



ISAM Management Package for Operator Members

2018-19

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Background

Smart Applications Management (SAM) is the trading name of South West Smart Applications Ltd, incorporated and registered in England and Wales (Company no 7205882, VAT no 133366035), whose registered office is at 14 High Cross, Truro, Cornwall TR1 2AJ ("SAM").

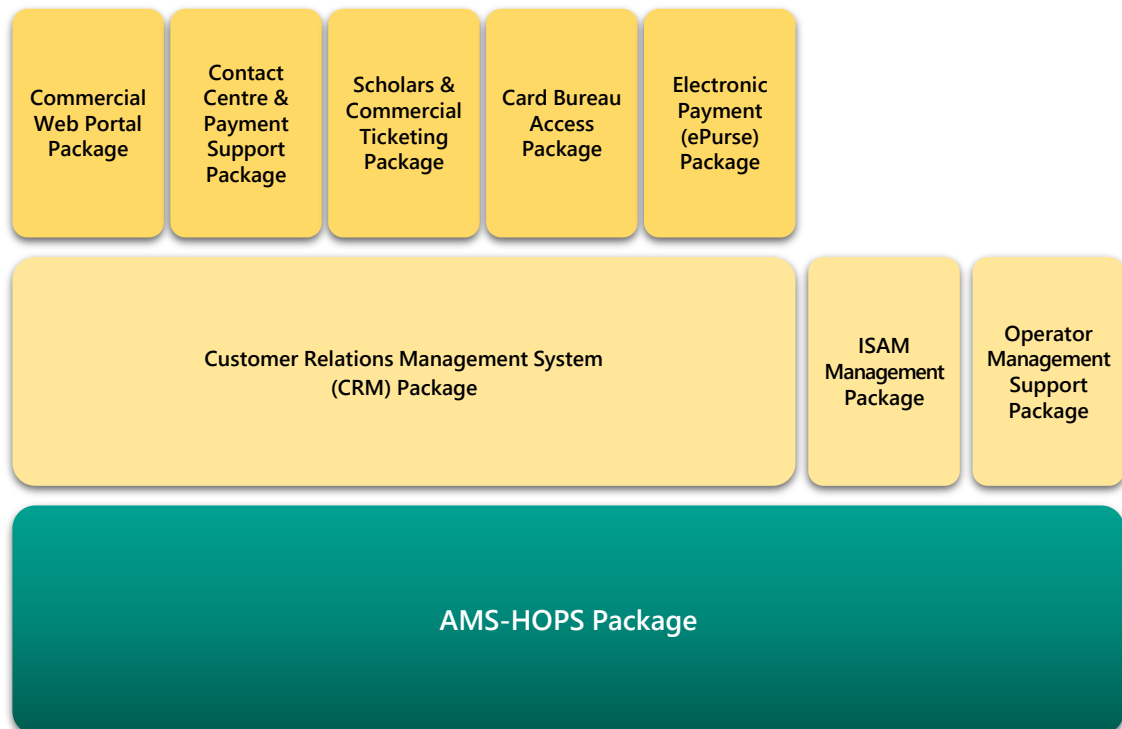
In 2016 SAM held a number of internal workshops and meetings with its Members, to develop and refine a series of customer specific support services (Packages) for the period April 2017 – March 2023.

The SAM Managed Service

The SAM Managed Service provides support via a series of individual support Packages which can be combined to provide a complete end-to-end managed service for smart and integrated ticketing, which best meets the needs of an individual SAM Member. Each Package is designed to support a specific Scheme requirement and has been developed by SAM using the experience gained through supporting its Members over the last 8 years.

The diagram below shows how the Managed Service is built upwards from the AMS-HOPS Package which forms the base of most Managed Service solutions. Members can then choose to build on the AMS-HOPS Package and add, for example, the CRM Package, or assist SME Operators through the addition of the Operator Management Support Package.

The SAM Managed Service has been designed to be flexible, to allow Members to add Packages as their Scheme grows and their requirements change.



ISAM Management Package for: | Operator Members

Introduction

The ISAM Management Package can be added to an Operators' AMS-HOPS Package at no additional cost and provides a fully managed solution for Passenger Transport Operator Members who wish to operate ITSO enabled ETMs on bus.

As a SAM Member, when purchasing a Managed Service package from us, you are not just getting access to the software from the Supplier, but the support of a team dedicated to ensuring you can get the best out of your integrated smart system – however large or small that may be.

Services Provided within the ISAM Management Package



The ISAM Management Package provided by SAM includes the following services:

- Define and **oversee ISAM profiling**
- Operate ISAM Management software tool
- Development and management of **ISAM Gold Profile and QA ISAM profile**
- Local apportionment of dedicated ISAM space to optimise Hotlisting
- Monitor **ITSO product registrations** and update ISAM profiles as appropriate
- Daily (M/F) check of the ISAM activity (**ACK's and NAK's**)
- Production of **weekly reports** per operator and area on ISAM performance

Confidential

- Troubleshoot ISAM issues and liaise with Suppliers to ensure ISAMs do not expire
- Track ISAM through **asset register** when swapped out by Operators and/or Suppliers
- Retrieve ISAMs on behalf of Members from e.g. liquidators
- **Switch off ISAMs** with ITSO no longer required to save money
- Class 3 management and **Key ring roll over management** with Suppliers and ITSO
- Attend ITSO meetings about ISAMs and respond to ITSO consultations about ISAMs
- Lead for Members on ENCTS key roll
- **Bulk purchasing** of ISAMs from ITSO and Hold stock of blank ISAMs

ISAM Management Package Pricing

Passenger Transport Operator Member Pricing

Where an Operator member has an AMS-HOPS Package, the ISAM Management Package is available at no additional cost.

Where an Operator Member does not have an AMS-HOPS Package, then ISAM Management is charged as an annual fee per ISAM, which covers all aspects of the ISAM Management Package including all updates, hotlist and action listing for the ISAM.

	Price
ISAM Management Package	£25 per year per ISAM

Members are billed in advance, at the beginning of the new Financial Year. Should a Member wish to withdraw from the Package, the standard notice period to SAM is 6 months.

Contact Us

To discuss the ISAM Management Package, please contact:

Mr James Bloor

Commercial Director - Smart Applications Management
Genesis Business Centre
King Street
Alfreton
DE55 7DQ

Email: James.Bloor@talktosam.co.uk
Office: 01773 417598
Mobile: 07982 635185