

stone

Prepared for  
[CLIENT NAME]  
[CLIENT LOGO]



Managed/Remote  
Support Services



TECHNOLOGY  
DESIGNED, SERVED AND SUSTAINED

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## Service Highlights

Included Features	
<ul style="list-style-type: none"> <li>▶ Professional, helpful Technical Support for all Staff from a chosen support level across all your locations, including remote workers, during regular office hours. Support levels include 1st to 3rd Line support.</li> <li>▶ Industry standard SLA's.</li> <li>▶ Enterprise level ITSM Ticket Management and Remote access software, are included.</li> <li>▶ Incident Resolution and Service Request completed included in the service.</li> </ul>	
Service Level	
<ul style="list-style-type: none"> <li>▶ All incidents are graded by impact and urgency and are given a priority to ensure that critical issues are responded to/escalated appropriately. <ul style="list-style-type: none"> <li>▶ For example, the SLA for a business-critical issue is response within one hour.</li> </ul> </li> <li>▶ Remote support offered by telephone, self-service portal and email which provides a convenient means for users to submit issues via multiple channels.</li> </ul>	
System Health Checks	
<ul style="list-style-type: none"> <li>▶ Quarterly Health Checks - Reporting and recommendations.</li> </ul>	
System Monitoring and Management	
<ul style="list-style-type: none"> <li>▶ Proactive Monitoring with System triggered alerting of managed Servers.</li> </ul>	
Service Management Wrapper	
<ul style="list-style-type: none"> <li>▶ Dedicated Service Manager taking overall responsibility of your service.</li> <li>▶ Change Management</li> </ul>	
Add-on Options	
<ul style="list-style-type: none"> <li>▶ Refer to SFIA rate card for additional services</li> <li>▶ £300 for a ½ day visit by a standard engineer (to include travel) to complete: <ul style="list-style-type: none"> <li>▶ Hardware repairs, part replacement, basic network cabling, localized software support.</li> <li>▶ Work outside of the agreement is chargeable as required.</li> </ul> </li> </ul>	

## What the Service includes

<b>Remote Support</b>	Full Remote Support Services included ad-hoc attended sessions and unattended sessions via our remote support tools.
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<b>Helping Users</b>	Providing verbal and Remote Support Services and assistance to resolve end users of all skill levels.
<b>Support Portal/Email</b>	In addition to telephone support, we will also provide the ability for users to log tickets via email and via an easy-to-use support portal.
<b>Service Transition - Onboarding</b>	Understanding your business – Time spent prior to Go Live at your premises to assess information, process, and policies.
<b>System Health Checks</b>	Quarterly Health Checks completed and reported on to illustrate capacity and performance of your infrastructure.
<b>System Monitoring</b>	Agents deployed to your servers to allow Monitoring and management.
<b>Change Management Engagement</b>	Depending on your current change procedure and maturity – direct engagement with the entire process.
<b>Service Management</b>	Monthly Service Reviews and reporting with dedicated Service Manager

All prices exclude VAT.

## What is Stone Assist?



Stone Assist is a range of remote support packages that allows you get help with problems and remote administration of your IT systems. It gives you access to our Service Desk technicians who have vast experience at solving a wide range of problems. This document shows you what features your contract includes, and the options available to extend your support.

If you have any questions, or need more information please let us know. Features can be added as required to give you facilities if you need them.

Overview of our Support capabilities:

	Gives you the extra assistance you need, when you need it.
	Maximize the availability of your systems.
	Help get the maximum return and benefit out of investment you've made in systems or software.
	Solve problems quickly.
	Get help over the telephone or using secure remote screen technology.
	Take advantage of our range of monitoring and remote management facilities.
	Optional regular engineer maintenance visits, which can be arranged on an agreed plan.

Some features are optional - these can be added to your contract if you need them – your Stone Account Manager will be happy to discuss these with you so that we can build up a package that suits your needs.



