P6 Solution implemented faster than ever before on proven Cloud Services technology
- Avoid the cost and complexity of deploying a new infrastructure and delivering new IT systems
- RPC Hosting allows access to a global network that includes infrastructure, hosting, operating system software and updates, so that you are never out of date
- Note that it is a condition of service provision that the client has purchased the applicable Oracle product licences

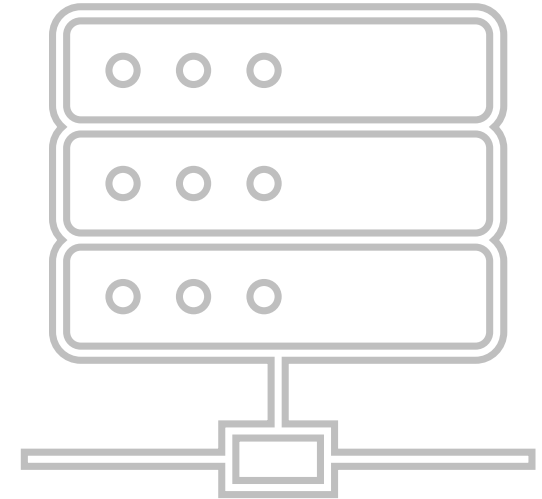
“

Because it is a complete, configured and customised Primavera P6 environment from Oracle Primavera experts, RPC, you can be confident of the best return on your planning investment and the ideal platform for delivering your projects successfully.

”

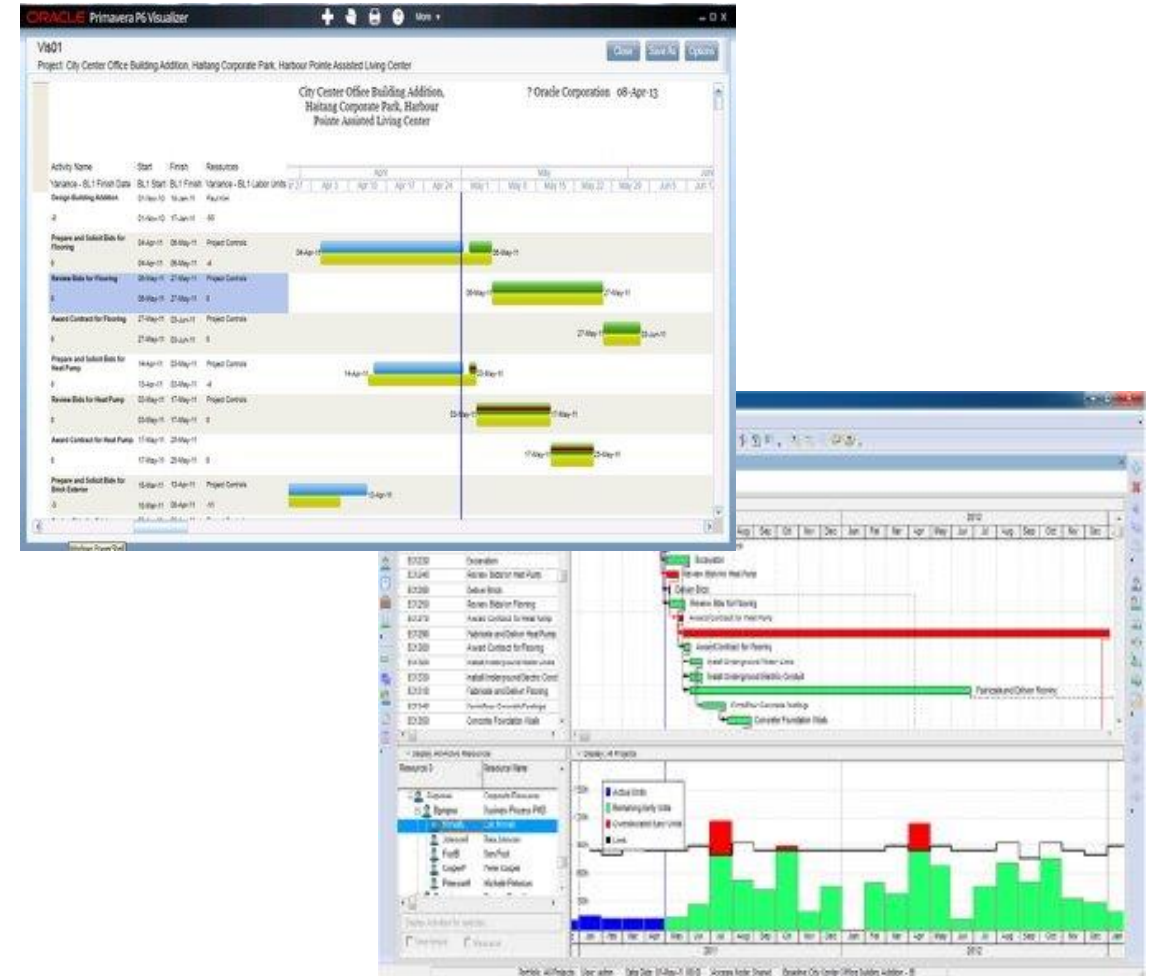
What can RPC Hosting offer you?

