



Crown  
Commercial  
Service

## G-Cloud 14

### Framework reference: RM1557.14

## Standard Service Description

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## Overview of Approach

VE3 is committed to delivering innovative digital solutions that integrate advanced technologies like AI, cloud engineering, and DevOps. Our approach focuses on enhancing operational efficiency and reducing risks, ensuring our clients achieve optimal outcomes through technology-driven transformations.

## Service Description

VE3 offers a robust suite of support services designed to ensure optimal service availability and performance. Our support framework includes:

- a) **Incident Reporting Procedures:** A streamlined process for clients to report issues via designated channels, ensuring swift acknowledgment and action.
- b) **Service Level Targets (SLTs):** Clearly defined metrics and objectives designed to measure the effectiveness and timeliness of our responses to service disruptions or requests.
- c) **Escalation Processes:** A structured approach to escalating issues within our support team to guarantee that all concerns are addressed promptly and by the appropriate level of management, ensuring resolution in line with client expectations.

## Scope of Service Support and Exclusion

**Hours of Support:** VE3 provides standard support from 09:00 to 17:00, Monday to Friday. These hours are focused on offering immediate assistance during peak operational periods, ensuring that your business receives timely support during standard working hours.

**Out of Hours Support:** For operations that extend beyond standard hours, VE3 offers extended support as defined in individual contract agreements. This includes enhanced SLAs to cater to critical needs outside of the usual business hours, ensuring round-the-clock service availability.

**Service Exclusions:** Our standard service agreements cover a wide range of support activities; however, some services may require additional agreements or fall outside the standard scope. These exclusions are clearly detailed in our contractual documents to ensure transparency and understanding of what VE3 directly supports versus what may incur additional costs or require third-party involvement.

## Responsibilities

### a. Customer Responsibilities:

- **Incident Reporting Information:** Customers are required to provide all necessary details related to the incident, including system identifiers and descriptions of the issue, to facilitate quick resolution.
- **Authorized Contacts:** Maintain and provide a current list of authorized individuals who can report issues and interface with VE3 support teams.
- **Preliminary Checks:** Before reporting an issue, perform basic diagnostics as outlined in our user guides, which can help expedite troubleshooting.
- **Resolution Confirmation:** Once an incident is declared resolved by VE3, confirm the resolution or report any ongoing issues within a designated timeframe.

### b. VE3 Responsibilities:

- **Support Channels:** Offer multiple avenues for support such as telephone, email, and SMS, ensuring accessibility for all clients.
- **Unique Reference Numbers:** Each incident reported will be assigned a unique reference number to track the issue from reporting through to resolution.
- **Incident Monitoring and Updates:** Continuously monitor the status of incidents and provide regular updates to the client based on the agreed communication plan.
- **Escalation and Communication:** Manage and effectively execute the escalation process if the issue cannot be resolved at the initial level of support, ensuring clear and timely communication throughout the incident lifecycle.

## Problem Reporting and Incident Management

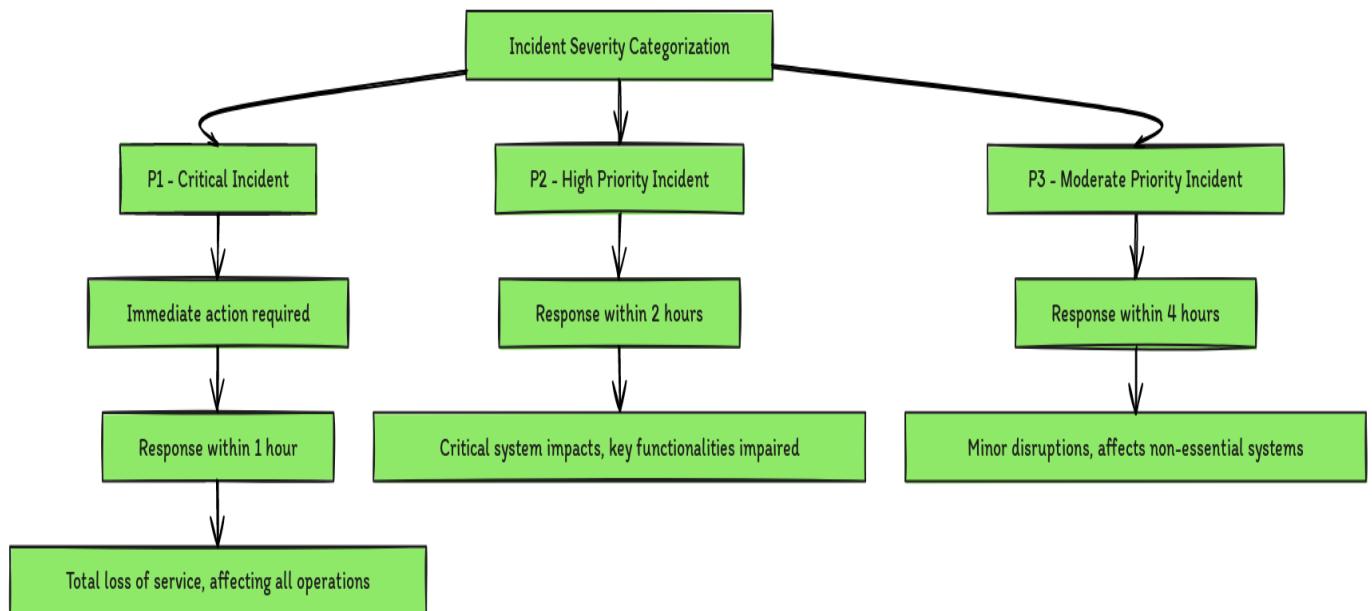
Clients are required to report all service incidents via email to [prime@ve3.global](mailto:prime@ve3.global) promptly ensure immediate action. Upon receipt, our dedicated support team logs each incident, assigning it a unique ticket number which facilitates tracking and management. The priority of the incident is determined based on its impact on client operations. Our team ensures efficient resolution and maintains open lines of communication, updating the client throughout the resolution process.