This document discusses the Services that are includes or available from Stone Assist. If there is something you need that is not listed, or if you require any further information, please do not hesitate to contact us.

## Contacting Support

### Support Portal

Stone Assist Gold Includes access to a dedicated support portal. This portal allows you to submit and view your tickets in one easy place.

All support queries are handled through our Staffordshire based UK help desk facility. We believe in providing a helpful service for our customers that emphasizes the human touch, rather than frustrating automated assistance.

	To Get Support by Phone: Call us on Number TBC with client
	To Get Support by Email: <a href="mailto:servicedesk@stonegroup.co.uk">servicedesk@stonegroup.co.uk</a>

## Support Process

When you contact Support, you will be issued with a unique case reference number. Please make a note of this case number and quote it on any further emails or calls to the Service Desk.

Once your issue/request has been logged and allocated a case number, the assigned technician will work with you to resolve the issue/request or if necessary, escalate to the next level of support. Once the issue/request has been resolved the solution details will be recorded on the ticket and the ticket will be closed.

## Included Feature: Telephone and Email Support



All of our Remote support contracts include both Remote and Telephone support. Within the Service Hours, you can contact us and obtain the support and help you need. Some of our contracts have different features.

Service Feature	Service Details
Monthly Incident Limit	<confirmed with contract>
Third Part Liaison – We can deal with up to five different named parties on your behalf. The list of parties can be changed once per quarter.	<b>Included</b>
Organisation or User Limit	<confirmed with contract>

Our experienced support technicians can assist you with a wide range of software and hardware. We are happy to assist and advise on most common standard applications and systems, however we recommend that you maintain any specialist support contracts, including support for critical or essential line of business applications, for example CRM systems and databases.

For example, specialist contracts could include VMWare, Veeam and Sage etc., or any line of business application. We can still give assistance with these products, but the original software manufacturer will often give access to assistance, patches and updates that are otherwise unavailable without a support contract.

## Third Party Liaison

We can offer to help directly with your third party supplier, contacting them directly on your behalf when you have raised a support incident with us. We will need you to write a letter of authorization to the named third parties, so that they accept us as your approved support partner. The number of third parties is limited to five.

Customers often use this option for help with a specific software application. In addition to the letter of authorization, we will need contact information as well as any contract or agreement number.

This facility can also be used with third party warranty providers, but please bear in mind that they may insist on speaking to the customer that has the system in front of them, in which case we would either involve you back in the call or recommend that you contact them directly. We would take whatever remote support steps we can to help or facilitate a prompt resolution in these circumstances.

## Hardware Assistance

Our remote support contracts do not provide hardware warranty, but we would be happy to make recommendations or provide advice regarding hardware issues and in many cases help you diagnose hardware problems. However, if you have purchased a hardware service from Stone then break-fix support and warranty will be covered within the warranty period.



## Included Feature: Self Service Portal Access



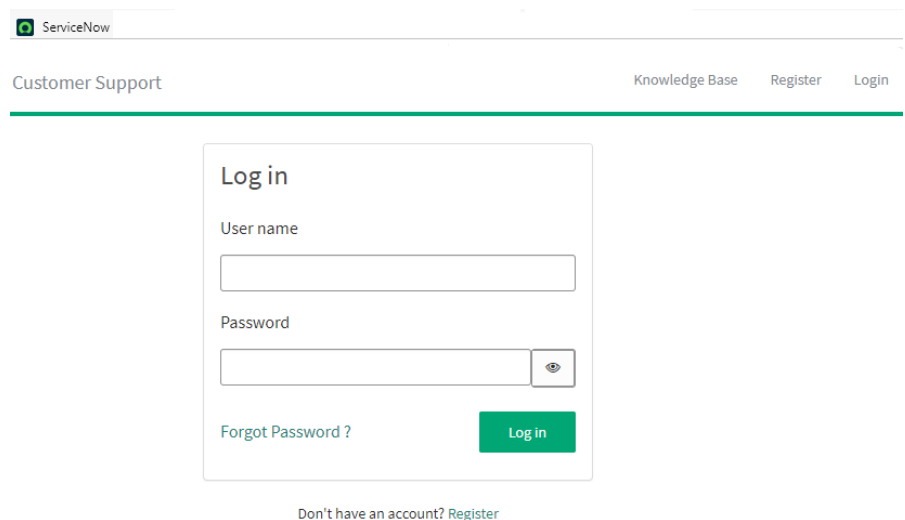
In addition to the normal support contact routes, we will provide you with a dedicated portal for your staff to submit and view remote support incidents.

