



SERVICE DEFINITION

TRAINING, COMMUNICATIONS AND SUPPORT



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SERVICE OVERVIEW

Xnet's Training, Communications, and Support service delivers specialist services to a customer organisation to aid the delivery of cloud related training and associated communications, as well as providing relevant technical support. Xnet specialists will work with the customer organisation to develop a communications and training strategy, ensuring the effective delivery of information.

INFORMATION ASSURANCE

X-Net staff are, characteristically, SC or DV security-cleared and have extensive experience of working within local and central Government, as well as the Law Enforcement and Security sectors. The locations where project data might be stored are certified against the ISO 27001 Standard for Information Security. Furthermore, X- Net is able to deliver this service, whilst ensuring the protection of data that can be classed as 'Official', 'Secret' or above as defined within the Government Security Classifications. X-Net is also covered by certification under the Cyber Essentials Plus scheme.

DATA RESTORATION/BACKUP/RESTORE AND DISASTER RECOVERY

X-net has five facilities across Dorset meshed over high-capacity dedicated fibre, including the Bournemouth and Dorset LAIX sites. Its primary centre is on The Dorset Innovation Park (DIP), Winfrith Newburgh, Dorset with the 4 other sites also in Dorset. Data never exits the UK. Systems and services are backed up both locally and remotely among the sites

ON-BOARDING AND OFF-BOARDING

After initial contact, an order will be raised, fully detailing the service that will be provided. Upon agreement to the order the service will be provisioned. Our target time for the whole process is 2 working days. The standard minimum contract length is one year. After that time if the customer wishes to terminate his service he will provide 1 month's notice, after which further time the service will be suspended. The customer will be liable for any outstanding charges incurred over the term of the contract. There is no termination charge. However, experience has shown the value of prudence in this regard; we allow a 1-week period following the date of service termination during which the customer may request us to reactivate it. Only after this time will X-net purge and destroy all customer data related to the service.

PRICING

The cost of this service may be found in the SFIA rate table.

SERVICE MANAGEMENT

By assigning to the customer a specific, named support engineer, we are able to ensure that they build a deep knowledge of the service, as well as understanding how important each component of the service is to the success of the customer's business. These forward-facing engineers work hard to ensure that they gain that knowledge. Without understanding this, the provider cannot effectively prevent customers from facing problems



SERVICE DEFINITION TRAINING, COMMUNICATIONS AND SUPPORT

Our engineers are intent on providing customers with what they need in an efficient manner. If the assigned engineer does not know the solution to a problem, they will ask a colleague who does. Our engineers do not pass the problem on to somebody else, and then assume that it has been resolved. The customer's nominated engineer remains involved throughout any restoration processes, thus acquiring relevant knowledge. This allows the engineer to become ever-increasingly able to help during the initial call, should the issue be seen again.

Essential to our culture of a 'people-centric service', we insist that the engineer who started the support dialogue (by taking the call or picking up the email/SMS) maintains the position of sole contact with that customer. The dialogue will end when the customer is completely satisfied that the issue has been fully resolved.

SERVICE CONSTRAINTS

Details of the Service Constraints pertaining will vary dependent on circumstances and are negotiated on a contract by contract basis.

SERVICE LEVELS

Details of the Service Levels applicable will vary dependent on circumstances and are negotiated on a contract by contract basis.

FINANCIAL RECOMPENSE MODEL

X-net offers service credits to customers who have suffered a serious loss of service. This is always negotiated with the customer on a case-by-case basis.

TRAINING

No formal training is offered for this particular service. However, X-net engineers are perfectly happy to answer customer queries via e-mail, telephone, or SMS, and guide customers through complex and difficult processes.

ORDERING AND INVOICING PROCESS

X-net bills its services either on a one-off or re-occurring basis, as agreed with the customer. Invoices are produced against either an order or purchase order, and are delivered electronically on a set date each month. Our terms are 14 days.

TERMINATION PROCESS

Customers may terminate their service by giving 30 days' notice after the initial contract term has elapsed. This initial term is always agreed with the customer before signing the order.