

G-Cloud 14 Service Definition

Aspire RealCARE Complete
Managed Support Services

Aspire Technology Solutions



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Introduction

Company Overview

Aspire Technology Solutions is an award-winning IT Managed Service Provider and Internet Service Provider. We deliver leading technology solutions across cloud and business continuity, connectivity, telephony, technical support, cyber security, and professional services to help our customers drive real organisational benefits.

Our mission is to deliver technology like no other; we are dedicated to putting technology to work to help our customers innovate, become more efficient and grow quicker.

We have an extensive customer base across the UK including SMEs, public sector, and not-for-profit organisations as well as large enterprises and blue-chip organisations with a global presence. We provide services across multiple sectors, to a vastly diverse portfolio of organisations, which means our experience is well-rounded and our expertise is constantly tested to the highest levels.

We help our customers accelerate their ambitions through inspirational technology and to achieve this, we have a passion for delivering a sensational data-driven customer experience. To make sure we're on track, we measure our performance using the Net Promoter Score (NPS) global measure. In the past 12 months our score has averaged +82 which is deemed 'world-class'.

At Aspire, we design and deliver innovative IT solutions that drive organisations forward. In a world that's changing faster than ever, we expect our customers to expect more from their technology.

Value Proposition

As a managed service provider with extensive experience in supporting the public sector, Aspire understand both the information technology challenges and requirements facing public sector organisations. We believe that we are an extremely suitable IT service partner who can provide the managed services you require today, but we are also dedicated to working with you to provide the IT service flexibility to develop the way your services will be delivered in the future.

Our value is demonstrated through the technology journey on which we take our customers. At Aspire, our mission is to deliver technology like no other; we are dedicated to putting technology to work to help our customers innovate, become more efficient and grow quicker. Through our dedicated account management, we will form a deep understanding of your organisation, your challenges, and your opportunities. We then use our vast experience of technology and industry trends to develop a roadmap aligned to your organisational strategy to ensure that all services provide real value.

We will work hard to build a robust and mutually beneficial relationship with you, supporting your network, infrastructure, applications, and systems to maximise opportunities for growth. We are well-versed in providing innovative IT solutions that work.

We have designed a service that we know will enhance your business continuity and drive significant value, while minimising risk and striving to reduce cost wherever possible. As part of our commitment to you, we will assess your technology spend, identifying and reducing any excessive areas and we will look to deliver improvements using these cost savings.

We believe Aspire have a unique proposition with our data-driven 24/7 helpdesk support offering. Our service delivery methodology, closely modelled on ITIL has been 10 years in the making; this incremental improvement with careful customer feedback at every stage along the way has led us to our current position with record positive feedback and over 99% SLA being met for over 12 consecutive months.

Our level of commitment to customer service is best illustrated by our high customer retention and fantastic Net Promotor Score (+83 which is deemed world class), we would be delighted to introduce you to customers who will verify our claims and explain in their own words, the value we add to their organisation.

Aspire are committed to delivering success to your organisation. With all of the above, we hope to make evident our dedication to working with you as your preferred technology partner.

