web labs

TERMS & CONDITIONS FOR G-CLOUD 14

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Overview

We use the G-Cloud 14 Call-Off Contract, Terms & Conditions included within the Part A: Order Form, which are negotiated and agreed with the buyer before the service or software is purchased.

Service Levels, Performance and Support Hours (including Change Requests)

Availability

Web Labs aims to maintain a minimum uptime of 99.9% for the stated software services. Scheduled maintenance will be communicated in advance, and efforts will be made to schedule such activities during non-critical hours.

Response Time

Web Labs will acknowledge support requests within one business day. Critical issues will be addressed within four hours of notification during standard business hours. Web Labs uses a prioritisation system to ensure urgent requests are handled as soon as possible.

Issue Resolution

Web Labs works diligently to resolve reported issues promptly and efficiently. The resolution time will be based on the severity of the issue, with regular updates provided during the resolution process.

Service Hours

The service providers standard hours of service shall be 8 hours a day (9am until 5pm), 5 days a week throughout the year; excluding bank holidays.

- The service provider shall be responsible for software and server management of all the systems as per scope of work with services rendered as per Service Level Agreement between Web Labs and the client.
- Web Labs agree to provide support facilities for the logging and resolution of problems specifically related to Web Labs software and its associated modules.
- Telephone support via the helpdesk number facilitates client reporting and first line fault diagnostics. The roles and responsibilities of the helpdesk are identified below under “Levels of Support”
- Telephone support is available during normal working hours 9:00am – 5:00pm during the week
- E-mail support is available during normal working hours 9:00am - 5:00 pm during the week
- Out of hours support can be agreed in advance.
- Downtime shall not include hours in which services are unavailable due to:
    - Scheduled maintenance conducted out of service hours.
    - Any unreasonable delays taken by the customer in testing and approving priority 3 and 4 fixes, applied to recognised test areas.

Service Levels	
Call Priority	Definition
1	**Level 1 – Critical Priority** • A service problem that completely interrupts service or makes a mission critical function unavailable. • The service problem must be resolved to enable the client to continue normal business functions.

	• A Level 1 problem includes non-isolated service problems resulting in a system crash. • Non-reproducible errors will be passed back to the client for re-test.
2	**Level 2 – High Priority** • A Level 2 issue entails partial functionality loss for specific employees, resulting in operational inconvenience. • Non-reproducible errors will be passed back to the client for re-test.
3	**Level 3 – Moderate Priority** • Moderate service disruptions that result in some inconvenience without significantly impeding employees' workflow. • Non-reproducible errors will be passed back to the client for re-test.
4	**Level 4 – Low Priority** • Functional modifications/ enhancement issues or service problems that do not inhibit or otherwise affect product functionality. Examples of this include those defects that are aesthetic in nature and documentation errors.
5	**Request for information**

Service Management

The following reporting to the client will be provided by Web Labs:

Service Management		
Category	Action	Description
Reports	• Availability / Down Time • Response Time on Service Problems • Service Problem Handling • Logging and Tracking	Reports to be provided online and monthly to the client.
Quarterly Service Level Review	SLA review	Part of a quarterly historical review of the SLA.

Service Level Agreement Summary					
	Definition	Call Back Response	Initial Diagnosis	Customer Update	Target Solution
Priority 1	System down or largely unusable through failure of all areas of core functionality.	1 Hour	2 hours	Hourly	4 hours
Priority 2	A major part of the system is down or largely unusable through failure of one or more areas of core functionality.	2 hours	4 hours	Every 4 hours	8 hours (1 day)
Priority 3	A problem exists but there is a way to continue processing.	8 hours (1 day)	3 days	As agreed with the customer	5 days or such periods as agreed with the customer.
Priority 4	Cosmetic changes or a problem that has no significance on day-to-day processing.	5 days	10 days	As agreed with the customer.	Minor/cosmetic issues will be discussed with the customer
Priority 5	Request for information	24 hours	Minor/cosmetic issues will be discussed with the customer	As agreed with the customer.	Minor/cosmetic issues will be discussed with the customer
** All response timings will fall within standard working hours unless out of hours has been discussed**					

Escalation Procedures: Priority 1 & 2 Response Escalation

For priority 1 and 2 calls, if responses have not been received from the helpdesk within the times specified, the escalation is as follows:

Escalation Procedures	
Response within:	**No response within:**

1 hour for priority 1 2 hours for priority 2	1 hour for priority 1 2 hours for priority 2
No escalation	Escalation to Account Manager or nominated equivalent

In the event that escalation contact numbers are unavailable or the client does not receive an email response, escalation of incidents can also be triggered by direct contact with the helpdesk.