- Data centre located in the UK, with backup and storage facility
- Complete end-to-end encryption, including data at-rest
- Safe and secure backup process
- Light local deployment
- Optional plug-ins, including secure Azure virtual desktop, web services integration and reporting and analytics
- Scalable memory and storage options up to a maximum of 20Gb across all instances of P6 EPPM, with additional storage available to purchase in units of 10Gb
- Up to five named users included, with the option to purchase more with no upper limit



What can RPC Hosting offer you?

- P6 EPPM, Pro and Visualizer on the cloud
- Multi-tenancy cloud hosted service
- Adapt with **you**: growing as you grow and changing as you change
- Op-ex or Cap-ex funding options
- Designed for desktop PCs, laptops and mobile devices
- All P6 upgrades and patches included as standard, ensuring your environment remains stable and fully supported



Oracle Cloud Infrastructure

The Oracle Cloud Infrastructure is a market-leading cloud platform and offers multiple benefits to RPC Hosting customers

- Seamless patching for both software and security
- Future-proofing by ensuring the backend database is running on Oracle. All licensing for the database is included as part of your service cost, with no extra charges
- Monthly uptime percentage of at least 99.9% during any calendar month

The Oracle Cloud Infrastructure logo is displayed within a white rectangular box with a thin black border. The word "ORACLE" is written in a bold, red, sans-serif font with a registered trademark symbol. Below it, the words "Cloud Infrastructure" are written in a bold, black, sans-serif font.

ORACLE®
Cloud Infrastructure

“

A monthly up-time percentage of at least 99.9% and fast and efficient RPC Support response and resolution times mean maximum confidence for stakeholders and minimum downtime on your projects.

”

Data Security

Because it is underpinned by the Oracle Cloud Infrastructure, you can feel confident that your data is secure with RPC Hosting

- Oracle Cloud Infrastructure has achieved High JAB P-ATO accreditation from the US Government
- Access endpoints are protected by SSL encryption or VPN Tunnels
- Oracle Cloud Infrastructure includes DDoS (distributed denial of service) Protection and Cloud Guard
- Data is encrypted both in-transit and at-rest
- Follow this link to review the Oracle reference material for OCI security:
<https://www.oracle.com/a/ocom/docs/oracle-cloud-infrastructure-security-architecture.pdf>
- In addition to the built-in OCI security, penetration testing is performed annually on our RPC Hosting environment as part of our service review and maintenance process.

RPC Hosting Support

RPC Hosting is fully supported, with RPC technical support to customers including:

- Client on-boarding and familiarisation
- Service Desk support, including incident and problem resolution
- Implementation of agreed patches and changes for fault resolution
- Contracted hours of support are Monday to Friday between 09:00 and 17:00 (UK time), excluding UK public holidays.



RPC Hosting Support

Support target resolution times of between 4 and 12 hours depending on the severity of the issue and a monthly up-time percentage of at least 99.9%

Severity level	Definition	Initial response	Target resolution
1	Any part of the service, system, database or application is not available, and no circumvention is available There is a critical need and a total inability to deliver or use any required business function There is a failure of the equipment related to the delivery of the service	Within 30 minutes	Within 4 hours
2	A database, system, component or application is not available but there is possible circumvention There is not a critical need, but there is an impact to the delivery or use of required business function	Within 60 minutes	Within 8 hours
3	A single component is unavailable There is not a critical need and no impact to the delivery or use of the required business function	Within 4 hours	Within 12 hours