Portal Feature	Feature Detail
Portal Access to Log and view incidents	<b>Included with Stone Assist Gold</b>
Number of Staff that can have access to the portal	Unlimited
Basic Service Reporting: Service Reports every quarter	<b>On customer request; no additional charge</b>

## Using our Support Portal

Once you have supplied the details of those staff members that need access, each staff member will receive an email inviting them to choose a password for the Stone Assist Portal, here:

[https://stonesupport.servicenow.com/csm?id=csm\\_login](https://stonesupport.servicenow.com/csm?id=csm_login).

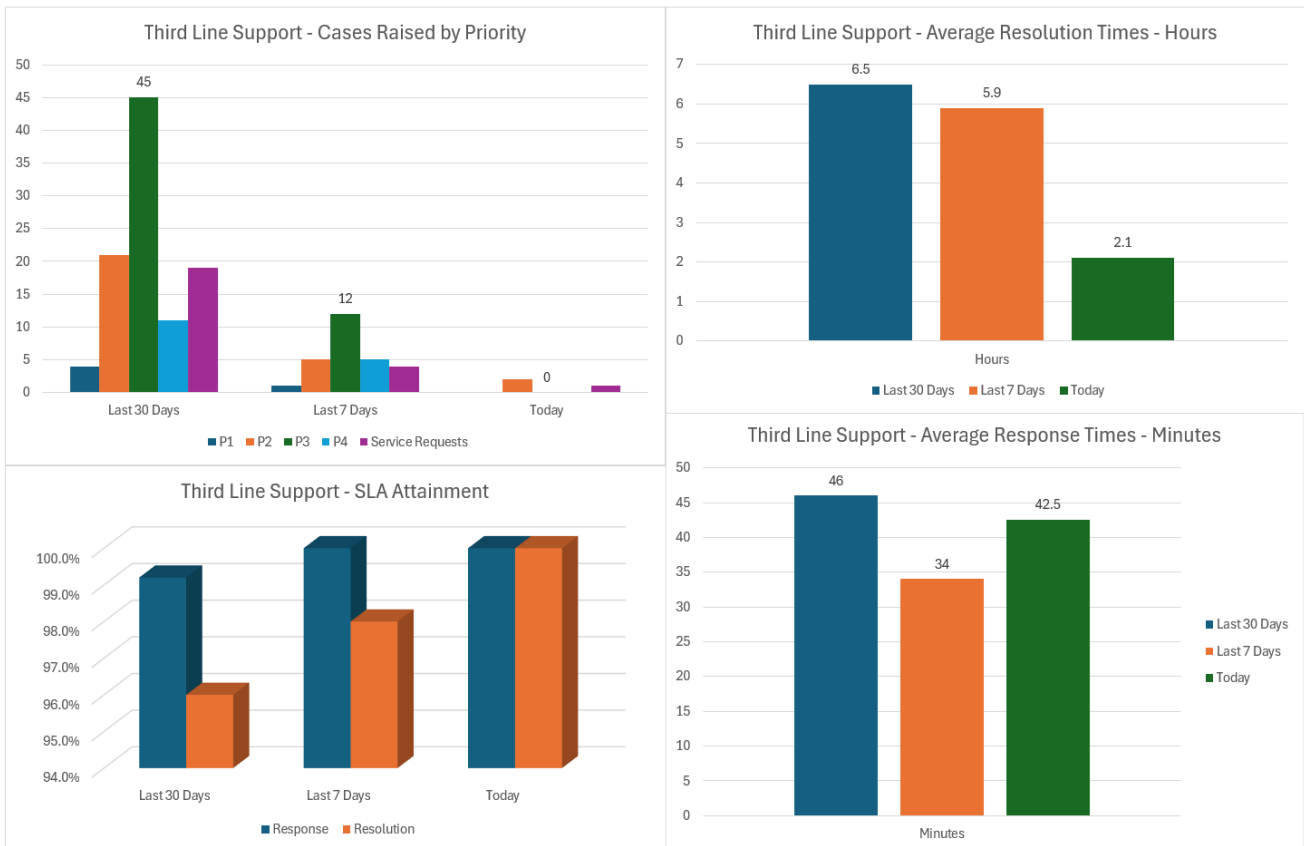


The screenshot shows the ServiceNow Customer Support portal. At the top, there's a navigation bar with 'Customer Support', 'Knowledge Base', 'Register', and 'Login'. The main content area features a 'Log in' form with fields for 'User name' and 'Password'. Below the password field is a 'Forgot Password?' link and a green 'Log in' button. At the bottom of the form, there's a link that says 'Don't have an account? Register'.

Then, each staff member can simply logon using your organisation's email address. We can offer a brief training session to show you how to use the portal.

## Service Reports

These give you an overall view of the assistance that the service has delivered, and its performance. Due to the varied nature of software problems, most of our service level agreements are around response times. However, our reports can also illustrate our performance against our resolution. Factors that can increase the time it takes to close an incident include waiting for more information or feedback, or being dependent on a third party, for example.