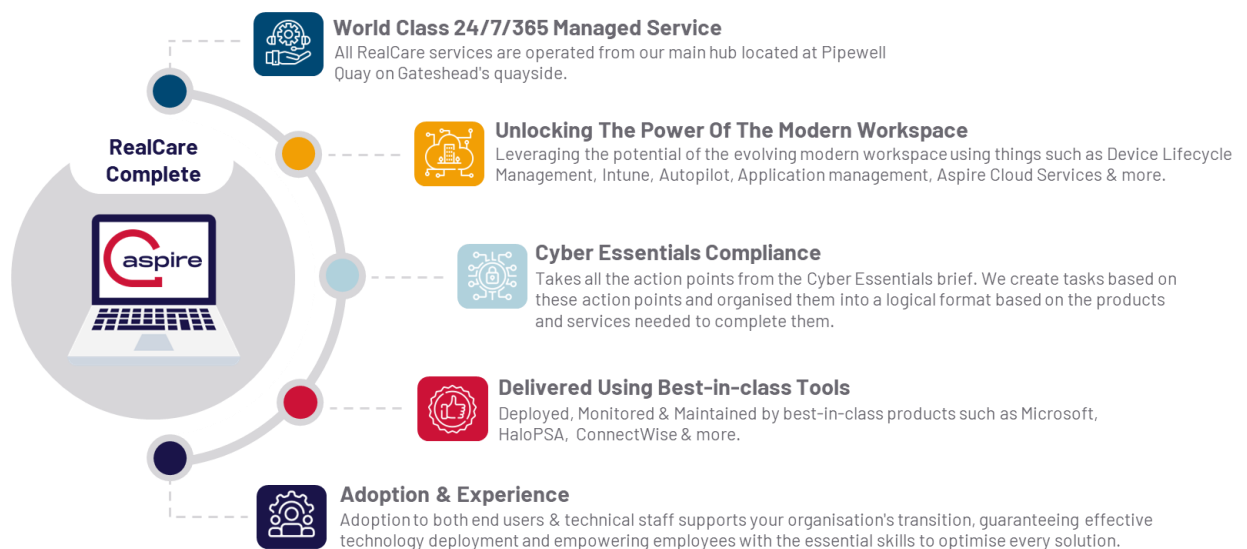
What This Service Provides

RealCare Complete is Aspire's flagship IT support and service desk product. Delivered by us, technically capable and friendly support staff, we are ready to meet your IT needs and business requirements.

RealCare Complete IT Support is delivered 24/7 to ensure any issues in your environment are dealt with swiftly and worked on continuously, regardless of when the issue is raised.

Our service delivery methodology, closely modelled on ITIL has been 10 years in the making and our data driven approach and customer feedback has led us to our current position with record positive feedback and over 99% SLA being met for over 12 consecutive months as well as a +83. NPS score.

Aspire's flagship RealCare Complete managed service is founded on the following key Modern Workplace solutions:



The key features of RealCARE Complete are:

IT Service Desk (24/7/365)

Access to specialist teams, including Quick Fix, Telephone & email support for IT issues.

24/7 IT System Monitoring (Remote Monitoring & Management)

Available for supported products & devices. Tickets addressed during contracted hours, includes automated fixes.

Live Service Reports

Incident & KPI reporting, change & service requests, metrics

Backup Monitoring

Included for Aspire Online Backup and supported third party solutions). Services are delivered via Aspire's bespoke, intelligent backup platform via the Aspire Customer Portal.

Aspire Customer Portal

Read service reports, manage your incidents, requests, and quotes via our easy-to-use online customer portal.

Dedicated Service Management Team

RealCARE customers are assigned a Service Account Manager to work on technology goals and build relationships.

Cloud Infrastructure Support

Support and management for services delivered from Azure, AWS, GCP and Aspire Cloud Services.

Upgrades, Installs & Application Management

Upgrades, Installs & Application Management carried out where applicable using Microsoft Intune.

Security & Identity Configuration & Management

Management Aspire will implement security and identity configuration baselines for your M365 tenant, aligning with Microsoft Best Practices to ensure compliance adherence.

IT Moves, Adds and Changes (MACs)

General instruction and configuration changes for your cloud hosted infrastructure and services.

Microsoft Updates

To be configured with our automation platform as per your design for servers hosted in the cloud.

End User Support

Support for end users, including PC, laptop, and workstation support, as well as mobile devices providing an MDM solution is in place.

Device Provisioning, Hardening & Reclamation.

Following the full device lifecycle as well as carrying out enrolment into customer 365 tenant ready for end user use.

Cyber Essentials Baseline Compliance

maintained for each year of your support contract. Ensuring every baseline applied falls within the Cyber Essentials framework.

Overview of the G-Cloud Service

Aspire Technology Solutions have a dedicated Technical Support Team, in addition to our four tiers of service desk. We have vast experience with all Cloud applications and products, with our 80-strong service desk team who can be relied upon for assistance and support.

Aspire have successfully implemented a fully ITIL-compliant service desk to log, control and report on support calls received, including any customer complaints. This will enable us to proactively monitor your estate and successfully resolve problems if and when they arise. Our service desk ticketing system is operated using our own internal resource, a comprehensive CRM tool. It is built and configured by our own in-house development team, and provides all of the required information for our service desk to function and perform daily tasks.

