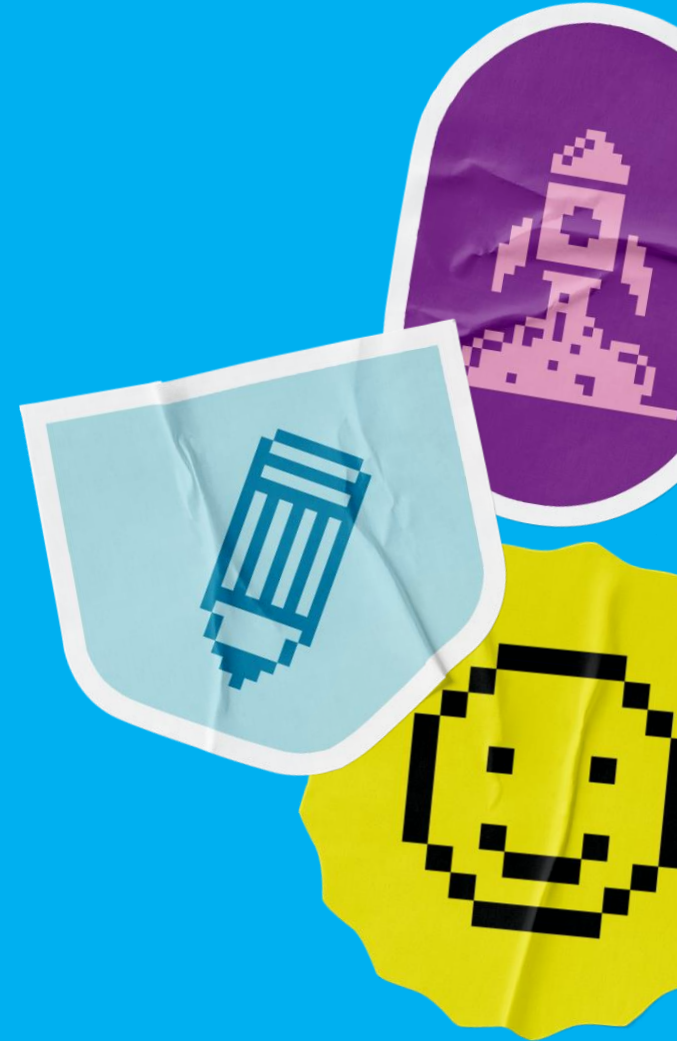




UNITE: Advanced Support_ Service Definition

April 2024_



Fully Managed IT With Infinity Group_



What is UNITE Grown Up IT_



- UNITE IT Support provides comprehensive IT outsourcing with standard support from 7am-7pm and an option for 24-hour coverage.
- UNITE Secure Core, our Microsoft Managed Security Service, initiates with a 'Get to Good' programme to elevate your security baseline at no extra cost.
- This is a support service designed to be truly end-to-end so you can focus on your business and not on IT

What does the support cover_



- 1-3rd line support
- Optional 24/7 cover
- End User BAU support
- Proactive security and monitoring
- 'Get-to-Good' programme of works to raise security standards
- Device build and ship
- Joiners, leavers process
- Asset register
- Microsoft strategic advice
- Technical roadmap
- Remote and onsite support
- 80%+ fix on first contact
- SLA's designed to keep you online and productive

Who's it for_

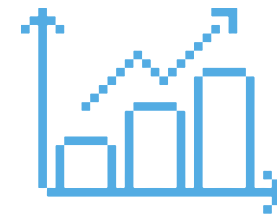


This support is aimed at organisations who have limited to no internal IT function and wish to outsource this so they can focus less on worrying about IT and focus more on their jobs.

We primarily work with professional SMB's who want a proactive and secure IT position without the need to hire for internal expertise.

We are proud to boast over 500 happy customers making use of our support desk.

What is the desired output_



This support is primarily aimed at organisations who do not want to have to worry about their IT.

Therefore, the desired outcome is peace of mind and the assurance that you are getting maximum ROI with minimum effort.

What is the value delivered_



By undertaking this workshop with Infinity Group our clients typically realise the following value:

- Improved security, compliance and risk position
- Maximise the investment in Microsoft technology
- Peace of mind that your IT functions without you worrying
- Technical and strategic advice to ensure you stay ahead of the market



UNITE Advanced Support Overview_

This page gives you a detailed overview of everything contained within UNITE Advanced Support.

First Line Support

In managed IT outsourcing, first line support handles basic customer queries and common technical issues, acting as the initial point of contact.

