



SERVICE DESCRIPTION FOR CRAYON INTELLIGENT SUPPORT



Crayon Limited

Crayon House, Mercury Park, Wooburn Green, Buckinghamshire, HP10 0HH

www.crayon.com/en-GB/



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1. DOCUMENT CONTROL AND DISTRIBUTION

1.1 SERVICE CONTACT DETAILS

For any enquiries and feedback regarding the Crayon Intelligent Support service or this document. Please contact:

Rob Paris – Support Desk Manager
Greg Smith – UK Services Director

1.2 TERMS AND CONDITIONS

The terms and conditions for the Crayon Intelligent Support engagements are contained within the following Service Description and the associated Master Services agreement.

1.3 DOCUMENT HISTORY

Version	Author	Role	Description of Change	Date Issued
1.0	Clive Rossiter	Project Manager	First draft for internal services team review	27/07/20

1.4 DOCUMENT CONTROL

Role	Name	Date Reviewed
Services Director	Greg Smith	



2. SERVICE DESCRIPTION

2.1 SERVICE OVERVIEW

Crayon customer service and technical support, provided by a team of experts based in the UK during business hours with escalation to regional support hubs, and or out of hours UK engineers, supported by our backend support agreement with Microsoft. Through the UK Crayon Support Service, we can offer support for a customer's entire Microsoft stack (cloud and on-premises) under a single agreement with the ability to escalate service requests (SR) to Microsoft.

Why do you need the Crayon Support Program?

Our support offering provides customers with:

- **Cloud break/fix Support** – Contact Crayon with technical faults and issues.
- **Cloud Administrator Support** – Technical advice and guidance, not sure how to make a change or need to ask an expert, contact Crayon.
- **Premium Escalations to Microsoft** – Should an issue exist that we cannot resolve, (e.g. an issue with the Microsoft cloud) then we are able to raise a service request to Microsoft which will be managed by our Microsoft Technical Account Manager
- **Architecture and Governance Advice (optional)** – Planning an architecture change and want a second opinion/advice on the best approach then book a session with one of our Enterprise Architects.
- **License compliance queries (optional)** – Software licensing is a complex area; our team of experts will work on your license questions to help ensure that you are licensed in the most optimal way. This service is based on questions that can be resolved in 2 hours. If further work is required, it is outside the scope of this service and falls into consultancy.

2.2 SERVICE SCOPE

The services provided as standard with the Crayon Intelligent Support are;

- E-mail and telephone logging of service tickets for Incident Support, Configuration Requests, License Queries ***see Product Support table for in scope environments and products**
- Level 2 and 3 support by accredited Crayon engineers
- Escalation support with Manufacturer / Vendor
- Quarterly service ticket reporting

The following optional services can be added to the standard service;

- Level 1 support for end users
- Enterprise Architect advisory days - Call off days for projects or analysis
- Patching of SBC, phones, and room systems
- Pro-active System/service monitoring, (e.g. IBM ILMT weekly checks)
- Assigned Service Delivery Manager and service reviews
- Extended service hours, beyond M-F NBH.
- 24x7 support



The scope of services being provided to any customer will be detailed in the specific Statement of Work document.

The following table details the On Premise and Cloud products that are in scope for the Crayon Intelligent Support service. Note: Crayon will support all versions of listed Microsoft commercial software that are in support with Microsoft as defined by the Microsoft Lifecycle policy ([Microsoft Lifecycle Policy | Microsoft Docs](#)). For out of support version Crayon will provide reasonable endeavours, to resolve issues.

On Premise	Cloud
Microsoft Windows Desktop Operating Systems – Win7 -10	Microsoft Office 365
Microsoft Windows Server Operating Systems – 2008 - 2019	Microsoft Azure
Microsoft Exchange – 2010 to 2019	AWS
Microsoft Active Directory, inc DNS, DHCP, ADConnect	
Microsoft Lync/Skype for Business – 2013 to 2019	
Session Border Controllers – Ribbon and AudioCodes (separate Hardware support contract may apply)	
IP Handsets connected to SfB or Teams – Poly and Yealink (separate Hardware support contract may apply)	
SfB & Teams room systems – Poly, Yealink, Logitech (separate Hardware support contract may apply)	

2.3 SERVICE HOURS

The Intelligent Service is delivered by UK based Crayon resources, and the hours of service cover given are for UK GMT / BST depending upon which is active in the period.

