DEFINITION OF SERVICE – INFRASTRUCTURE

TSG SystemCare

SYSTEMCARE FOR INFRASTRUCTURE CORE SERVICE	Cover	Notes	Full Cover	Excluding Parts	Excluding Parts & Onsite	Virtual Server	Office 365	24/7 Option
Standard Telephone Support	08:00 - 18:00 Weekdays Excluding Bank Holidays		✓	✓	✓	✓	✓	
24/7 Telephone Support (optional cost)	24/7 support provided excludes Christmas and New Years' Day	Optional addition to contract	✓	✓	✓	✓	✓	✓
Remote Support	08:00 - 18:00 Weekdays Excluding Bank Holidays		✓	✓	✓	✓	✓	
24/7 Remote Support (optional cost)	24/7 support provided excludes Christmas and New Years' Day	Optional addition to contract	✓	✓	✓	✓	✓	✓
On Site Support	09:00 - 17:30 Weekdays Excluding Bank Holidays		✓	✓				
Proactive Monitoring	Automated proactive monitoring and fault logging for specific events	List available on request. 24/7 monitoring is only available where additional 24/7 option is selected.	✓	✓	✓	✓		✓
Target Response Time	Priorities: P1 – 30 mins, P2 – 1 hour, P3 – 4 hours, P4 – 1 day	P2 = Critical issue affecting single user P3 = Minor issue affecting one or more users P4 = Admin change	✓	✓	✓	✓	✓	✓
On Site Response Time	Priorities: P1 – 4 hours, P2 – 1 day, P3 – 2 days, P4 – 3 days	See above for definition	✓	✓				
Emergency Loan Equipment	Provided where available and as deemed necessary by TSG		✓	✓				
Annual Contract Review	To audit additions, changes and equipment status		✓	✓	✓	✓	✓	✓
Monthly Executive Summary Report	Overview of system performance and status for the previous month	Available on request or scheduled	✓	✓	✓	✓		✓
SystemCare Reporting	A selection of reports is available on request		✓	✓	✓	✓		✓
CLOUD/SERVER	Cover	Notes	Full Cover	Excluding Parts	Excluding Parts & Onsite	Virtual Server	Office 365	24/7
Server Hardware	Includes parts and labour on HP, IBM and Dell equipment that is less than 5 years old	Proactive SystemCare monitoring where available	✓					
SAN, DAS and NAS storage	Includes parts and labour on HP, IBM and Dell equipment that is less than 5 years old	Proactive SystemCare monitoring where available. Devices must be listed in the additional items section of the contract and have active manufacturer care packs or equivalent.	✓					
IAAS / PAAS	Resolve issues with Virtual Machines (VM's). Includes Hypervisor on TSG provided services		✓	✓	✓	✓		✓
UPS Hardware	TSG will manage replacement under manufacturer's warranty if applicable and return to	Excludes UPS batteries	✓	✓				
Microsoft Server Operating System	Resolve problems with the Microsoft Operating system and escalate to Microsoft where necessary	Requires manufacturer supported OS	✓	✓	✓	✓		✓

Note: The "Target Response Time" row also lists: P1 = Critical issue affecting multiple users