RPC Hosting FAQs

Question	Answer
Is data encrypted?	“Ubiquitous encryption” is an integral OCI feature. Client tenant data is encrypted both at-rest and in-transit. The Block Volumes and Object Storage services enable at-rest data encryption by default, by using the Advanced Encryption Standard (AES) algorithm with 256-bit encryption. In-transit control plane data is encrypted by using Transport Layer Security (TLS) 1.2 or later.
Is there endpoint protection in place to prevent data leakage?	Access endpoints are protected by SSL encryption or VPN tunnels.
Is there any anti-malware, anti-intrusion technology in place to protect personal data and systems?	OCI DDoS Protection; Cloud Guard; Encryption in-transit and at-rest.
Are firewalls in use for both internal and external connections?	This is standard build policy.
Are vulnerability assessments, scans or penetration tests performed on internal or external networks?	Cloud Guard provides on-going security monitoring.
Are medium, high and critical vulnerabilities dealt with in a timely manner?	This is standard managed-service policy.
Is penetration testing performed on internal or external systems using an external penetration tester?	Security and Access testing on OCI is completed by Oracle. Penetration testing on the RPC Hosting environment is undertaken annually as part of our annual environment review and maintenance process.
Is there an Intrusion Detection/ Prevention system?	OCI Security and Access testing is completed by Oracle.

Service Levels and Support Scope

SERVICE PROVISION

The RPC Hosting service is based upon Oracle Cloud Infrastructure (OCI) and is supplied on a 'bring your own licence' basis. It is a condition of service provision that the Client has purchased the applicable Oracle product licences.

The Oracle "service commitment" states that it will use commercially reasonable efforts to maintain Oracle Cloud Infrastructure Service availability at a "Monthly Uptime Percentage" (as defined below) of at least 99.9% during any calendar month.

"Monthly Uptime Percentage" is calculated by subtracting from 100%, the percentage of minutes during the calendar month in which the applicable Oracle Cloud Infrastructure Service was "Unavailable" (as defined below).

"Unavailable" means, on a per-Availability Domain basis, any time when:

1. no virtual machine (or, where applicable, none of the virtual machines in a Real Application Cluster (RAC) configuration) of the Oracle Cloud Infrastructure Service is able to receive a network connection from an application or a user, and
2. no I/O operation can be issued to the block storage of the Oracle Cloud Infrastructure Service. This excludes circumstances resulting directly or indirectly from any Common Exclusion.

SERVICE PROVISION

In Scope	Out of Scope
Initial set up	Password control and management
Client onboarding and familiarisation	Desktop hardware and software
Service Desk support, including incident and problem resolution	Hardware availability and support
Implementation of agreed patches and changes for fault resolution	Operating system availability and support
Minimum of one P6 EPPM instance	Network availability and support
Up to a maximum of 20Gb across all instances of P6 EPPM with the option to purchase additional data in units of 10Gb	Back-up media changing and management
Access for up to five named user accounts with the option to purchase additional user seats with no upper limit	User training

For more detail on incident severity levels and associated response and resolution targets, see page 12

UPGRADES AND APPLICATION RELEASE CONTROL

The standard RPC Hosting service includes product version upgrades and patch applications at our discretion, but we will provide adequate notification to the Client before doing so

HELPDESK SUPPORT AND INCIDENT MANAGEMENT

CONTRACTED HOURS OF SUPPORT

Monday to Friday between 09:00 and 17:00 (UK time) *Excludes public holidays*

INCIDENT LOGGING (INSIDE CONTRACTED HOURS OF SUPPORT)

All incident reporting, service requests and related information should be submitted via email to: support@rpc.uk.com

INCIDENT LOGGING (OUTSIDE CONTRACTED HOURS OF SUPPORT)

Clients should report incidents via email to: support@rpc.uk.com

RPC will respond to incidents as soon as possible but, minimally, at the start of the next working day.

Information required by RPC to handle the incident raised will include some or all of the following:

- Client name
- The full version number of the Database product and release being used
- A description of the business impact of the incident or problem
- Any Database error numbers and the full text of any error messages
- Any relevant operating system error messages
- A detailed description of the problem / incident

Responsibilities

RPC RESPONSIBILITIES

RPC grants to the Client the non-exclusive, non-assignable right to use the RPC Hosting service during the Service Term, solely for the Client's own internal business purposes.

RPC will make its RPC Hosting service accessible to the Client as soon as practicable from the agreed Service Start Date. Throughout the Service Term, RPC will operate its RPC Hosting service with reasonable skill and care and will use its best efforts to ensure that its RPC Hosting service remains available.

RPC will not, during the Service Term, make changes to its RPC Hosting service which results in it becoming materially less useful to the Client unless required to do so by applicable law.

RPC will use its reasonable endeavours, in accordance with good industry practice, to ensure that appropriate safety and security systems and procedures are maintained and enforced to prevent unauthorised access or damage to Client Data hosted as part of the RPC Hosting service.