Coverage	S1 Incidents	S2-S4 Incidents
Monday to Friday	09:00 – 17:30	09:00 – 17:30
Saturday & Sunday	Not applicable	Not applicable
UK Public Holidays	Not Applicable	Not applicable

To meet specific customer requirements Crayon may offer service hour coverage that varies from the standard hours listed above, but this would be subject to detailed discussion and specific customer pricing.

2.4 SERVICE LEVELS

Crayon Service Desk will log reported incidents on receipt in the Service Desk platform and carry out the initial analysis to allow an appropriate Priority Level to be assigned. The Severity level classifications are determined as follows;



Severity Level	Severity	Description of Change
S1	Critical	Total loss of service leading to a critical impact on business operations.
S2	High / Urgent	Majority of users are impacted but are still able to operate in a limited capacity.
S3	Medium / Major	Non-critical loss of functionality and a small number of users affected.
S4	Low / Minor	Minor impact only affecting individual user.

The Intelligent Support Service target levels of response for severity classifications are;

Priority	Severity	Target Response	Crayon Management Escalation
S1	Critical	1 Working Hour	Immediate
S2	High / Urgent	2 Working Hours	6 Working Hours
S3	Medium / Major	4 Working Hours	1 Working Days
S4	Low / Minor	8 Working Hours	2 Working Days
Requests	Request	16 Working Hours	4 Working Days

Note: There is no Fix Time service level offered.

A phone number will be provided for Severity 1 & 2 cases which should be answered within 2 minutes.

The Crayon UK Management Team will be notified on receipt of all Severity 1 incidents running longer than 8 hours and will be kept updated on their progress. The Support Desk Manager or Service Director will be notified immediately when a Severity 1 is received.

Crayon will always endeavour to resolve the incident but where service cannot be restored, a workaround may be implemented, to minimise disruption, while identification of the root cause is ongoing and subsequent corrective action is taken.

The targets detailed in the SLA will be deemed not to apply in the following situations as these will be considered as out of scope;

- Software, equipment, or configuration that is either unsupported or not recommended is in use.
- Configuration or setup has been changed unsuccessfully or without consultation.
- Any issue or incident is due to user misconfiguration or non-standard usage.
- The incident or issue applies to equipment, software or a service that is not listed in the Service Contract.

Subsequent to logging a ticket, if an incident under investigation or resolved is shown to have been out of scope the targets within the SLA will not apply. Crayon may still work with the customer to identify the root cause but reserve the right to charge on a time and materials basis in accordance with the Professional Services rate card in the Appendix to this document.



2.5 HARDWARE REPLACEMENT

On identification by Crayon of failed hardware covered by the Intelligent Support Service the equipment will be replaced by one of the following methods;

- For hardware covered by a Next-Day RMA Support Service, a replacement unit will be shipped to the customer site. The customer will receive the equipment and provide access to allow the failed equipment to be replaced. Crayon will return the failed hardware to the Manufacturer.
- For hardware that is covered by Return to Manufacturer Warranty, the process is for the customer to return failed units to the Manufacturer / Distributor that will be identified in the Schedule of the Service Statement of Work.

Equipment covered by either the RMA process or Warranty will be detailed in the Schedule of the Service Statement of Work.



3. SERVICE SET UP

3.1 CUSTOMER ONBOARDING

Client onboarding will follow 4 simple phases:

1. Service Quoted and Service Agreement Signed
2. Transition
3. On-Boarding
4. Service Live

SUPPORT SERVICE

Client On-Boarding



3.1.1 Service Quoted and Service Agreement Signed

This phase is the last stage of the sales cycle and is the gates of the service being made available to a customer. The following items will be provided to the client for review, signature, and will have been returned to Crayon signed.