Service	Description	Requirements						
Microsoft Server Operating System Patching	Patches (Quality updates) updated in line with the standard TSG or customer specific patch management schedule. Service packs (Feature updates) to be installed on request or as required to continue OS serviceability.	Requires manufacturer supported OS and agreed patch maintenance windows	✓	✓	✓	✓		✓
Microsoft Exchange	Resolve problems with Microsoft Exchange and escalate to Microsoft where necessary	Requires manufacturer supported application	✓	✓	✓	✓		✓
Microsoft Exchange Patching	Patches updated in line with the standard TSG or customer specific patch management schedule. Service packs to be installed as required to resolve specific issues or to continue application serviceability.	Requires manufacturer supported application and agreed patch maintenance windows	✓	✓	✓	✓		✓
Microsoft SQL	Resolve problems with the Microsoft SQL application only and escalate to Microsoft where necessary. In addition, for TSG stack products (NAV, CRM, SharePoint etc.) perform database tuning and backup management.	Requires manufacturer supported application and does not include supporting the data contained within the SQL databases	✓	✓	✓	✓		✓
Microsoft SQL Patching	Patches updated in line with the standard TSG or customer specific patch management schedule. Service packs to be installed as required to resolve specific issues or to continue application serviceability.	Requires manufacturer supported application and agreed patch maintenance windows.	✓	✓	✓	✓		✓
Microsoft Remote Desktop Services	Resolve problems with Microsoft Remote Desktop Services and connectivity and escalate to Microsoft where necessary	Requires manufacturer supported OS	✓	✓	✓	✓		✓
Microsoft Office 365 Integration	Resolve issues with Office 365 integration into Hybrid Exchange deployments and synchronisation with Microsoft Active Directory		✓	✓	✓	✓		✓
Virtualisation	Resolve problems with Hyper V and VMWare and escalate to Microsoft or VMWare where necessary providing customer has relevant software subscription	Each host must have relevant SystemCare cover in place	✓	✓	✓	✓		✓
TSG Backup Solutions	Monitor and resolve problems with backups and escalate to provider where necessary. Customer must have relevant service/software subscription and product must be under vendor support and recommended procedures followed.	Applies to TSG Stack – Datto BCDR, IOMART Backup, Datto SaaS Protection, VEEAM. Excludes issues caused by client negligence.	✓	✓	✓	✓		✓
UPS Software	Resolve problems that cause the software not to function in line with the manufacturer's specification		✓	✓	✓	✓		✓
Endpoint (Anti-virus)	Resolve problems with Sophos endpoint software and escalate to Vendor where necessary. Excludes creation of reports and bespoke configuration requests	Requires manufacturer supported application	✓	✓	✓	✓		✓
File Restores	Restores will only incur an additional charge if caused by malicious or negligent action		✓	✓	✓	✓		✓
Windows User Accounts & Profiles	Adding, changing and deleting user accounts & profiles and amending security permissions	Remote support only	✓	✓	✓	✓		✓
3rd Party Applications/Services	TSG will work with the 3rd party to attempt to resolve faults on a reasonable endeavour's basis	Requires manufacturer supported application	✓	✓	✓	✓		✓
Internet Connectivity	Fault management for Internet connectivity that is provided by TSG		✓	✓	✓	✓		✓
Removal of virus/spyware/adware (excludes Ransomware)	Included on the equipment covered by SystemCare where the customer has the TSG recommended UTM, Email and Endpoint products. Excludes infection based on vendor product failure	Requires manufacturer supported application	✓	✓	✓	✓		✓
Removal of Ransomware	Included on the equipment covered by SystemCare where the customer has the TSG recommended Anti-Ransomware software (Sophos Intercept X)	Requires manufacturer supported application	✓	✓	✓	✓		✓

DEFINITION OF SERVICE - INFRASTRUCTURE

END USERS	Cover	Notes	Full Cover	Excluding Parts	Excluding Parts & Onsite	Virtual Server	Office 365	24/7
PC / Laptop Hardware	Includes parts and labour on equipment that is less than 5 years old		✓					
Tablet Hardware	TSG will manage replacement under manufacturer's warranty if applicable and return to service	Loan equipment is not provided	✓	✓				
Thin Client Hardware	TSG will manage replacement under manufacturer's warranty if applicable and return to service	Loan equipment is not provided	✓	✓				
Monitors	TSG will manage replacement under manufacturer's warranty if applicable and return to service		✓	✓				
Cabling	Resolve issues caused by the patch cabling in the cabinet and from the floor/wall box to the desktop. Does not include the main cable runs or replacement patch cables	Excludes cabinet maintenance	✓	✓				
Mobile Email Devices connection to network and on premise email (Smartphones etc.)	Device assistance will be provided on a reasonable endeavours basis for on premise email, VPN and Mobile Device Management (MDM) solutions	It is the responsibility of the customer to speak with the network provider or supplier to log any issues.	✓	✓	✓			✓
Mobile Email Devices connection to Office 365 (Smartphones etc.)	Device assistance will be provided on a reasonable endeavour's basis for connection to Office 365 services (Exchange Online, OneDrive, SharePoint, PowerApps etc.)	It is the responsibility of the customer to speak with the network provider or supplier to log any issues.					✓	✓
PC Operating System	Resolve problems with the Microsoft Operating system and escalate to Microsoft where necessary	Requires manufacturer supported OS	✓	✓	✓			✓
Laptop Operating System	Resolve problems with the Microsoft Operating system and escalate to Microsoft where necessary	Requires manufacturer supported OS	✓	✓	✓			✓
Tablet Operating System	Resolve problems with any Microsoft Operating system and escalate to Microsoft where necessary	Apple IOS and Android are supported for connectivity to the network, VPN, MDM and email setup only	✓	✓	✓			✓
Microsoft Desktop Operating System Patching	Patches and service packs updated in line with the standard TSG or customer specific patch management schedule	Requires manufacturer supported OS and agreed patch maintenance windows	✓	✓	✓			✓
Microsoft Office	Resolve program operational problems with Microsoft Office but not user education issues	Excludes functionality issues such as macros or formulae	✓	✓	✓		✓	✓
Microsoft Office Patching	Patches and service packs updated in line with the standard TSG or customer specific patch management schedule, excludes Office 365 patching which is provided directly	Requires manufacturer supported application and agreed patch maintenance windows	✓	✓	✓			✓
Microsoft Office 365	Resolve problems accessing Microsoft office 365 applications and escalate to Microsoft where necessary	Excludes Setup, Configuration and customisation of applications	✓	✓	✓		✓	✓
Microsoft Office 365 admin	Adding, changing and deleting user accounts & profiles and amending security permissions in the Office 365 portal	SharePoint permission setup and changes are included but all other SharePoint work requires a SharePoint support contract	✓	✓	✓		✓	✓
Endpoint (Anti-Virus)	Resolve problems with Sophos endpoint software and escalate to vendor where necessary. Excludes creation of reports and bespoke configuration requests	Requires manufacturer supported application.	✓	✓	✓			✓
Email Content Filtering	Resolve problems with Email Content Filtering and escalate to Vendor where necessary. Excludes creation of reports and bespoke configuration requests		✓	✓	✓			✓