## Included Feature: Remote Access



Our Remote Support platform is “Fastsupport”. This gives a secure remote connection platform that does not require firewall or filtering configuration on most sites. Many county wide filtering systems do not automatically block this system.

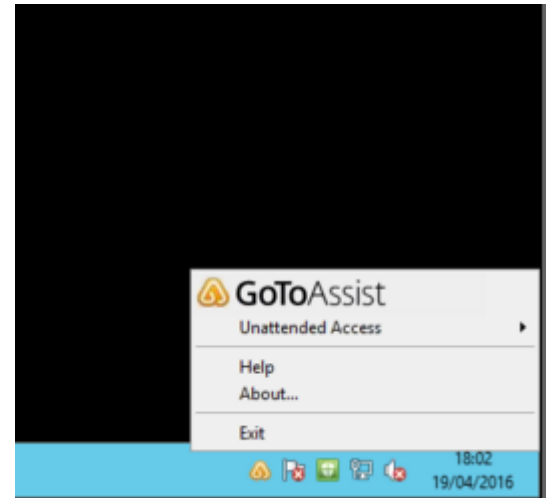
There are two types of Remote Support connection available.

Remote Access Connection Type	Connection Usage
Ad-hoc Remote Support Connection	We can offer to share your screen using the <a href="https://www.fastsupport.com/">https://www.fastsupport.com/</a> webpage. This allows to gain a secure connection to your desktop and work together to solve problems. All contracts have access to this facility.
Unattended Remote Support Connection	This allows to connect directly to your server or system without your direct involvement. We need this facility if you would like us to carry out systems health-checks, or support when the user is not available.

## Unattended Remote Support Connection

The unattended agent software will be provided via a download link. The agent is small and only takes a few moments to setup in most situations.

We recommend that this is installed using the Console session of your servers. If you need assistance on installing the agent, we will be happy to help you.



## Remote Support Tool Contract Summary

Remote Support Agent Feature	Feature Details
Ad-hoc Remote Support Connection	Included as standard; no limit to the number of connections.
Unattended remote support agents	<b>Included with Stone Assist for all key Windows infrastructure servers</b>

## Included Feature: Service Transition - Onboarding



As part of Service Transition a period of onboarding will be required to ensure that we have all the necessary support information, process and policies in order to provide the service. This often involves a member of our team attending your offices to work with a member of your team to fulfil the transition.

