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Expede

EXPEDE PLATFORM SPECIFICATION

EXTS-7002-004 PLATFORM SPECIFICATION REV4

Microsoft Azure

Certified

EXPEDE PLATFORM SPECIFCATION

LICENCE TERMS:

This Platform Specification should be referenced in conjunction with EXLS-C6000-002 Expede Licence & Services Terms & Conditions.

PLATFORM SUMMARY:

The Platform is a Professional Services Platform to which the Customer is granted a license under the terms & conditions defined within EXLS-C6000-002 Expede Licence & Services Terms & Conditions. The Platform employs a high standard of security and enables the Customer to have control over user access rights to Platform functions and Customer Materials. Customer Materials can be entered into the Platform via a number of methods including direct transfer from Microsoft Outlook and through a dedicated desktop uploader. The Platform converts the Customer Materials into searchable content, which permits the Customer to locate key information within the document contents. The Protected Functionality which represents the core of the Platform Licence is the ability to convert the contents of supported documents into user searchable and interactive content. Customer Materials can be viewed, searched (depending on the quality of the original document) and commented upon. The Platform provides a base degree of notification to include new Documents that have been added to the Platform. The Platform user interface provides a conventional Document directory structure, dashboard of information summary, an onscreen Document viewing window, basic commenting and advanced content-based word searching. The Platform permits concurrent users to access the same Document at the same time without the need to download the Document to the user's local computer.

1. DEFINITIONS AND INTERPRETATION

1.1 In addition to the definitions defined within EXLS-C6000-002 Expede Licence & Services Terms & Conditions the following definitions apply to this Specification:

"Accessible Content" means Customer Materials that are Supported Documents that are automatically processed into searchable content, stored and made searchable to the User. Unsearchable Files and Complex Files can be stored with the Platform for recovery by the User, but are not searchable;

"Archive Content" means Accessible Content that is moved by a User to Platform lower tier storage for long term lower cost retention. Archive Content is not User searchable but can be restored to Accessible Content by the User;

"Complex Files" are image or pdf image files which are not Supported Documents and are not User searchable without Complex File Conversion;

"Complex File Conversion" is the User selectable process of converting Complex Files into Supported Documents through the Expede Artificial Intelligence Engine;

"Supported Documents" are default supported files that are converted automatically into User searchable content within the Platform;

"Unsearchable Files" are files which are not Supported Documents or Complex Files, which it may be possible to store within the Accessible Content storage allowance for User download.

2. PLATFORM COMPATIBILITY

The Platform is designed to interface with the following file types, systems, applications, programs and software:

2.1 Microsoft Outlook Add-in (Desktop)

A software add-in is provided to the Customer to enable simple transfer of emails to the Platform directly from Microsoft Outlook. The provided add-in will be compatible with Microsoft Outlook 2013 Revision 15x running on Microsoft Windows 10 desktop computer.

2.2 Supported Documents

The Platform will support the following electronic document standards:

a. Portable Document Format - PDF ISO 32000:1:2008 (early versions are likely to function correctly but are not warranted by the Provider);
b. Microsoft Word – Word 2000 – 2019; (DOC, DOCX);
c. Microsoft Excel – Excel 97- 2019 (XLS, XLSX);
d. Microsoft PowerPoint version 9 - 2019 (PPT, PPTX);
e. Microsoft Mail 2000 - 2019 (MSG, PST, EML); and
f. Rich Text Format and Plain Text Format Documents (RTF, TXT).

The above file formats can be opened, read and content searched within the Platform.

2.3 **Complex Files**

The following file types are Complex Files which can be converted into searchable content via the Complex File Conversion.

   a. PDF Image Files; and
   b. Image File Formats – (TIFF, GIF, JPEG, JPG, PNG)

The Complex File Conversion process is subject to the quality of the Complex Files and is not warranted by the Provider. The Platform highlights Complex Files to Users within the interface to allow the User to determine which Complex Files they wish to convert via the Complex File Conversion and to identify those files which have not be converted.

