



Service Definition Document
Mobile Device Management Service
G-Cloud 14

Mobile Device Management Service

Managed Support Packages

Ease the burden of managing devices and allow Kintek set up, manage and provide ongoing support for your devices through their entire lifecycle.

Basic	Intermediate	Advanced
Up to 2 hours of Help Desk Support per Business Day between 9.00 am and 5.00 pm capped in each month at 40 hours	Up to 4 hours of Help Desk Support per Business Day between 9.00 am and 5.00 pm capped in each month at 80 hours	Up to 8 hours of Help Desk Support per Business Day between 9.00 am and 5.00 pm capped in each month at 165 hours
Up to 50 on site visits per year	Up to 100 on site visits per year	Up to 250 on site visits per year
5 third line support incidents per annum	10 third line support incidents per annum	20 third line support incidents per annum
2 change advice incidents per month	5 change advice incidents per month	10 change advice incidents per month
Up to 250 devices	Up to 500 devices	Up to 1000 devices
Creation and revision of customer defined policies.	Creation and revision of customer defined policies.	Creation and revision of customer defined policies.
Access to a service desk for incident resolution and request fulfilment.	Access to a service desk for incident resolution and request fulfilment.	Access to a service desk for incident resolution and request fulfilment.
Device Enrolment Programme (DEP) assignment, Apple APN (Push Notification) Service, Volume Purchase Programme (VPP) management and Apple Business Manager.	Device Enrolment Programme (DEP) assignment, Apple APN (Push Notification) Service, Volume Purchase Programme (VPP) management and Apple Business Manager.	Device Enrolment Programme (DEP) assignment, Apple APN (Push Notification) Service, Volume Purchase Programme (VPP) management and Apple Business Manager.
Google Zero Touch, Samsung Knox	Google Zero Touch, Samsung Knox	Google Zero Touch, Samsung Knox