There are two types of service onboarding which maybe required:

Remote Access Connection Type	Connection Usage
Service Desk Services	This involves a senior member of our Service Desk team working with your IT team (usually at your premise) or the incumbent to transition the necessary knowledge for the Stone Group to provide the service. This usually includes User/System/Network related information/Process and policies.
Infrastructure Services	This element is similar to the above and follows the same basic process, however, this is a more technical audit and involves a Stone Consultant. This might be required to understand complex networks of sizeable server estates.

## The process

Depending on the size of your business Stone will assess the requirements and deploy the relevant resource to attend your site. This is normally completed over a 2/3-day period. During the visit various information will be requested along with IT related processes and policies. These may include but not limited to the following processes:

>	Incident Management
>	Major Incident Management
>	Request Fulfilment
>	Change Management
>	Joiner Leavers Movers
>	IT Procurement
>	3 <sup>rd</sup> Party Contacts
>	Specialist Software etc.



## and policies

>	Security Policy
>	Acceptable Use Policy
>	Password Policy

## Included Feature: Health Checks



Health checks are a service design to help you maintain your systems and highlight common issues. These checks are performed quarterly and summary results emailed to you. Remediation of day-to-day issues discovered is included in the service.

There are three types of health check available:

- ▶Infrastructure Virtual Host – For ESXi Hosts or Hyper-V Hosts. These Hosts run virtual machines. Checks include Host or Cluster errors / event logs, disk space, CPU usage, RAM usage and recommendations on Host or Cluster balancing. If available, we will also report on UPS status and any Host RAID array errors, if visible.
- ▶Server Storage System Health checks – Disk status, RAID array health and event or error logs.
- ▶Key Windows Infrastructure Server Health Checks – RAM usage, CPU usage and disk space are checked, as well as event logs – dependent on the type of roles or features install. We will also report on Windows Update or patching if this is significantly out of date.

## Health Check Contract Summary

Health Check Feature	Feature Details
Virtual Host Health checks	<Subject to contract>
Storage System Health checks	<Subject to contract>
Windows health checks (physical or virtual machine; Hyper-V machines should have a Virtual Host Health check)	<Subject to contract>