Aspire will present your organisation with a ticketing system structured in accordance with dedicated SLAs that prioritises tickets based on the likely business impact of a potential issue. On receipt of a service call, a service desk analyst will take relevant information such as contact details and will diagnose your problem. If the analyst can immediately resolve your problem, they will do so remotely. If not, an incident tracking number will be issued, and the call placed into the incident queue.

Upon completion of a service incident, an email is sent to the affected user, with a summary of the case solution and the pertinent steps taken to resolve the incident.

The service desk manager manages all work activities and monitors performance on a real-time basis; there is a clear ITIL process which we follow to ensure this.

Also, as part of our monthly management meeting we review and discuss all problems raised through the period to prevent a re-occurrence of any problems. Aspire would automate service review dates with your organisation through our CRM system; this flags the date for monthly customer reviews and a technical review every six months.

At these meetings, full-service reporting is provided which documents every incident and fault logged with Aspire. It then shows the overall resolution against Service Level for the period. As well as ensuring and approving the service being provided by Aspire, it also identifies any areas of repeat faults and areas for concern or improvement.

As part of our RealCare Complete package Aspire will provide:

- Upgrades, Installs & Application Management carried out where applicable using Microsoft Intune.
- Security & Identity Configuration & Management Aspire will implement security and identity configuration baselines for your M365 tenant, aligning with Microsoft Best Practices to ensure compliance adherence.
- Device Provisioning, Hardening & Reclamation following the full device lifecycle as well as carrying out enrolment into customer 365 tenant ready for end user use.
- Cyber Essentials Compliance maintained for each year of your support contract.
- Device Management for all end users' machines.
- IT Service Desk with access to specialist teams including Quick Fix, Communications, Networks and Cloud.
- 24/7 IT System Monitoring is available for supported products and devices. Tickets will be addressed in contracted hours including automatic fixes.

- Aspire Customer Portal where you can read service reports, manage incidents, requests, and quotes.
- Dedicated Service Management Team are on hand to work on your technology goals and build relationships.
- On-Site Support where customers have access to a pool of our Field Engineers to resolve on premise issues.
- On-Premises Infrastructure Support for physical server and networking equipment.
- Emergency Loan Equipment in instances where remote fixes are not possible, we will supply you with suitable hardware we have in stock.
- Live Service Reports including incident and KPI reporting, change and service requests and additional metrics.
- Backup Monitoring is included for Aspire Online Backup, Aspire Cloud Services (ACS) backup and supported third party solutions.
- IT Moves, Adds and Changes included where you give general instructions and configuration changes.
- Microsoft Updates will be configured with our automation platform as part of your design.
- Anti-Virus Management where Aspire hosts your antivirus solution.
- Cloud Infrastructure Support including support and management for services delivered from Azure, AWS, GCP and Aspire Cloud Services.
- End user support with issues your staff are facing.
- PC, Laptop and Workstation support where issues arise.
- 24/7 Support on P1-P5 incidents.
- Workstation Software Installations
- Workstation Software Upgrades
- End User Workstation Deployment
- SSL Certificate Installs
- Assistance with Microsoft Audits
- Assistance with Security Vulnerabilities
- IT Manager Holiday Cover where you will receive 30 days remote end user support per year.
- Aspire will liaise with 3rd parties that a RealCare customer is engaged with to find a solution to tickets raised. However, Aspire will not liaise with 3rd parties in relation to connectivity as this has not been provided by Aspire.
- FOC Cloud Adoption Videos (We also have a MCT partner who can deliver any ad hoc training for an additional charge)

Our Service Desk

Aspire's Service Desk & Network Operation Centre (NOC) is the hub of our organisation and will provide a single point of contact for all support calls. There is no limit to the number of incidents and tickets that can be logged during a particular period, or over the entire duration of the contract. Our service desk agents are highly skilled in their dedicated areas of support, each have accreditations and qualifications including Microsoft applications as standard, to help resolve any raised tickets.

Our service desk operates 24/7 – 365 days a year, to ensure our customers are supported. We also offer the option to increase to a 24/7 package to help relieve pressure from your internal IT team and provide the board assurances that employees are covered when required.

Aspire have designed a highly customised service desk platform based on Microsoft Dynamics, which is our platform of choice. Our service desk CRM platform is developed by our in-house development team to ensure live updates and cohesion between departments. Aspire's platform allows our support staff to adapt and continually improve our service offerings. We follow ISO and ITIL as standard.

