Service Deliverables Document

Service Name:
Support Microsoft

Version:
1.0

Published Date:
30th April 2024

Service Description

Solution Overview

inTEC provides full management and support of your technology infrastructure and the associated services, including liaison with third party service providers.

Our aim is to improve the capability and productivity of your team and delivering best in class IT support, management and guidance is at the very heart of what we do.

Our fully managed services and support agreement will give the peace of mind that will allow you to focus on your business, while our team looks after the technology.

- We will actively monitor and manage your infrastructure and security

- Provide a fast, efficient, and friendly helpdesk service to your users

- Support is provided by telephone, remote access and full onsite visit when required, all available in a price per month for predictable and scalable budgeting.

- Our support is covered by a detailed Service Level Agreement (SLA) although our actual support performance always significantly outperforms our SLAs.

Included Services

Remote Monitoring

inTEC RMM is an all-in-one solution that provides comprehensive monitoring and management for devices, networks and servers. It has powerful automation features and enables us to easily monitor and manage all IT assets from a single dashboard.

Antivirus

Our full-stack anti-malware is designed to replace ineffective, legacy antivirus with integrated cyber protection. It offers expanded protection to cover web attacks and exploits, improve detection rates and reactiveness to emerging threats, reduce false positives, and ensure no threat recurrence

Email Security

91% of all cyber attacks start with an email. Protect your institution against email-based cyber attacks with our next-gen, cloud-based email security solution with the highest detection rates and lowest false positives, combining speed, scale, and agility.

Network and Security Audit with GAP Analysis

A network and security audit with GAP analysis is a process of assessing the current state of a network and its security measures, and identifying the gaps or weaknesses that need to be addressed. The purpose of this audit is to ensure that the network is compliant with the best practices and standards, and that it can protect the data and assets from unauthorized access, misuse, or attack.

Cloud Backup

More and more businesses are moving from an in-house infrastructure to a cloud environment and one of the leading solutions for schools is Microsoft 365. Whilst the adoption of cloud computing is fast becoming the norm, running your institution via cloud services like Exchange and SharePoint also creates a new set challenges. Data loss due to hardware failure is greatly reduced however, the risk of email and data loss caused by human error and hacker intrusion is still common place.

Some consider these risks realistic and some may never care, but we all must understand the importance of protecting cloud data. Consider the fact that email communications with clients and suppliers contain important information which may threaten continuity of business should it be lost. This is why we consider having a regular and secure backup of all company data by a reputable 3rd party provider to be essential.

Microsoft does offer a basic inbuilt backup solution for Office 365 but many consider this to be lacking in reliability and functionality for businesses to rely on. Retention policies and recovery capabilities do not meet the requirements of most institutions. inTEC Online Backup protects your institution's Office 365 mailbox, OneDrive and SharePoint data, creating a point in time backup and securely transferring directly from your Office 365 cloud to our three geo-dispersed data centres. Once we have your backup you are able to restore from any required set point in time at granular level.

Server Support

Server support is a service that offers technical assistance and maintenance for servers and related systems. inTEC have a team of specialists who are experienced and qualified in handling various server technologies, such as Windows Server, Linux, VMware, Hyper-V, Active Directory, DNS, DHCP, etc.

Tenant Support

Our Tenant Support Services are designed to provide comprehensive and expert assistance for organizations managing Microsoft tenants. Whether you are a single school, Multi Academy Trust or anything inbetween, our team of certified Microsoft experts is here to ensure your Microsoft 365, Azure, and related services are optimized, secure, and always up and running.

Discovery Session

Discovery Sessions are designed to help inTEC understand all facets of the business and use this knowledge to identify opportunities for change. From here, we build a project plan of short term projects (Quick Wins) and longer term solutions so that you can make an informed decision about how to improve the institution through technology.