2.4 **Unsearchable Files**

Generally, though not warranted, it is possible to upload any file format into Expede which is not a Supported Document or Complex File, yet will be stored securely in Accessible Content for download but cannot be read directly within the Platform or converted through the Complex File Conversion.

2.5 **Compatible Website Browsers**

Due to the security standards applied by the Provider, not all Web Browsers are compatible with the Platform. The following Web Browsers have been confirmed to function with the Platform as per the specification of the Provider:

   a. Desktop Version (running on Windows 7, 8.1 or 10) of Mozilla Firefox from version 30. https://www.mozilla.org/en-US/firefox/new/
   b. Desktop Version (running on Windows 7, 8.1 or 10) of Google Chrome from version 37 https://www.google.com.au/intl/en_au/chrome/
   c. Desktop Version (running Windows 10) of Microsoft Edge from version 40. https://www.microsoft.com/en-au/windows/microsoft-edge

Note: Microsoft Internet Explorer is not supported due to it lacking key security settings the Platform requires.

Due to security standards applied by the Provider the Platform is not compatible with mobile devices not running the above specified operating and browser software.

3.0 **FILE NAME COMPATIBILITY**

Any file names that are longer than 200 characters will be automatically trimmed when saved into the Platform.

Generally, though not warranted, the Platform will accept most file name formats, to include historically created files and those that do not meet the naming convention requirements of Microsoft. Note that with file names that use system reserved characters, automatic substitutions will be made where possible to enable processing.

4.0 **UPLOAD FILE SIZE SPECIFICATION**

The Platform provides a number of methods for uploading files to the Accessible Content. The file size limits are as follows:

Upload to Platform Method	File Size Limit (per File)
In Platform 'Drag and Drop' Uploader	5 GB
Microsoft Outlook Plug-in (Limited by Outlook)	20 MB
Expede Desktop MASS Uploader	100 GB
Microsoft Mail Archive File (PST) (uploaded through MASS)	50 GB

5.0 **USER LOCAL COMPUTER & INTERNET CONNECTIVITY REQUIREMENTS**

For the desktop applications, Customer local computers must be configured with the following minimum requirements:

   1. Microsoft Windows 7 and above (Windows 10 recommended);
   2. Web Browser as specified in section 2.5 above;
   3. Microsoft Outlook as specified in section 2.1 above;
   4. Windows .NET Framework installed (latest version) https://dotnet.microsoft.com/download/dotnet-framework/net472.;
   5. Screen with at least 1024x768 pixel resolution;
   6. 2GB RAM or more;
   7. 2GHz or faster processing chip (CPU);
   8. 750KB/s download speed;
   9. 250KB/s upload speed.
   NOTE: The above minimum specifications are for browsing the Platform. Minimum specifications for uploading files will vary depending on the size, type and required upload speed for Customer files.

6.0   SINGLE SIGN-ON, MICROSOFT ACTIVE DIRECTORY

The Platform is a Microsoft certified Azure Active Directory Multi-Tenant solution that utilises the Customer Azure Active Directory tenant for authentication.

https://azuremarketplace.microsoft.com/en-au/marketplace/apps/aad.expedeplatform?tab=Overview

The Platform is a multi-tenant service to support a wide range of Customer structures. By default, all Customers are locked to a single tenant unless multi-tenant authentication is enabled at which point the Customer can add additional tenants. All data for each Customer is stored in a separate database and separate Azure blob storage.

To access the Platform a Microsoft Active Directory account dedicated to the Customer is required.

7.0   USER PASSWORD MANANGEMENT

User Password Management is conducted by the Customer through their Microsoft Active Directory Account (or Office 365).

8.0   MULTI-FACTOR USER AUTHENTICATION

Multi-factor User authentication is available through the Customer Microsoft Active Directory Account (or Office 365).

9.0   MICROSOFT OFFICE 365

Microsoft Office 365 is integrated within the Platform and has the following configuration:
- Files are automatically stored into the Platform;
- Automated revision control in that any changes made are stored as a new revision with all previous revisions available;
- Permits simultaneous co-editing to Users with access permission; and
- Allows the use of Office 365 Add-ins authorised by the administrator of the Customer Office 365 account.