Second Line Support

Second line support tackles more complex technical issues that first line support couldn't resolve, requiring a deeper level of technical expertise.

Third Line Support

Third line support manages high-level, complex issues, often collaborating directly with software or hardware vendors to find solutions.

Monitoring

Monitoring involves overseeing networks, endpoints, virtual servers, and physical servers to ensure consistent performance and security.

User Management

User management encompasses the administration of user access, roles, and authentication to ensure secure and efficient system use.

Change Management

Change management oversees the introduction and implementation of changes within the IT environment, ensuring that they align with business objectives.

Asset Register

This involves managing and integrating third-party applications within the existing IT infrastructure, ensuring compatibility and performance.

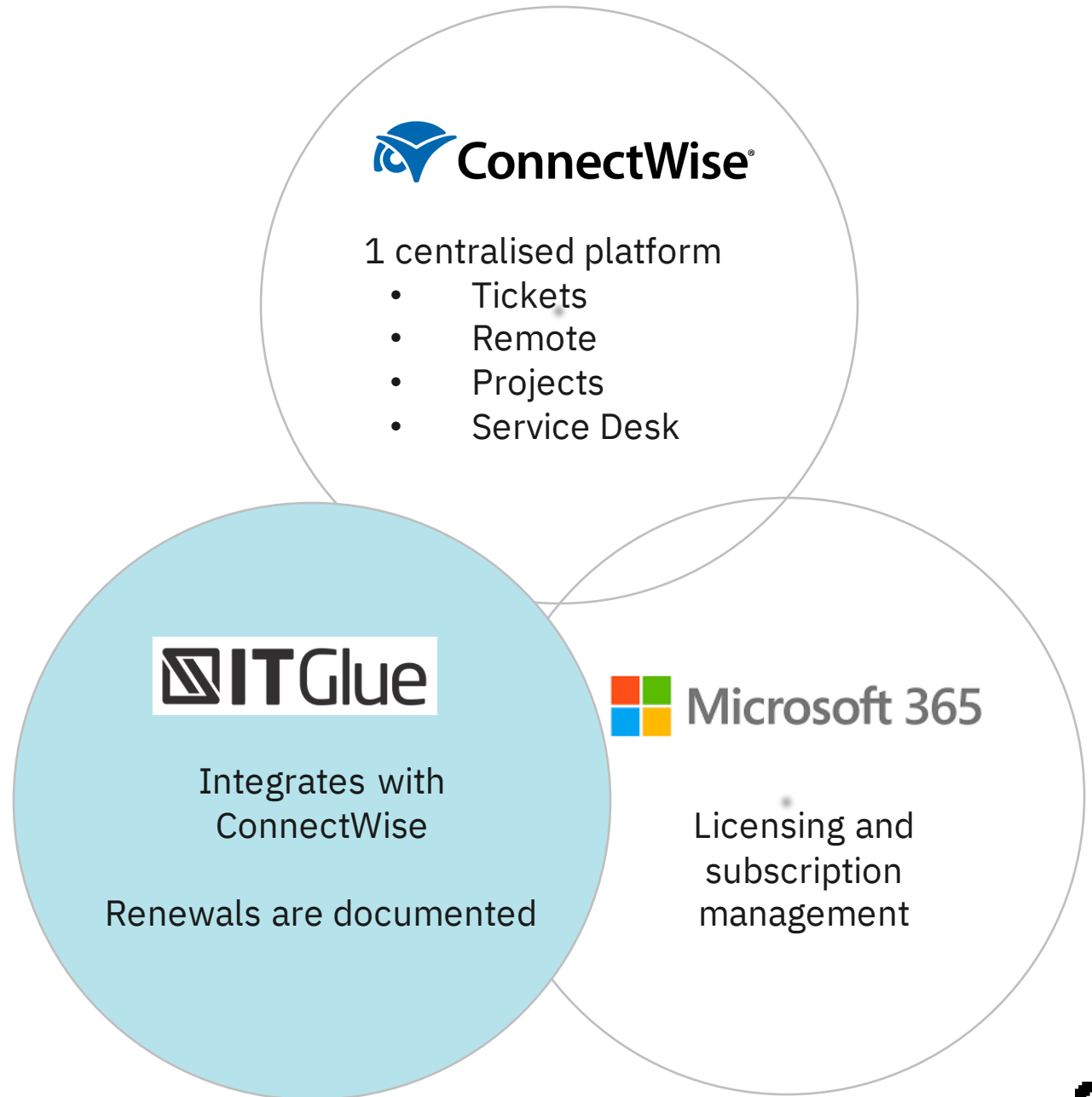
3rd Party Management

This involves managing and integrating third-party applications within the existing IT infrastructure, ensuring compatibility and performance.