Escalation Procedures: Priority Escalation Procedure

Web Labs will automatically escalate the call internally as follows:

Service Management		
Priority	Problems resolved inside SLA timeframe	Problems resolved outside SLA timeframe
1	No action	Problem escalated to Account Manager and Technical Director.
2	No action	Problem escalated to Account Manager and Technical Director.
3	No action	Problem escalated to Account Manager.
4	No action	Dealt with at client review meetings.

Web Labs reserve the right to re-prioritise any reported incidents based on the 1-5 priority definitions.

Disaster Recovery

In a Disaster recovery scenario Web Labs will make themselves available to assist at agreed rates.

Windows Server Updates

Web Labs acknowledges the importance of maintaining a secure and up-to-date environment for our hosted services. To achieve this, routine Windows updates for the server hosting the stated software services will be normally conducted on Tuesdays between 2:00 AM and 6:00 AM (local time).

Web Labs will make all reasonable efforts to ensure that these updates do not impact the availability of the hosted services. However, during this maintenance window, there may be a temporary unavailability of services. Web Labs commits to completing these updates efficiently and, whenever possible, will schedule such activities during non-critical hours to minimise disruption.

On-Boarding

Initial Consultation

We will schedule a meeting with the client to understand their requirements, goals, and expectations. This is where we will gather information to tailor our services accordingly.

Account Setup

We will assist the client in setting up their accounts on our platform. This may involve creating user accounts, setting permissions, and configuring settings based on their needs.

Data Migration (if applicable)

If the client is transitioning from another system, we will assist them in migrating their data to your platform (this may occur additional costs).

Training Sessions

We will conduct training sessions for the client's team to familiarise them with our solution.

Integration

If our software needs to integrate with other systems the client uses, we will facilitate the integration process and ensure seamless data flow between systems (this may occur additional costs).

Ongoing Support

We will assure the client of the ongoing support from our help desk and account manager. We will establish communication channels for addressing any questions or issues that may arise post-onboarding.

Off-Boarding

Contract Termination Discussion

We will initiate a discussion with the client regarding their decision to terminate the contract.

Data Backup

We will assist the client in backing up their data from the platform. We will provide guidance on how they can securely transfer or store their data for future use.

Account Closure

We will guide the client through the process of closing their account on our platform. Ensuring that all user accounts are deactivated, and access to the software is revoked.

Feedback Collection

We will request feedback from the client regarding their experience with the software and services. This feedback will help us identify areas for improvement and enhance our offerings.

Closure Documentation

We will provide any necessary documentation or paperwork related to the termination of the contract. This may include a formal termination letter, final invoices, and data destruction certificates (if applicable).

Post-Offboarding Support

After the contract termination, we ensure that the client has access to support resources for a 3-month period. This can help address any lingering questions or issues they may encounter during the transition period.

Backup, Business Continuity and Disaster Recovery

All of our hosted services are backed up incrementally daily, with full off-site back-ups being run weekly. These can be held for as long as specified as per client requirements. Back up recovery is tested weekly and business continuity and disaster recovery plans are tested as a minimum annually.

Our servers are hosted on the latest technologies, allowing use to 'live migrate' sites should an incident occur that renders the host server unusable.

We utilise Barracuda's Remote Monitoring and Management (RMM) platform which includes server management and site monitoring capabilities that allow us to monitor:

i. CPU performance
ii. Database servers
iii. Event logs
iv. Patch management
v. User activity monitoring
vi. Credential management
vii. Email monitoring
viii. History tracking
ix. Virtual machine monitoring

This enables us to monitor for performance issues and anomalies and take preventative measures to decrease incidents due to user error, machine hardware failure and other occurrences.