We are incredibly proud of our internal systems which are uniquely propositioned to provide our customers the best customer experience. The Aspire Service Desk has evolved with industry changes to make sure our customers receive the best experience.

Users are able to log support incidents by way of telephone, email or through our bespoke customer portal and each incident is assigned a unique ticket reference ID which can be tracked and monitored with ease.



Phone: 0330 124 2701



Email: support@aspirets.com



Aspire Customer Portal:
<https://portal.aspirets.com>

Aspire Service Desk Processes

For every ticket or support request logged by Aspire, our support team members follow a strict process to ensure escalated issues are resolved efficiently in the most professional manner.

All incidents are logged and given a priority between 1 and 5. They are as follows;

- **Priority 1** – Critical Incident i.e. 100% of services failed, all users affected and the business severely impacted. **Response: 30 minutes. Escalation: Immediate. Fix: 4 Business Hours.**
- **Priority 2** – High Incident i.e. a single service has failed and all users are impacted such as email or core business applications. **Response: 1 Business Hour. Escalation: 2 Business Hours. Fix: 8 Business Hours.**
- **Priority 3** – Medium Incident i.e. one user is unable to work or is unable to access a single service with no work around. **Response: 4 Business Hours. Escalation: 6 Business Hours. Fix: 10 Business Hours.**
- **Priority 4** – Low Incident i.e. one or two users affected with known work around. **Response: 12 Business Hours. Escalation: 16 Business Hours. Fix: 24 Business Hours.**
- **Priority 5** – IMAC Service request (Information, Moves, Adds & Changes) i.e. Information request, general instruction and configuration changes. **Response: 12 Business Hours. Escalation: 16 Business Hours. Fix: 24 Business Hours.**

All incidents into the Aspire Service Desk are dealt with via our dedicated Quick Fix team. A Quick Fix engineer will assess the severity and business impact of the end-user issue giving it a priority and if appropriate will attempt a fix within a targeted 20-minute period.

The Quick Fix team resolve over 70% of our incidents and are the largest team on the service desk. They ensure end-user issues and incidents which would otherwise prevent staff from working, are quickly rectified.

Should a Quick Fix engineer be unable to rectify the issue, or it requires immediate escalation, the ticket will be passed to the relevant support team.

Outlined below are the Aspire Service Desk departments, highlighting a journey of an incident ticket:

Our Support Teams

Our support offering consists of the following teams:

Quick Fix:	Our Quick Fix team log and manage all new support incidents and service requests. Wherever possible they will aim to resolve tickets on the first call by implementing an immediate workaround or fix so as to ensure that service is restored as quickly as possible. If the Quick Fix team are unable resolve your issue straight away, they will assign your incident or request to an appropriate engineer for further investigation.
End User Support Team:	Our End-user support team, which is divided into two distinct levels of expertise, namely 1st and 2nd line, serves as the second line of defence in addressing and resolving all issues and requests that arise at the level of individual user machines.
Field Support Team:	Our field support team is equipped to address issues or requests that necessitate an onsite presence, anywhere in the country. This can encompass a range of tasks, including but not limited to, hardware installations or removals, among others.
Infrastructure Support:	The Server Support team are responsible for all cloud server application and hardware faults, ranging from RDS deployments to VMware infrastructure. Aspire server engineers work to maintain the stability and functionality of hosted and on-premise customer environments.
Backup and Restore:	The Backup and Restore Support team are responsible for managing all proactive cloud-based backup monitoring, investigating backup failures and completing restore requests.
3rd Line Support:	The 3rd Line Support team act as an escalation point for the Aspire Service Desk support teams. Dealing with a wide range of technical issues, the team are also responsible for problem management, completing root cause analysis and identifying any underlying infrastructure issues.
24/7 Support:	We have a dedicated team of office-based engineers working around the clock with overlapping shifts to allow a smooth transition of 24/7 customer support. Our office staff are backed up by on-call engineers ensuring you always get the support you need.

