

| System Comparison Decision Matrix | | | |
|---|---|---|---|
| System Name | Powersuite | Powersuite | For example |
| Description | v7.4 | v7.5.8.5 have purchased software but has NOT gone live, still in testing | Give a brief description of what the system does. |
| Owning borough | H&F | K&C | H&F or K&C |
| <small>Responsible officer</small> | Linda Dunn | Scott Wilson | Who is the contact in the user department |
| Supplier | Whitespace | Whitespace | Name of supplier |
| Licensing / maintenance | £4,667 pa currently | £4,043 | Describe any contract and/or licensing requirements |
| Cost | £75,835 | £58,698 | Total cost of contract and licenses for bi-borough solution |
| <small>Contract Term</small> | 5 Years | N/A | Expiry date of current contract |
| <small>Licences</small> | 5 | Site licence | Cost of extending licences to bi-borough solution |
| <small>Support</small> | £5,000 | £1,740 | Bi-borough annual support |
| <small>Implementation</small> | £41,625 | tbc | Project cost to create bi-borough solution |
| <small>Cost of other required products</small> | tbc | tbc | Capital and annual cost of any required hardware and software (e.g. Database) to create bi-borough solution |
| Hosting | H&F ** to be decided | K&C ** to be decided | H&F or K&C or Supplier |
| <small>Updates</small> | N/A | N/A | Dates and cost of last three updates (software, operating system, storage increase) |
| <small>Source Code</small> | | ESCROW | Is source code protected against supplier bankruptcy, receivership, etc.? |
| <small>Performance guarantees</small> | | | List any guaranteed system response times |
| Business Continuity | Standard SQL Backup and Logs | Database is part of corporate SQL cluster | What arrangements are there for backup and recovery of system and data. |
| <small>Availability</small> | Bridge | Scott Wilson | Contractual system availability and any agreed maintenance downtime |
| <small>SLA</small> | Bridge | Scott Wilson | Time to respond and time to fix reported failures |
| <small>Disaster Recovery</small> | Bridge | Scott Wilson | Time to restore system after complete failure |
| Requirements | | Should Haves: Mobile Working | What does the system needs to do. Define as: Must Haves; Should Haves; Could Haves; Would Be Nice To Have. |
| Functionality | Raise quotations, contracts, route/round managment, Duty of Care production, Charge matrix, Report generation, ad hoc jobs, invoicing | Raise quotations, contracts, route/round managment, Duty of Care production, Charge matrix, Report generation, ad hoc jobs, invoicing | What the system actually delivers. |
| Usability | | | How easy the system is to use. |
| <small>Help function</small> | Training system | Training system | List any features that assist new or infrequent users |
| <small>Data entry correction</small> | Subjective | Subjective | How easy to cancel incorrect input |
| <small>Error messages</small> | Subjective | Subjective | Are error messages understandable |
| <small>Contact centre</small> | No | No | Does the contact centre use the system? |
| <small>Third parties</small> | None | None | List any third parties such as outsourced service providers who use the system |
| Interfaces | OLAS/CEDAR Manual | Whitespace Accounting v1, MS CRM, PRISM | What other systems does this system either take a data feed from or feed data to |
| Tactical v Strategic (if Strategic then an options paper must be done) | | | Short term tactical solution or long term strategic solution |
| | Long Term Strategic Solution | Long Term Strategic Solution | |
| Priority | **dependent on when K&C complete testing and go live | **dependent on when K&C complete testing and go live | 1 = as soon as possible; 2 = within 2 months; 3 = over 2 months |
| Viable alternatives to current IT systems | Both boroughs have in the last two years carried out soft market testing for alternatives before deciding on Whitespace | | What other industry best practice IT systems have been considered. |
| Viable alternative IT solutions | RBKC to continue using Waste Manager | | What other IT solutions have been considered e.g. mobile device delivery. |