Service Desk Platform_

We use fully integrated industry leading IT software to delivery our service desk, support services and reporting for our clients.



Remote monitoring and management

Remote Access

Agent based remote support from any location

Asset Management

For hardware and software, renewal and warranty tracking

Task Automation

Automated remediation of common faults

Third Party Integrations

Direct integration with all top hardware vendors

Security Operations Centre

Real-time monitoring of security threats

Comprehensive Reporting

Bespoke and transparent performance reporting

Patch Management

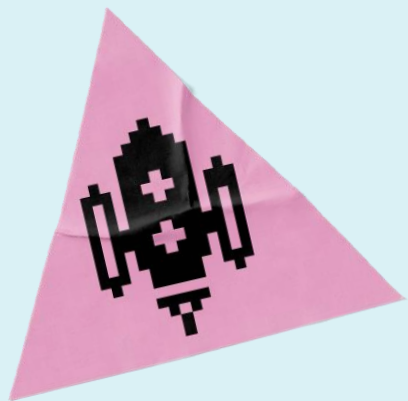
Automated security patching to Cyber Essentials standard schedule

Hardware Monitoring

Real-time monitoring of server, SAN and network hardware health



Proposed Scope of Services_



Unlimited Telephone & Remote Service Desk Support <i>Standard Service Desk Hours 7am-7pm</i>	✓
Dedicated Account Manager <i>Proactively managing your account and ensuring issues get resolved</i>	✓
Dedicated Technical Lead <i>Proactively managing the technical aspect including delivery and service desk</i>	✓
Workstation Patch Management <i>This involves testing and patching of workstations</i>	✓
Defender For Business Protection <i>Endpoint protection which includes anti-malware, web, and application control</i>	✓
Defender for Business Alert Management <i>Proactively manage and report across your estate</i>	✓
Microsoft Security Alert Management <i>Proactively manage and report across Microsoft 365</i>	✓
Onboarding Activities <i>Review existing setup, documenting, and deploying management software</i>	✓
Strategic Roadmap <i>Creation of a long-term strategic IT plan for the organisation</i>	✓
Asset and Documentation Management <i>We will manage all assets and documentation on your IT Setup</i>	✓
Root Cause Analysis <i>We will analyse any problems, identify cause, and prevent reoccurrence</i>	✓
3rd Party Vendor Liaison, Problem Management, Change Management <i>We liaise directly with third-party suppliers and vendors on your behalf</i>	✓



Service Level Agreement_

This page shows the SLA's (Service Level Agreements) for our managed support.

Priority	Definition of Priority	Our Target Response Time
1	The entire organisation is unable to utilise the services	Immediate telephone response, 1st response within 10 minutes
2	Multiple users in the affected organisation are unable to utilise the services	Immediate telephone response, 1st response within 1 business hour
3	Single user in the affected organisation is unable to utilise the services	Immediate telephone response, 1st response within 4 business hours
4	Single user in the affected organisation is unable to utilise the services and have chosen to log a ticket via email	Immediate telephone response, 1st response within 8 business hours



Average Response Time



1st Contact Fix Resolution



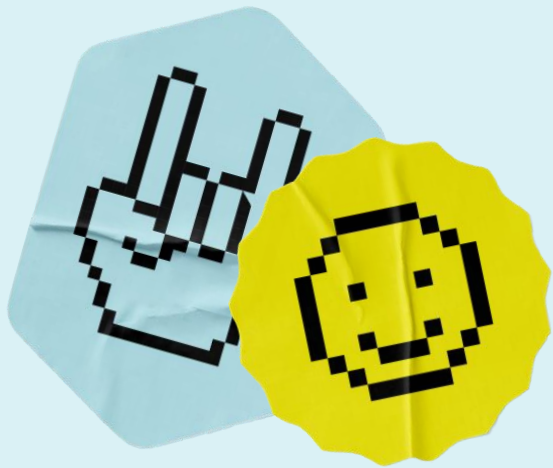
Customer Satisfaction



Customer Retention Rate



Our Approach_



ONBOARD TO SUPPORT

Our onboarding team will introduce you to our service desk.

PRESENT FINDINGS

We will show you what we have identified by way of improvements and things to consider in line with your future business goals.