The Aspire Customer Portal

Developed as the central hub underpinning Aspire's core products, the Aspire Customer Portal offers intuitive visibility and management for Aspire's services, available from a centralised

portal that is both functional and easy to use. The Aspire Customer Portal offers a range of functionality to give you a transparent and holistic view over your IT infrastructure and network. Primary features available within the portal include:

- **Aspire Dashboard:** Aspire news, view your open support requests and projects.
- **Aspire Store:** Digital store allowing you to purchase hardware and software.
- **Service Desk:** View, manage and raise requests with the Aspire Service Desk.
- **Quotes:** Manage and view in progress and historic quotations.
- **Service Delivery Reporting:** Incident breakdown and reporting analytics.
- **Backup Monitoring:** Visibility and reporting for Aspire online backup jobs.
- **Connectivity Monitoring:** Monitor and view your Aspire leased line connectivity.
- **Microsoft Exchange:** Manage your organisation's Microsoft Exchange platform.

Service Initiation

Service On-boarding



Service Off-boarding

We understand that the time may come where our services are no longer suitable for your organisation. If you need to migrate away from Aspire, we will work closely with you and any 3rd parties to ensure that all tools and software deployed as part of the service are smoothly and seamlessly removed.

Service off-boarding can be initiated by formally liaising with your dedicated Service Delivery Manager and is included as part of the service at no additional charge.

Data Protection

Aspire is ISO9001 and ISO27001 accredited, as well as holding Cyber Essentials Plus. Aspire gathers and process personal information in accordance with our private notice and general terms and conditions. RealCARE services from Aspire full comply with the EU General Data Protection Regulation 2016/679 (GDPR) and national laws implementing GDPR and any legislation that replaces it in whole, or in part and any other legislation relating to the protection of personal data.

The customer will be liable for all the customer data that the customer creates from its use with Aspire services. The customer represents and warrants that the customer owns all customer data created within the service and that the customer has permission from the rightful owner for its use.

Aspire disclaims all liability relating to any customer data within the RealCARE and Microsoft 365 service, and for all liability relating to unauthorised use (by other users) of customer data.

Service Levels & Availability

Availability, Service Level Agreements and Fix times.

Priority Level	Service Hours	Response Time	Fix Time
P1 – Critical Incident 100% of production services failed, all users affected and business severely impacted.	Business Hours (8am-6pm) 24/7 Support for Customers with 24/7/365 Contract.	Within 30 Minutes	4 Hours
P2 – High Incident A single production service has failed, and all users are impacted.	Business Hours (8am-6pm) 24/7 Support for Customers with 24/7/365 Contract.	Within 60 Minutes	8 Hours
P3 – Medium Incident Single user unable to work or is unable to access a single service.	Business Hours (8am-6pm) 24/7 Support for Customers with 27/7 Contract.	Within 4 Hours	10 Hours
P5 – MAC Service Request Moves, Adds & Changes.	Business Hours (8am-6pm) 24/7 Support for Customers with 24/7/365 Contract.	Within 12 Hours	Planned

Maintenance Windows

Where Aspire plans to perform essential works and the changes are service affecting, Aspire will use reasonable endeavours to perform such works between the hours of 8am and 6pm and will use reasonable endeavours to give the Customer prior notice. This is without prejudice to or limitation of the definition of Planned Outage.

During the period of planned maintenance, Service Level Agreements and platform availability values will not apply.

Third Party Software

The customer may not and is not licensed to install or use software or technology in any way that would infringe any Third-Party Software Supplier's intellectual property, technology, or licencing usage rights.

Third Parties

Aspire shall not be liable in respect of any contract, agreement, or relationship that the customer may have with any third party. If a dispute arises between the customer and a third party involving Aspire's services, Aspire shall provide, at the customer's expense, the customer with reasonable information and assistance to the extent that such is not averse to Aspire's interests to the Customer in the resolution of such dispute.

Our Experience

Case Studies



Tilia Homes is a leading construction, development and services group, specialising in building and civil engineering, support services, private house building, affordable homes and property development.

Tilia Homes was divested from Keir Living in June 2021, requiring a full deployment of new IT Infrastructure to all 9 sites across the UK. Aspire won the contract to undertake this deployment and service transition in early 2021.

Following a divestment from their parent company Kier Group in June 2021, Tilia engaged Aspire to implement and manage a suite of cloud-based software and hosting services including, Microsoft Azure Active Directory, Microsoft 365, Microsoft SharePoint Online, Infrastructure as a Service (including virtual machines, storage, memory, and backup, hosted in Aspire's Public Cloud), Microsoft Dynamics and Microsoft Teams.