We also offer a site-to-site replication and failover server service at our Disaster Recover location at an additional cost, and is hosted in a secure facility within the U.K. The failover servers are 'hot servers' which can be utilised, therefore, should an event occur, that would require the use of these servers, we can minimise the downtime to a minimum.

Our Business Continuity Plan is available upon request.

After Sales Report

Our team is dedicated to providing the best possible service for all, we believe that a direct line of communication is the best way to understand and achieve the aims of our customers, therefore we do not use robots or online chat tools. We will always offer direct, person to person support from a dedicated client liaison.

Our customers service delivery is supported by the following:

- Online helpdesk
- Direct telephone support
- Email support
- Enhanced support (i.e. out of hours, during key events etc.) is available.
- Reports on service performance
- Regular service reviews and upgrades

Security

Secure services are paramount to maintaining the confidentiality, integrity and availability of data that is stored on our servers, we have ISO 27001 certification. Our security policy is in line with the Security Policy Framework and our Classification Policy is in line with the Government Security Classification Policy.

We offer a robust and multi-layered approach to security, utilising multiple technologies including:

- Barracuda's RMM which has a built-in security assessment tool that enables us to quickly assess customers networks for potential weaknesses. This includes, but is not limited to, patch management on devices, password management, user and event logging, antivirus status and patch deployment, task automation and detailed, customisable reporting that organisations benefit from in today's cyber security landscape.
- The latest firewall technologies are configured 24/7 to alert in the event of significant intrusions or incidents occurring, further we use advanced monitoring and live detection defence systems to detect vulnerabilities. Geolocation is activated on firewalls to prevent attacks from known hot spots in the world.
- Anti-Virus and anti-malware technologies are patched and updated automatically through our RMM.
- Regular scanning tools enable us to proactively monitor and prevent incidents.
- 24/7/365 monitoring, across multiple monitors, alerts the ops team when notified of warning alerts, critical alerts, system down and system recovery alerts. Monitoring includes servers, disc arrays, processes and event logs, IP connectivity, bandwidth, nominated TCP ports and embedded hardware devices such as switches, routers and firewalls.
- VPN is used for remote access to the servers.
- Risk assessments are carried out annually and disaster recovery and business continuity testing is also carried out annually.
- We proactively inform the customer of any situation that is likely to threaten or degrade the service provision and actively manage the service back to normality.

Energy Efficiency

We host at a data centre that is in an industrial space, designed and operated with the single primary objective of delivering high availability IT services reliably and efficiently.

The environment is monitored and managed to ensure that critical equipment is not damaged by particulates or corrosive elements which might impact both the IT equipment and cooling equipment in terms of performance, energy efficiency and reliability.

Monitors allow us to monitor temperature, power and humidity levels in the data centre, allowing it to actively control our carbon footprint.

To improve server consolidation, increase operational efficiency and increase utilisation rates, we deploy servers on industry standard virtualisation platforms. This has enabled our customers to reduce server acquisition and life cycle costs, reduced data centre space requirements and, most importantly, reduced power consumption, cooling and management demands.

The electricity supplier is dedicated to providing only green energy, and our cooling systems are serviced regularly to ensure that they are running at optimal performance as to not increase energy consumption unnecessarily.

Further, when selecting new IT equipment, we require the vendor to supply, at minimum, the total system power for a range of temperatures covering the full allowable inlet temperature range for the equipment at a 100% load on a specified benchmark such as Linpack, SERT or SPECPower.

We select equipment containing high efficiency AC/DC power converters, rated at 90% power efficiency or better across the range of loads expected for the equipment to be installed.

Utilising technologies such as Microsoft RDP allows our staff to work remotely, reducing carbon emissions from travel across all industries, RDP and other technologies have also allowed remote support in a way that is consistently improving, and therefore our staff are required to travel less, further reducing our environmental footprint. All our team is remote, therefore reducing our own carbon footprint.

We provided grants to staff members for the installation of solar panels where it’s appropriate and available.