DISCUSS NEXT STEPS

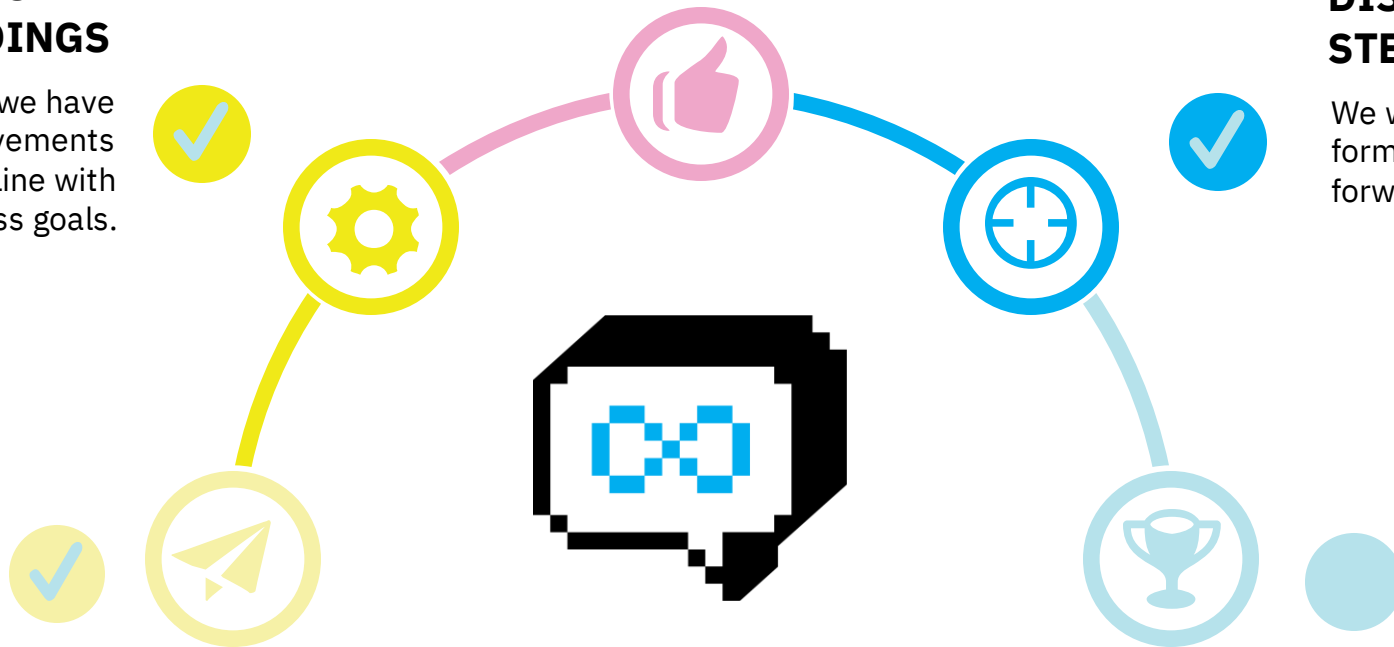
We will work with you to formulate a plan to move forward as your IT partner.

REVIEW INFRASTRUCTURE

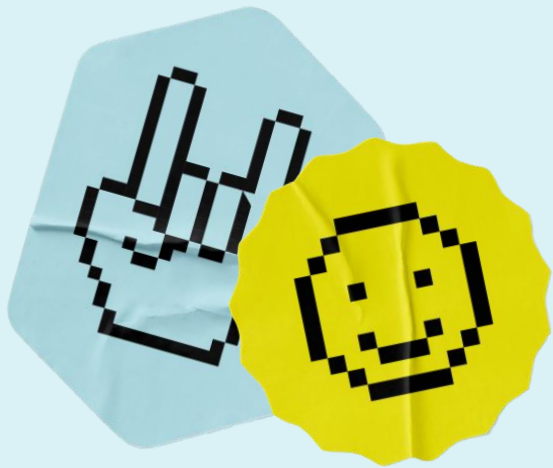
To start off we will undertake a comprehensive review to assess your current infrastructure and setup.

PROPOSE STRATEGIC ROADMAP

Your Account Manager will design a strategic roadmap that aligns with your business goals that will drive our partnership with you.



About Infinity Group_





149

People

1 of 12

UK partners to have all Microsoft competences

79%

NPS

We take the feedback of our clients very seriously involving them in every facet of Infinity Group, from evolving our solutions, expanding our services and learning lessons on collaborative working with client teams. Our NPS score has consistently increased over the years and is now world class.

