



Service Definition

Cloud Success Services by ITGL

What is the service?

ITGL offers consultancy-led client success adoption services for Cloud Services. The success plans we develop outline the desired business outcomes of a solution and the steps needed to achieve them. ITGL prepares these documents after receiving input from the client and analysing responses against the solution capabilities. Success plans typically focus on the first 90 days of a solution's lifecycle. In reviewing the success plan, it should be possible to determine whether the solution has delivered on the requirements and what further actions need to be taken. Creating a success plan is important for documenting ROI and proving the effectiveness of a purchase. In a managed service contract, ITGL provides these success plans every 90 days for the duration of the contract, ensuring that evolving success criteria are evaluated.

To improve user adoption, ITGL offers tailored end-user training. Depending on the client's needs, this can cover a variety of topics. Generally, training is conducted remotely over two hours, but other arrangements can be made. For those unable to attend sessions directly, offline documentation and recordings can be provided.

ITGL is a reseller and offers extra features and support not available from the original supplier (Cisco and Palo Alto).

Features and benefits

- Dedicated Client Success Manager
- Bespoke success planning
- Service optimisation
- Phased rollout planning
- Bespoke use case development
- End-user communication and awareness



- Training and end-user collateral
- Adoption tracking
- Monitoring and contextualised reporting
- Outcome centric executive reviews
- Ensures ROI realisation and expectations met
- Maximises value delivery
- Reduces risk and accelerates time to value
- Drives user engagement
- Maximises efficiency of resources
- Identifies risks and opportunities
- Maintains business alignment

Planning

The success plan is developed in partnership with the client after the initial order has been processed. ITGL will engage the client in a discussion – typically lasting two hours – to determine the reasons for the purchase and the desired outcomes. A detailed description of the reasons and outcomes will be shared with the client, so that both parties understand what success looks like. In this success plan, any requirements for end-user training will be documented.

The success plan will be shared with the project team and referenced when implementing the solution. This ensures that the necessary technical requirements are in place to accomplish the stated goals.

Setup and migration

Setup and migration will be handled as part of the technical implementation and are not included in the success plan and training.

Service and support

The Cloud Software/Service includes a base level of support, provided directly by the vendor, as detailed in their service description and in accordance with their Terms and Conditions. ITGL provides enhanced support at an additional cost, delivered by expert engineers specialising in cloud technology. Enhanced support accelerates the time to resolution of incidents and frees up the client's time, with ITGL taking ownership of resolving incidents



with the vendor where necessary. Service desk operation extends to 24x7x365, with response times as low as 15 mins for incidents of critical priority.

Quality assurance and performance testing

ITGL offers managed proof of concept services, provided either as part of the sales process or as a default step in our phased rollout planning. We ensure there is opportunity for technical application testing within the client environment, allowing pilot users to test experience and feedback before the final design is accepted and solution is rolled out globally.

Technical requirements

Supported browsers

- Internet Explorer 11
- Microsoft Edge
- Firefox
- Chrome
- Safari

Compatible operating systems

- Android
- iOS
- macOS
- Windows

Onboarding and offboarding

ITGL has a dedicated client success team who will take the time to understand the desired outcomes from the purchased service and form documentation that all parties agree on. This service includes end-user communications, training, support material and quick start guides. It also includes regular check-ins throughout the year to assess performance. Full reports are provided.



All data is held in the Webex cloud and is accessed from the admin dashboard. At any time, a client can download the data they create and store it offline. There should not be a requirement for any data to be imported.

Contracts will not auto renew. It is the client's responsibility to renew the contract for service to be maintained. The ITGL renewals team will initiate the renewal process 90 days prior to the contracted end date. Renewal documentation will be provided for clients to review before committing to another term.

Security

Cisco and Palo Alto are experts in the cloud software and services market. ITGL plays a part in this process, conducting our own due diligence relating to early release developments and providing feedback into the vendors. This is conducted under ITGL's Portfolio Management process and examines the products and service developments of Cisco and Palo Alto. Clients taking enhanced support services from ITGL benefit from ITGL's insight and knowledge gained from this activity.

The vendors own and control vulnerability management when it comes to their cloud software and services. Cisco is a world leader in cyber-security and, with capabilities such as their globally recognised Security Intelligence and Research Group (TALOS), they are in the strongest position to apply vulnerability management to the highest effect. Cisco's Product Security Incident Response Team (PSIRT) operates globally, around the clock, to respond to security incidents, playing a key part in vulnerability management.

Details of Cisco's Security Vulnerability Policy can be found at the following link:

https://tools.cisco.com/security/center/resources/security_vulnerability_policy.html

The Cisco cloud software and service is owned and operated by Cisco and, as a world leader in the provision of cloud software and service provision on a global scale, Cisco employs highly effective technology, including protective monitoring, and applies robust processes to operate securely and resiliently in the cloud. This is managed under Cisco's Global Business Resiliency (GBR) Program policy. Incidents are managed through the Cisco PSIRT team.

Standard support for the cloud software and service is delivered directly to the client by the Cisco Technical Assistance Centre (TAC), available around the clock and operating best practice using email, telephone and web-portal support, knowledgebases and priority case management and escalation procedures. With ITGL's enhanced support, ITGL supports customers directly through our own Technical Services Centre and incident management procedures, operating 24x7x365 and accessed by email, telephone, and web portal. Our incident management capability has been approved through a Cisco audit, based on ITIL v3, as part of ITGL being awarded Cisco Masters accreditation.



Information security

ITGL has an Information Security Management System (ISMS) in place certified to ISO 27001:2013. This includes policies, processes, and procedures based on information security best practice. The ISMS and all IS-related issues are managed by our Information Security Management team, headed up by the role of the Information Security Officer (ISO). The ISO is our Chief Operating Officer, who sits on the Company Board of Directors.

Social value

ITGL is committed to delivering on social value themes as outlined in PPN 06/20, potentially including fighting climate change, contributing to Covid-19 recovery, tackling economic inequality, promoting equal opportunity, and improving wellbeing.

We are committed to environmental stewardship, integrating sustainability into every aspect of our operations. From procurement to product management, we uphold ISO:14001-compliant environmental standards, guided by our Environment policy. Our Sustainability Group, led by our Social Value and CSR Champion with CEO support, sets carbon reduction targets and policies. This cross-department team meets monthly to drive our organisation towards our net-zero goal by 2025. Our efforts extend to our supply chain, as we recognise our carbon emissions contribute to our clients' Scope 3 emissions. ClimatePartner verifies our baseline emissions, and our Carbon Reduction Plan (CRP) outlines strategies for waste reduction, energy efficiency, biodiversity improvement, and responsible carbon offsetting.

In collaboration with clients, we design technology solutions that save energy and reduce carbon emissions, leveraging accreditations like Cisco's Environmental Sustainability Specialisation. Our commitment to hybrid work solutions enables flexibility for marginalised individuals, including those affected by Covid-19. Our Client Success methodology ensures community consultation throughout contract performance, prioritising social value and Covid-19 recovery efforts.

We champion equal opportunities both within our organisation and through the solutions we provide, ensuring access to employment regardless of background. Our commitment to wellbeing extends beyond our workplace, as we leverage our expertise to support community health and resilience through technological solutions and mentorship programs. The sole purpose of our cloud success services is to help our customers achieve their digital goals. As a team, we are driven by progress and are tenacious in our pursuit of success. We believe that technology is a vehicle towards better human experiences, a safer and fairer society, and a cleaner environment. Our ability to deliver value comes from ensuring that



technology meets its stated objectives. By prioritising sustainability and social responsibility, ITGL aims to create a healthier, safer environment for all.