Service Deliverables

- Proactive Real Time Monitoring
- Service hours of 8:30am – 5.30pm Monday to Friday excluding public holidays
- Three levels of response depending on issue
- Infrastructure Support
- User and Endpoint Support

SLA's

LEVEL	DEFINITION	WORK CONTINUATION	STANDARD HOURS RESPONSE
P1	inTEC will provide priority service for emergency situations. Emergency response relates to infrastructure support only (i.e. not individual user support) and can be defined as a situation where a major system failure has occurred or is imminent that has or will result in significant interruption to core business activity for most or all users.	For all contract types, inTEC will continue to work on emergency tickets beyond hours of cover unless further progression is not possible due to availability of third-party providers, the Client staff, access to the Client environment, or by mutual Agreement with the Client. For standard hours Agreements, this will only apply when tickets have been raised during standard working hours.	Within 1 working hour
P2	For infrastructure support, this is a situation where a significant number or all users are impacted in their normal operations. For end-point/user support this is a situation where the user is unable to carry out their normal operations (e.g. loss of connection to the network).	In line with contract hours.	Within 2 working hours
P3	For infrastructure support, this is a situation where users are mildly affected or for general requests (e.g. system admin tasks). For end-point/user support this is a situation where the user is affected in a moderate to minor way (e.g. email problem with that individual user).	In line with contract hours.	Within 4 working hours
MONITORING ALERT	For tickets raised by inTEC's monitoring functions, except where a monitoring alert falls within the categories defined by 'Emergency' or 'Urgent', in which case their respective definitions and response times will apply	In line with contract hours.	Within 8 working hours

Onboarding and Offboarding

Throughout the lifetime of your service, you will benefit from our close, attentive personal touch service, with named points of contact directly available throughout the working week. We hope that this will facilitate open channels of communication to allow us to develop the best possible understanding of your specific requirements so that we can deliver the service in a way that matches your needs.

This will begin with our Onboarding process, which begins with the agreement of a clear Scope of Works, which will require your approval before any work can be completed. Off the back of this, we will engage in a consultative expectation management process, along with introductions to the key team members delivering your service. Our aim is to ensure that you have the fullest possible amount of clarity from the very beginning of our work together.

A detailed project plan will be produced, with clear milestones in place, to ensure that all work proceeds methodically and that a clear picture of the project is always available to you – and to the whole inTEC team working on it.

Once our service is complete, our offboarding will include the provision of all necessary documentation and will ensure that your team are able to fully utilise the benefits of your cloud-based IT, to ensure that you get Best Value from this procurement.

Service Delivery

We will deliver your service with a true personal touch, providing named points of contact to ensure that communication is seamless throughout the project. We have almost half a century of experience working with the education sector, giving us a comprehensive understanding of the unique requirements schools and trusts have. As such, we know that it is vital that we develop a full comprehension of your institution to ensure that our work together is built on a strong foundational understanding of your specific needs.

We can provide support throughout the duration of the service through your dedicated project team, who will be available to answer your queries throughout the duration of the service. In our support provision, as well as throughout the service, we work with an understanding that people are the most important component of any IT system. As such, we will deliver our service and support in a manner which always looks to harness opportunities to involve your team and spread greater technical knowledge and confidence through your

organisation. We firmly believe that the Cloud offers all schools the opportunity to realise the ideal of IT that teachers can consistently rely upon to support teaching and learning, but know that this will only be possible with training and technical confidence-boosting across school faculties and will ensure that this is reflected in our people-driven approach.

Security

Sweethaven, and the inTEC Group, are Cyber Essentials Plus and IASME accredited and deliver all of our services under our 'Security First' principle. This ensures that maintaining and advancing your cyber security posture is always our foremost concern – and never an afterthought – when completing any work on your network. We have a number of CE assessors within our business and have a well-proliferated culture of cyber security throughout our organisation and our community.

We also work to an extensive Data Protection Policy, which ensures compliance with GDPR and enshrines the utmost level of care in our handling of your data. We know that this is of the utmost importance to schools and trusts, and with years of experience supporting the sector to meet necessarily stringent safeguarding standards, including KCSIE, we continually ensure that our staff are fully up-to-date with best practice for data handling and protection at all levels.

Case Studies

We have supported a Microsoft Cloud environment across a number of our education customer base. This has included at The FitzWimarc School, a large secondary school in Essex. We have fully supported the School's Cloud environment, providing assistance to allow them to maximise the value generated from their Microsoft environment, since undertaking the migration in 2022-23. This has been part of a wider journey of successful IT service provision for the School which has seen significant transformation of the teaching and learning experience take place.

Contact

Websites:

inTEC Business: intecbusiness.co.uk

inTEC Group: weareintec.co.uk

Sweethaven Education: sweethavenes.co.uk

Phone:

0345 565 1767

Email:

info@intecbusiness.co.uk

Address:

Queens Chambers, 5 Dalton Street, Manchester, M2 6ET