500+

Active Clients

£15m

Turnover

80%

Employee
Engagement

We are nothing without our people and being a place where anyone who shares our values can come and thrive is the foundation upon which Infinity is built. Gathering constant, live feedback from our people has shaped and continues to shape Infinity Group as we grow.

100+

Projects delivered in the last year

100%

Owner managed

25+

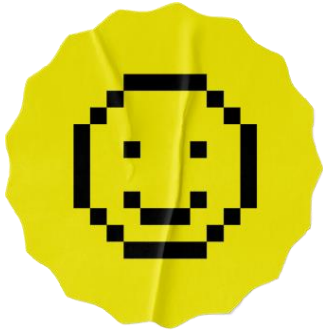
National
awards

Consistent recognition by the industry is something we are very proud of, with examples such as:

- Top 500 Global MSP (Channel Futures)
- Great Place to Work Certification (Great Places to Work)
- Platinum Trusted Service Award (IAMCP)
- Platinum Trusted Service Award (Feefo)



What sets us apart_



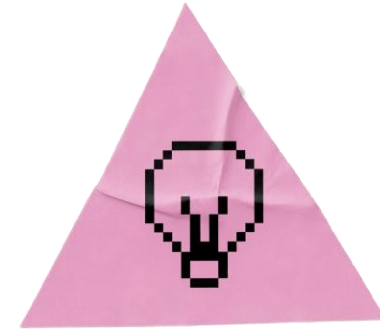
People_

We're friendly and dependable, and you'll love working with us.



Expertise_

We've got some of the best talent in the UK and we're proud of it.



Innovation_

Anyone can sell Microsoft; we bring it to life and make it work harder with our Innovation lab.

Corporate Social Responsibility_

Commitment to the Microsoft Partner Pledge_

Our skilling, talent, and recruitment approach is designed to help increase the Microsoft D365, Modern Work and Azure talent pool. Whether this is through apprenticeships or established professionals.

Digital Skills_

Commitment to structured learning plans focused on Microsoft D365, Modern Work and Azure technologies.

Apprenticeships_

Partnering with Microsoft, we continue to utilise apprenticeship schemes to bring new talent into the industry. 4 over the last 12 months.

Diversity_

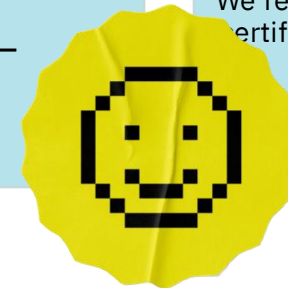
Over 35% women in leadership roles within the business. With several initiatives across the business to promote D&I. The entire organisation has a mandate to take the MS Accessibility Fundamentals certification.

Responsible and Ethical AI_

Our Innovation Lab and Product Development teams align with waves, updates and standards across the MS Landscape.

Sustainability_

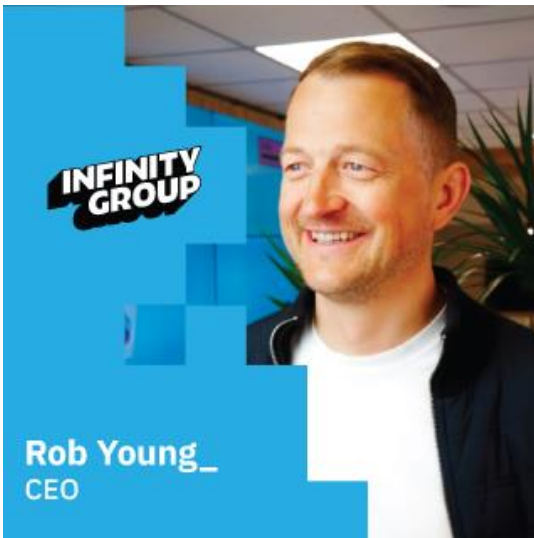
We're committed to achieving BCORP certification in FY24 to create a more sustainable workplace.



Our values are what drive us forward and hold us to account_

“We took the decision to place the creation and management of the Infinity Group Values in the hands of our employees. The outcome is what you see here.

My view is that values are meaningless unless your people live them so empowering our teams to manage what we are about and how we behave was an easy decision”



Empathy_

We value kindness, compassion and working together to create a supportive, inclusive atmosphere.



Creativity_

Our creativity drives innovation, achieves sustainability, and helps us do more with less.



Ambition_

We encourage a thirst for learning, pursuit of mastery and the drive to amaze our clients.



Authenticity_

We celebrate diversity, encourage inclusivity, and always do the right thing for each other and our clients.



Confidence_

Confident people aren't afraid to fail, and they take pride in making others look great.