- Master Services Agreement (MSA)
- Non-Disclosure Agreement (NDA)
- Support Agreement, (Proposal)

Remote connectivity to any software to be supported on-premise will be discussed and agreed and a statement placed in the appendix of the support agreement to document the agreed remote connectivity solution. Please see section 3.2 for more information as to what is required.

A date for support to commence has also been agreed and documented in the support agreement, the time period should allow for a smooth transition to take place.



3.1.2 Transition

At this stage, a series of meetings will take place to cover off the following bullets. These meetings will be run by the Crayon Support Desk Manager.

- Introduce support team to the client's key stakeholders.
- Client to provide access to high level designs of architecture (where available to speed up ticket resolution).
- Client and Crayon support to have a whiteboard session detailing the current architecture and future planned projects.
- Review client's estate noting any existing issues.
- Inventory of supported servers, and public cloud tenants.
- Review contact points, escalation procedures and how tickets are logged.

3.1.3 On-Boarding

The service will be available to the client at the start of this phase. The client will be asked to raise a test ticket by email and phone to ensure that the service is enabled in the Crayon ticket logging systems. All issues will be worked on as normal, but if on investigation of an issue Crayon discover an underlying issue that was apparent prior to service commencement, then Crayon reserves to the right to charge on a time and materials basis for the time spent.

Clients have the option of paying an upfront waiver so all existing issues are covered on service commencement, this should be discussed with the account team prior to contract signature.

3.1.4 Service Live

The service is now seen as BAU (Business as usual). The support desk will provide support as per this service description and quarterly account reviews will be conducted with key client stakeholders.

3.2 CUSTOMER ENVIRONMENT ACCESS

To deliver the services aligned with the SLAs, Crayon Service Desk staff will require access to the customer environment.

Remote access will be the predominant method of access to provide support. A reliable process and appropriate access level credentials are key to achieving the service levels. These will be agreed and documented before the start of the service as part of the service onboarding.

Where the scope of service includes on site hardware that is supported via the RMA process physical site access may be required for delivery of parts and engineer visits. The process for arranging this will be agreed as part of the service onboarding with any specific customer requirements identified and put in place. All costs associated with onsite attendance will be paid for by the customer e.g. travel, subsistence, site induction training, security clearances.



4. SERVICE MANAGEMENT AND REPORTING

Upon completion of the onboarding process, the Service Welcome email will provide details of the Crayon Service Delivery Management contacts.

The standard Crayon service provides quarterly reporting on all logged tickets, giving details on;

- Number of tickets logged in total and by Priority Level.
- Summary of tickets logged by system/service area.
- Number of tickets managed within SLA.
- Detail on ticket SLA exceptions.

The Crayon Service Delivery contact aligned with a customer will issue the quarterly report via email.

If the standard service has been extended to include Service Management, then Crayon will host a schedule of online meetings with the customer to review the service reporting to provide service insight and/or recommendations for service improvement.

5. SERVICE COMMERCIALS

5.1 SERVICE PRICING

The pricing methodology for the Intelligent Support Service uses the following factors to derive the service price to the customer;

- Scale and complexity of customer environment
- Number of users
- Ratio of On Premise to Cloud systems
- Age and version levels of the systems and hardware to be supported
- Size and availability of customer IT function

The service pricing quoted for the customer will be for the scope and environment at the point of service commencement. The scope of service can flex during the service period by + or – 10% with no variation in price. Variation outside of those limits will require a service price review. For reductions in service scope there will be a minimum Crayon service charge below which no further price reductions will be given.

A member of the Crayon UK Services team will be engaged during the pre-sales cycle to confirm the scope of services and associated service pricing for the customer.

5.2 SERVICE BILLING

The customer will be charged a fixed price for the Intelligent Support Service needed to deliver the agreed scope. The service will be invoiced upfront of service commencement. Payment will be due 30 days from the date of invoice unless superseded by a master agreement. All prices quoted are exclusive of VAT.



Expenses related to equipment carriage, engineer travel and subsistence are not included in the pricing and will be agreed with the customer at the time of being incurred. Customer to provide a Purchase Order and be invoiced at the end of the month incurred.