## Incident Logging Requirements

For effective incident management, VE3 requires detailed logging of each incident, including the time of occurrence, system or service affected, and a clear description of the problem. Clients are encouraged to provide screenshots, error codes, and any other relevant data that could illustrate the issue more clearly. This information should be current and specific to the incident, helping our technical team diagnose and resolve issues more rapidly and accurately.

## Service Levels

Incidents are prioritized based on their impact on business operations, with specific response times allocated:



## Escalation Process

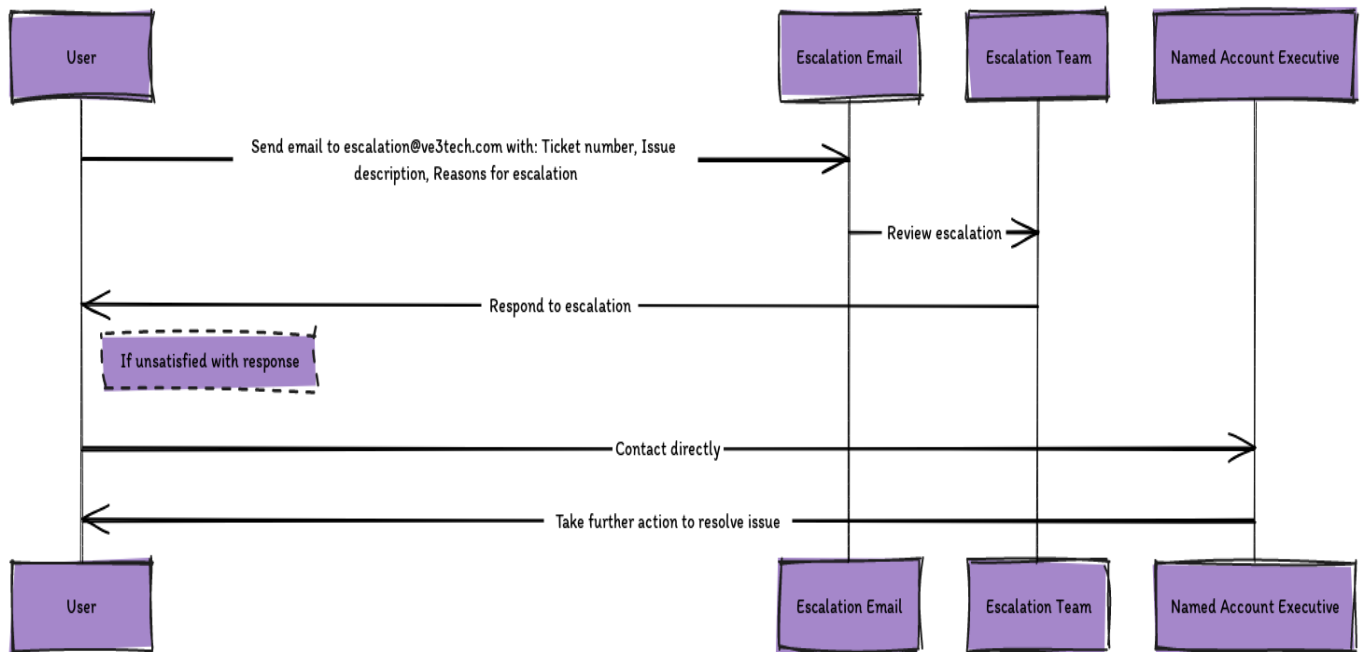
If you encounter any issues that are not being resolved within the expected timeframe or you believe they are not receiving the appropriate level of attention, you can escalate the matter using the following process:

### a. Initial Escalation (Level 1):

- **Email:** Please send an escalation email to [Support@ve3.global](mailto:Support@ve3.global) . In your email, include a) The relevant ticket number. b) A brief description of the issue. c) Your reasons for escalating the ticket.
- **Response:** Our team will review your escalation and respond promptly to address your concerns.

## b. Further Escalation (Level 2):

- If you are not satisfied with the response or resolution after the initial escalation, you can contact the Named Account Executive directly.
- **Procedure:** Provide the Named Account Executive with the escalation ticket reference. They will take further action to ensure your issue is resolved to your satisfaction



## Complaints Procedure

At VE3, we are dedicated to providing exceptional service. However, should any concerns or issues arise, we encourage the following step-by-step complaints procedure to ensure they are addressed effectively:

**a. Initial Contact:**

**Account Executive:** Please first discuss your concerns with your designated Account Executive. This allows us to address your issue directly and promptly.

**b. Further Escalation:**

If the issue remains unresolved after speaking with the Account Executive, you may escalate your complaint to our customer service team.

**Email:** Send a detailed complaint to our customer service at [clientservice@ve3.global](mailto:clientservice@ve3.global), including all relevant details and any previous correspondence or resolutions offered.



## Contact Us

**T: 0044 (0) 20 4552 0840**

**E: [prime@ve3.global](mailto:prime@ve3.global)**

**<https://www.ve3.global>**