RPC will use its reasonable endeavours to ensure that the system is designed, maintained and upgraded at all times so as to minimise the risk of attack by viruses or other malware and will maintain a UK Cyber Essentials Plus accreditation or equivalent standard.

Service Levels and Support commitments applicable to the RPC Hosting service are described in a separate Service Levels and Support document.

During the Service Term, RPC will routinely undertake regular backups of the Client Data stored via the RPC Hosting service and will provide a recovery service in respect of such Client Data which has a backup.

If the Client fails to pay an invoiced amount or any part of it by the due date for payment, RPC may suspend the Client's access to the RPC Hosting service until such time as the Client has paid the relevant amount in full, together with any late payment interest.

On expiry of the Service Term (or earlier termination) RPC will, within 60 days, securely dispose of all copies of the Client Data processed in relation to the RPC Hosting service except where applicable law requires RPC to store such Client Data. RPC shall have no liability (howsoever arising, including in negligence) for any deletion or destruction of any such Client Data undertaken in accordance with this agreement.



CLIENT RESPONSIBILITIES

The RPC Hosting service is supplied on a 'bring your own licence' basis. It is a condition of service provision that the Client has purchased all applicable Oracle product licences.

The Client acknowledges that it owns or has obtained all required valid licences, consents, permissions and rights to use any materials reasonably necessary for the fulfilment of RPC's obligations in terms of provision of its RPC Hosting service and that RPC's possession and use of any materials supplied by the Client to RPC in order to provide its RPC Hosting service shall not cause RPC to infringe the rights, including any Intellectual Property Rights, of any third party.

The Client accepts that the RPC Hosting service is dependent upon third-party cloud service and hosting providers, which are beyond the ability of RPC to control and RPC will, consequently, have no liability to the Client arising out of or in connection with unavailability or slow performance of the RPC Hosting service which is attributable to its third-party cloud service and hosting providers.

The Client accepts that availability of the RPC Hosting service may be subject to periodic scheduled maintenance and occasional emergency maintenance.

The Client accepts that, from time to time, RPC may make changes to its RPC Hosting service, for example, in order to address changes in applicable law, add or improve features, address bugs or security issues or to reflect changing system requirements and standards.

The Client will have sole responsibility for ensuring that any software, services or objects are free from viruses and agrees that RPC will have no responsibility for any attack by viruses in relation to any Client Data uploaded to the RPC Hosting service.

The Client will ensure that no authorised user, and no other person using the access credentials of an authorised user, will upload or introduce, or attempt to upload or introduce, to the RPC Hosting service any material:

- Which is a virus
- Which is a trade secret of, or otherwise confidential to, any third party
- In which a third party has Intellectual Property Rights
- Which is pornographic or illicit or
- Which is defamatory, harassing, obscene, infringing of the rights of any person or which is otherwise unlawful.

CLIENT RESPONSIBILITIES

Client Data shall, at all times, remain the property of the Client or its licensors.

The Client will ensure, and is exclusively responsible for, the accuracy, quality, integrity and legality of the Client Data and that its use, including use in connection with the RPC Hosting service, complies with all applicable laws and Intellectual Property Rights.

Except to the extent that RPC has direct obligations under Data Protection Laws, the Client acknowledges that RPC has no control over any Client Data hosted as part of the provision of the RPC Hosting service and will not actively monitor or have access to the content of the Client Data.

The Client acknowledges and agrees that it is responsible for maintaining adequate safe backups and copies of its Client Data.

The Client will, without limitation, ensure that it extracts its Client Data from the RPC Hosting service prior to service termination or expiry of the Service Term or suspension of any of the RPC Hosting service. Unless otherwise specifically agreed, RPC will not be obliged to provide the Client with any assistance extracting, transferring or recovering any data whether during or after the Service Term during which RPC provides its RPC Hosting service.

The Client agrees that RPC will not be liable for consequential, indirect or special losses and will not be liable for loss of profit, destruction, loss of use or corruption of data, loss or corruption of software or systems, loss of use, loss of production, loss of contract, loss of opportunity and/or harm to reputation or loss of goodwill.

JOINT RESPONSIBILITIES

The Client will promptly inform RPC if it suspects or uncovers any breach of security and both parties shall use all commercially reasonable endeavours to promptly remedy such breach. Both parties agree that if viruses are found, each will co-operate with the other to reduce the effect of the viruses and, particularly if a virus causes loss of operational efficiency or loss or corruption of Client Data, assist each other to mitigate any losses and restore the RPC Hosting service to its original operating efficiency.

For more information about the RPC
Hosting service, please contact us

 **01943 222 001**

 **enquiries@rpc.uk.com**