Our Standard Definition of our Services as Applies to Licences

Background on Intellectual Property

Licences relate to our intellectual property (IP) as transferred into our products. The following extract from our standard terms and conditions deals with the IP feature mentioned in our brochure.

- App designs owned by you, where the functionality is owned by us.

  For apps we create and host, the design is owned by the customer, and Frontline Apps and the App Creator (our term for our knowledge, and the broad-based features pre-coded into Frontline Apps) into which we configure those designs, along with our configuration of your design into the App Creator, is owned by us.

  As such, your IP (the design) and our IP (the knowledge and platform) on a technical level are inseparable.

  This inseparability is the trade-off for the app getting access to the knowledge and pre-coded functionality, which if it were coded as a ground up development, would make that app prohibitively expensive in terms of cost and time, and block other economies of scale offered by a platform, such as a shared database for staff, client, permissions and other details, and workflows.

  As part of this trade-off, we agree to not on-sell your App Design without your permission (in some cases, we and the customer jointly on-sell or on-provide, and this may be an opportunity for you to explore with us), and for our part, we are unable at any time to release our knowledge other than as part of a consultancy, or code (we use pre-code for all developments, and do not do ground up developments).

- Brand protection

  Our brand and the reputation of our products must be protected from actions at your end that would cause our products to perform unreliably for reasons other than the quality of the products themselves, and in that way, cause us brand damage.

  For example, if action or inaction at your end would cause serious disruption to your users (for example, not delegating anyone in the organisation to maintain house and client details, or staff permissions), where it can be reasonably expected that your users will assume that the disruption is caused by our brand, then we would require you to uninstall without delay, in order to avoid damage to our brand and the reputation of our products.

Benchmark Definition of Services (A Reference)

While licences primarily relate to IP as a matter of course, our benchmark arrangements with DHS include specific services to be provided under licence. Please feel free to use this as a guide (some items below refer to local apps and processes).

The 'services' (referred to in some past and current contracts for Apps at Frontline Apps as 'licensing') include Frontline Apps Menu and Data & Permissions Control functionality, and includes control of:

- Live access to databased data: with an 'App', submitted data is immediately available to all users and managers with permissions to that data, whereas with a 'template', the data will probably be saved within a 'file' onto a private folder or a memory stick, for example, inaccessible for most useful purposes[1].

- Workflow-managed supply of Frontline Apps menus to Frontline Apps users, and response to users with respect to their ongoing access to Frontline Apps menus.

- Workflow access for non-Frontline Apps users to apply for access to Frontline Apps via automated emails to regional reps including Client Funds Management Officers[2].

- Cost centres and house names, and alignment of houses to groups of houses.

- Users and user permissions, and workflows to delegated officers responsible for data entry of user names against cost centre groups and cost centres.

- Client details, and alignment of client names to houses.

- Workflows for eSignatures for Client Funds App[3] and other 'paperless' workflow benefits, incorporating management of manager names at all levels against cost centre groups, and incorporating management of workflows to key regional reps responsible for data entry of manager names against cost centre groups.

- Version control of Apps.

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[1] One App at Frontline Apps (RosterCoster) currently offers both for user convenience, given the issue of many organisations not allowing their users access to centralised databases – RosterCoster allows centralised databasing of rosters as typed features plus the ability to saveas and take away.

[2] For those organisations that use our Client Funds Apps only.

[3] For those organisations that use our Client Funds Apps only.

- Maintenance of Frontline Apps (excludes maintenance or recovery prompted by the organisation, or due to changes to the environment created by the organisation).

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- Access to Frontline Apps online user request log system.

- Help desk support for error resolution[4].

Within this context, an App Manager should discuss with us in Quarterly Reviews[5] what is included and excluded ongoing for a specific App, for example, the houses / workplaces / programs / users that will and won't be using the software; and features that are in and out of scope.

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[4] Excludes help desk statistics and user training.

[5] Q Reviews, and Formal Reviews (for example, 'IM&T 2010' and 'Deloitte 2010'), are not included in the license. Some App Managers opt in on this, and others do not, and so licenses are set with this as an exclusion. The basic Q Review is referred to as a '2+2' package, a two hour meeting plus a two hour write-up.