**List of activities iCore should support**

* Provide third party support for smooth and effortless integration of newly developed transcription software to the client web portal.
  + - If web portal (Domain) available, support for pointing server to portal.
    - Create/Buy new domain if not available for portal.
    - Setup server settings for deploying new software as per the suggestions from Vendor of software.
    - Integration with API of web portal (Responsibility will be Vendor of software).
* We provide a support that could act for Ansell and liaise with both parties facilitating the requirements at both ends so that software integration is achieved in shortest possible time.
  + - Supporting software(s) will be installed as per Vendor of software’s need.
    - If supporting software’s version changed on the basis of licenses that will be updated by iCore.
    - If supporting software’s version change integration with new update that responsibility will be Vendor of software.
    - Supporting of both parties will be done by iCore.
    - Requirements of both end related server or supporting software will be handle by iCore and close it ASAP.
* Support person could assist you in procuring suitable server (Google), finding suitable configuration, installing necessary third party software (purchased by Ansell)
  + - * + Find out best and suitable server for running transcription software.
        + Buy suitable server
        + Installing supporting software as per the requirement of Vendor of software.
        + Current license is available of third party software that will be point to inside server.
        + If license not available purchase separately.
        + Installing/enabling Windows integrated services like IIS .
        + SQL server installing with security.
        + Installing runtimes of software; if needed of any.
        + Server backup schedule by using console. (if provide credentials)
        + Server public IP point to domain registration.
* Software installation and any necessary maintenance of server including installing an antivirus with firewall that should not prevent the running of software in any sort.
  + - * + Server configuration and storage space update based on hike of data handle in that software.
        + Installing Antivirus; Need license key (If use third party antivirus other than Windows Defender)
        + Enable firewall
        + Application and database backup.

Manual backup done by icore at regular interval based on requirement

Auto backup to outer storage space done by vendor of software programically

**What iCore required**

1. Admin Access to Google cloud platform with credentials
2. Domain access credentials for pointing server IP to domain.
3. License key of all third party software.
4. Contact details of M2 for confirming software’s support tools like reporting tool (If available) / any other support related to software deployment.
5. Deployment file of Software (If need to host application from our side).
6. Database backup (If need to host application from our side).
7. Hosting document (If need to host application from our side).