The following Office 365 applications are supported within the Platform:
- Word (online version);
- Excel (online version); and
- PowerPoint (online version).

The Platform is a Microsoft certified Office 365 application: https://appsource.microsoft.com/en-us/product/web-apps/expede.2315e64c-01e0-4817-8040-21b41d406a57?src=office&tab=Overview

To access this functionality the Customer must have an Office 365 account associated with the active directory utilised to access the Platform.

10.0   CLIENT PORTAL

Customer clients can be provided access to the Platform through the client's Microsoft Active Directory account, thereby allowing clients to maintain their IT and security Policy.
Client access is granted through the Platform and is structured to only allow access to Accessible Content pre-approved by the Customer Platform administrator.
The total number of client companies that can be connected to the Platform through Microsoft Active Directory is limited to a maximum 500 per Customer, (additional user licenses may be required).

11.0 USER AUDIT TRAIL

The Platform tracks User actions throughout the system from login to when they edit, delete and add data. Documents are never removed from the system but are stored as old revisions when a new version is uploaded. The details of Individual amendments are not recorded (for instance changing the title of a document from "Document One" to "Document One A", however the User id and document id are recorded along with the date, time and whether they added, amended or deleted a document or data.

The Platform utilises role-based security that defines what functionality is accessible to a User when logged in with a specific role, a default set of roles is provided. Users are separately granted access to data within the Platform. The Customer has total control over granting Users access to roles and data within the Platform.

A standard set of reports are made available including login audit. Access to various reports is assigned on a per role basis by the Customer.

12.0 MINIMAL ATTACK SURFACES

The User access URL is different from the Company public facing domains and is hidden from web search engines. The Platform consists of a single public facing page which is linked to Microsoft Active Directory. Access to the Platform is only granted through Microsoft Active Directory.

13.0 MASS DESKTOP DOCUMENT UPLOADER

The Mass Desktop Document Uploader enables Users to upload files to the Platform that are too large or numerous for the standard drag and drop upload process.

The minimum specifications for operating the Mass Uploader are as per the minimum Platform specifications with the following modifications and notes:

- Minimum RAM 4GB
- Minimum Bandwidth 750KB/s download
- Minimum Bandwidth 2MB/s upload

Whilst the uploader will function with lesser specifications than the above listed, it will not function quickly.

Note that the higher the specification of the Customer desktop computer (CPU, RAM, Hard Disk speed/size) and higher the upload bandwidth (both should increase proportionally), the faster the Customer Materials can be uploaded. The Platform will automatically scale to accommodate faster uploads.

In technical terms, the Mass Uploader will concurrently process tasks at a rate of 8 times the number of CPU cores operating at maximum capacity. So a Desktop computer with 2 cores in the CPU will process 16 tasks concurrently and a 4 core machine will process 32 tasks concurrently, and so on.

The Mass Uploader is secured by Microsoft Azure Active Directory and the Customer need only install the application and sign in with the same account they use to access the Platform to commence uploading files. Note that the Customer administrator will need to enable access to the Mass Uploader for each required user.

As with the Platform, anti-virus checking of files prior to uploading to the Platform is the responsibility of the Customer.

14.0 THIRD PARTY SERVICES

Third Party Services that are provided by the Customer are:

1. Microsoft Active Directory; and
2. Microsoft Office 365.

The Customer must arrange and maintain a direct agreement with Microsoft for the provision of these Third Party Services.

Note: For full functionality of the Platform a Microsoft Office 365 account is required. Partial functionality (excluding Office 365 elements) can be obtained through Customer providing Microsoft Active Directory alone.

15.0 PLATFORM HOSTING

The Platform is hosted through Microsoft Azure. The specification of the Azure hosting and security is customisable and is provided to the Customer as a Service. The specification of the Azure hosting, security, back-up and recovery is defined within the Services Specification.