	Cover	Notes	Full Cover	Excluding Parts	Excluding Parts & Onsite	Virtual Server	Office 365	24/7
Web Content Filtering	Resolve problems with Web Content Filtering and escalate to Vendor where necessary. Excludes creation of reports and bespoke configuration requests		✓	✓	✓			✓
3rd Party Applications	TSG will work with the 3rd party to attempt to resolve faults on a reasonable endeavours basis	Requires manufacturer supported application	✓	✓	✓			✓
Printing	Resolve problems with users unable to print or printing configuration issues	Excludes printer hardware unless specifically covered	✓	✓	✓			✓
File Restores	Restores will only incur an additional charge if the requirement is caused by malicious or negligent action.		✓	✓	✓			✓
Windows User Accounts & Profiles	Adding, Changing and Deleting User accounts & Profiles and amending security permissions	Remote support only	✓	✓	✓			✓
Removal of virus/spyware/adware etc...	Included on the equipment covered by SystemCare where the customer has the TSG Recommended Web, Email and AV products. Excludes mass infection based on vendor product failure, or infection resulting from device having being disconnected from network	Requires manufacturer supported application	✓	✓	✓			✓
Removal of Ransomware	Included on the equipment covered by SystemCare where the customer has the TSG Recommended Anti-Ransomware software (Sophos Intercept X)	Requires manufacturer supported application	✓	✓	✓			✓
NETWORKING/INFRASTRUCTURE	**Cover**	**Notes**	**Full Cover**	**Excluding Parts**	**Excluding Parts & Onsite**	**Virtual Server**	**Office 365**	**24/7**
Firewall & UTM Hardware	TSG will manage replacement under manufacturer's warranty if applicable and return to service		✓	✓				
ADSL Router Hardware	TSG will manage replacement under manufacturer's warranty if applicable and return to service		✓	✓				
Wireless Router Hardware	TSG will manage replacement under manufacturer's warranty if applicable and return to service		✓	✓				
Network Switch Hardware	TSG will manage replacement under manufacturer's warranty if applicable and return to service		✓	✓				
VPN (IPSEC / SSL)	Resolve problems with remote users connecting to their VPN when using hardware/software approved by TSG	Excludes new user setup and configuration	✓	✓	✓	✓		✓
Internet Connectivity	Fault management for Internet connectivity that is provided by TSG	Fault diagnosis on non-TSG provided connectivity solutions may be chargeable.	✓	✓	✓	✓		✓
Firewall & UTM Software	Resolve problems with Firewall/UTM software and escalate to manufacturer when required. Includes reconfiguration where necessary when using hardware/software approved by TSG		✓	✓	✓	✓		✓

TSG SystemCare

EXCLUSIONS	Cover	Notes	Full Cover	Excluding Parts	Excluding Parts & Onsite	Virtual Server	Office 365	24/7
TSG Remote Agent	The service is provided subject to a user not disabling or uninstalling the TSG SystemCare Agent		✓	✓	✓	✓	✓	✓
Consumables	Mice, Keyboards, Patch Cables, UPS Batteries, Laptop Batteries & Power Supplies, Tapes, Toner etc.		✓	✓	✓	✓	✓	✓
Installations & Application Upgrades	All products are excluded		✓	✓	✓	✓	✓	✓
ADDITIONAL COST OPTIONS	**Cover**	**Notes**	**Full Cover**	**Excluding Parts**	**Excluding Parts & Onsite**	**Virtual Server**	**Office 365**	**24/7**
24/7 Cover	Remote and Telephone support provided 24/7 available at an additional charge, excludes Christmas Day and New Year's Day	Purchased in addition to, and for the same contract period as, the main SystemCare contract	Option	Option	Option	Option	Option	Option
Service Delivery Manager	Service Delivery Management provided on agreed schedule available at an additional charge	Purchased in addition to, and for the same contract period as, the main SystemCare contract	Option	Option	Option	Option	Option	Option
PrinterCare	Includes all parts and labour but excludes consumables. Original manufacturer consumables and toner cartridges must be used in all printers. Any damage caused by using remanufactured toner cartridges or consumable items will not be covered as part of the contract		Option	Option	Option	Option	PrinterCare	Option
Proactive Days	Pre-purchased scheduled days for Pro Active on-site maintenance tasks	See Pro Active information for more details	Option	Option	Option	Option	Option	Option