Microsoft Teams with Direct Routing was deployed for 50 users including SIP and call bundles with an additional 10 Teams Auto-Attendant licences to allow Tilia's customers to call them and navigate a menu to speak to the right person with Anywhere365 and Call Logging deployed for integration with their Contact Centre.

Aspire successfully migrated 430 user accounts, Office 365 data, file data and applications. The project started in June 2021 and completed in February 2022, meeting the customers project timescales.

Ongoing cloud support was provided by Aspire's Service Management Organisation as part of our RealCARE Complete cloud support services. Aspire's RealCARE complete cloud support service includes:

- 24x7x365 service desk
- 24x7x365 service monitoring
- Dedicated Service Account Management
- Live service reports
- Cloud infrastructure support
- Cloud backup monitoring
- Automated Microsoft updates

Security Services were also included in the project including the setup and migration for cloud-delivered endpoint security, cloud-based malware and content filtering, cloud access security broker and cloud managed Wi-Fi.

As part of the project to move Tilia Homes away from the Kier network, Aspire was required to fully move all users from the Kier domain to the Tilia domain, with migration at 9 sites across the UK. Aspire successfully migrated 430 user accounts, Office 365 data, file data and applications. The project started in June 2021 and completed in February 2022, meeting the customers project timescales.

At a time of huge change for the company, with the divestment from Kier Group, Tilia was able to trust and rely on Aspire to design and deploy their new network and infrastructure to their project timescales.



Owned by North Yorkshire County Council and City of York Council, Yorwaste employ over 250 members of the local community. The company manage over half a million tonnes of waste per year and carry out 550,000 trade waste and commercial bin collections.

The company's guiding principle is to provide customers with sustainable, innovative and economical solutions. Through their 'Waste No More' integrated approach, they offer a comprehensive waste management solution for thousands of local businesses.

The Challenge

Yorwaste was previously operating with aging and disparate systems. Their Remote Desktop Solution (RDS) was based on an old operating system and their virtual machines were running older versions of SQL. In addition to this, disk capacity issues were being reported by Microsoft Exchange and their financial accounting software.

The company needed to update their infrastructure and consolidate their IT services with a view to reducing costs and embracing technology best practice. The initial project required the migration of existing services to a virtualised cloud environment, and ongoing 24/7 IT support for their virtual servers provided by our RealCare Cloud managed support service.

Following the identification that their existing infrastructure was no longer capable of delivering the operational requirements needed, Yorwaste went to market to find a new IT partner. After a comprehensive search, Yorwaste chose Aspire as the best-fit provider to meet their needs.

Aspire implemented a solution to migrate Yorwaste's key servers and business applications to a virtualised environment within Aspire's private cloud. The solution included re-platforming Yorwaste's operating systems and upgrading their RDS.

Another key deliverable was a cost-effective DRaaS (Disaster Recovery as a Service) solution. Aspire's DRaaS solution ensures all machines are backed up remotely each night with real-time replication between their private cloud locations to enable full business continuity.

Yorwaste have partnered with Aspire since 2012 and they have recently renewed their managed services contract for the next 5 years. Aspire continue to work with Yorwaste to regularly review their IT roadmap and ensure it remains aligned to business priorities. Plans for the

future include further upgrades to their infrastructure and introducing new technology to lower their server estate and move more data to the cloud.

Jonny Handley, IT & Telecoms Services Manager at Yorwaste said:

"Aspire provide everything we need from an IT partner and more. They ensure that we have a secure network and effective management systems to run our business, this enables us to continue to provide the best service for our customers. From the outset, our experience of working with Aspire has been first-class. Everyone across the company is dedicated towards delivering a fantastic service."

Our Customers

Over 1,700 public and private sector customers are delivering citizen services and growing their organisations with us.



Contact Details

At Aspire, our mission is to deliver technology like no other. We have been helping customers to innovate, become more efficient and grow quicker through technology since 2006. Let us help you, too.

Talk to Sales

Interested in our products and solutions but not yet a customer? We'd love to hear from you. Here's how you can reach us.

- Email our Sales Team: hello@aspirets.com
- Call us: **0330 124 2700**
- Visit our website: www.aspirets.com