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Service Definition Document

1. Service Description

Customer support for the Cloud provisioned Brother metering agent that provides management of the Brother printer estate and automated replenishment of Brother consumables, such as toners and drums. This support includes technical support of the Brother agent running on the customers infrastructure, resolution of devices that have failed to communicate to the Brother cloud portal for more than 24 hours, and for general technical support relating to the implementation and operation of the Brother Agent.

2. Technical Requirements

Service support will generally be provided remotely, thereby ensuring a rapid resolution of incidents and minimal disruption to the customer. Remote access to the customers infrastructure will be performed using an appropriate remote access service that enables the Arc-IT engineers to access the specific device running the Brother agent, usually with the customer present at the local device. Commonly the customer will mandate the use of a specific remote access service, but where the customer lacks such tools then Arc-IT will utilise their own remote access tools with the customers explicit permission.

The Brother agent is installed and configured on a Windows PC that is USB connected to the Brother printer. Data is sent to Brother cloud portal using HTTPS (port 443), with most firewalls configured to allow port 443 outbound data through the firewall. So in most cases no additional firewall configurations are required.

3. Service Hours

Support services will be available 08:30 to 17:30 Monday to Friday, excluding public holidays.

4. Service Availability

The metering agents will continue to operate in the background with no downtime, and will be largely unaffected by temporary infrastructure outages, such as PC downtime and network losses. If each agent reports back within a 24-hour period, the replenishment of print consumables will continue to operate as normal. Outages longer than 24-hours will result in the specific printer being marked as 'Silent', and if operational status is not restored within 7 days an incident ticket is raised for an Arc-IT engineer to investigate.

5. Service Levels

Arc-IT will respond to incident tickets within 8 business hours of the incident ticket being created (see Service Hours above). The priority of Incident Management is to restore normal service as quickly as possible, and this may include providing a suitable workaround. Recurring incidents will be managed under Arc-IT's Problem Management process, which will seek to determine the underlying root-cause and to eliminate future incidents from occurring.

6. Customer Support

The customer may contact the Arc-IT Service Desk by telephone during normal service hours on: -

+44 (0)1444 817506

or the customer may report an issue or make a request in writing by emailing: -

servicedesk@aibs.co.uk

Optionally, a customer may request access to their own Arc-IT Web Support page, where they can submit and track the progress of their incident and request tickets.

Issues raised by a customers will be recorded as a ticket within Arc-IT's internal Incident Management system. An engineer will then be assigned the ticket and they will be expected to respond to the issue, typically a call back, within 8 business hours of the ticket being raised.

7. Escalation process

Customers may request that their incident or request be expedited, by contacting the Customer Service Manager using the above contact details, who will then elevate the priority of the ticket internally. The Customer Service Manager should also be contacted if the customer believes the ticket has exceed the agreed response times, or where the customer is dissatisfied with the response received.

8. Data Security

The Managed Print Service collects only information regarding printer consumables and any manufacturer hardware alerts and diagnostics necessary to support the service. Arc-IT do not collect any information via the service that could be deemed as personally identifiable data, nor do they collect any data that is being printed, scanned, or copied.

Arc-IT engineers are trained and skilled in cyber security and personal privacy and are accountable for applying appropriate technical and organisational measures to ensure that all activities performed on the IT systems belonging to the customer are adequately secure and do not compromise the data within these systems.