## Included Feature: Automated Monitoring

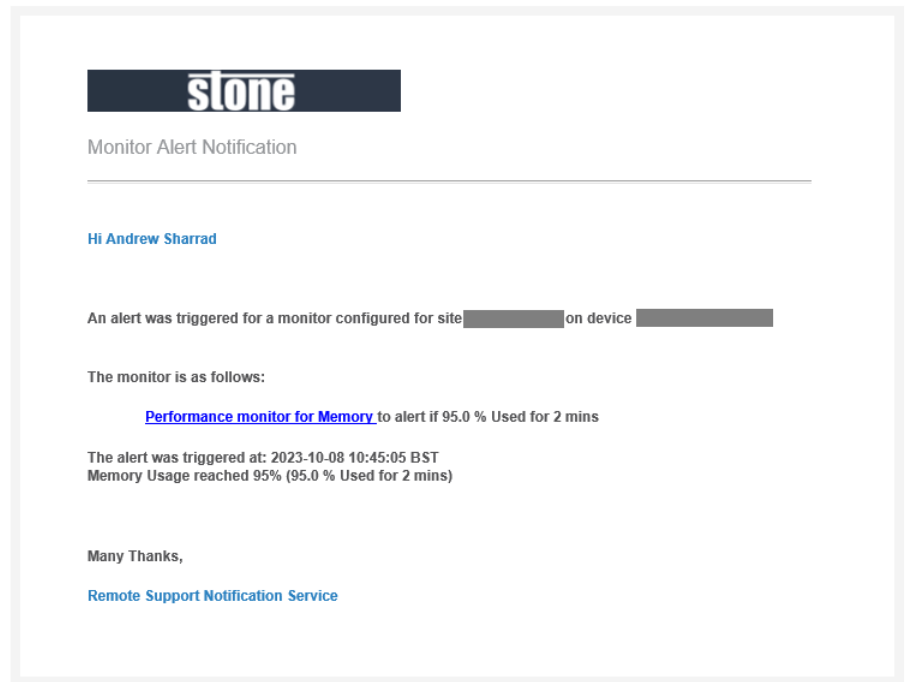


Our automated monitoring option provides proactive alerting to critical issues via email and dashboard. Agent software will be deployed to all Servers and our standard thresholds (which can be amended to meet your needs) triggers will do the rest. This agent is separate to the Logmein Remote Support agent.

Alerts are delivered by email. There is no limit to the number of addresses that alerts can be delivered to. Alerts may be delivered to organization email addresses as well as fallback secondary addresses, if required.

Default Monitoring Criteria:

- ▶ CPU performance at 95% or greater for 2 minutes.
- ▶ Memory capacity at 95% or more for 2 minutes.
- ▶ Any disk drive has exceeded 95% capacity or more for 1 minute.
- ▶ The System is offline for 15 minutes or more.



Because the agent works in conjunction with a cloud service, you will still receive alerts even if your entire site is down (dependent upon the email address you choose).

The monitoring criteria thresholds can be adjusted for your site on your request.

## Automated Monitoring Contract Summary

Automated Monitoring	Feature Details
Automated Monitoring	<b>Included</b>
Alert Processing	<b>Processed and responded to by our helpdesk</b>



## Customer Remote Monitoring and Management Package



You can choose to have access to our Monitoring and Management platform for your own staff.

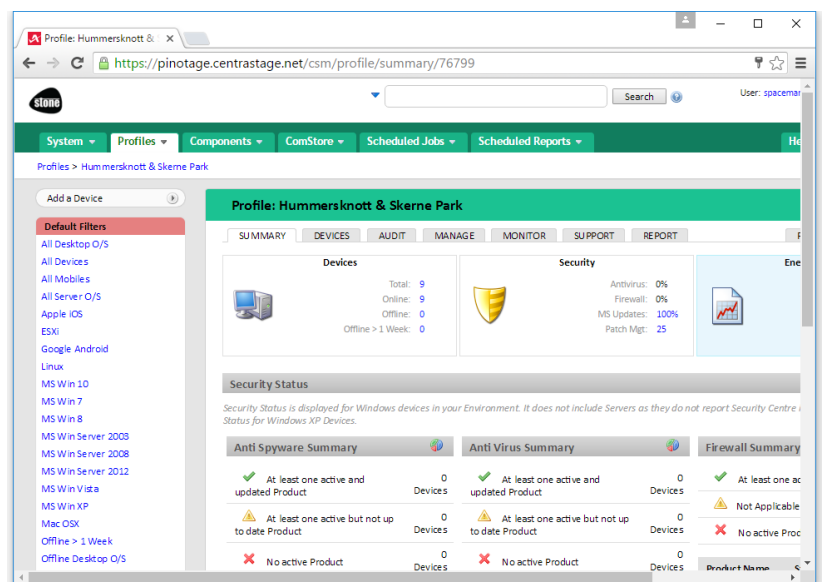
- ▶ Define your own monitoring policies or thresholds for different systems.
- ▶ Monitor system services.
- ▶ Monitor servers, workstations or network devices.
- ▶ Get reports.
- ▶ Perform scheduled tasks.
- ▶ Perform remote management and administration (with many features available without having to take remote control).
- ▶ Manage Windows Update, Firewall and Anti-virus status.

Our Customer Remote Monitoring and Management package is based upon Datto (formerly Centrastage).

This solution allows customers greater flexibility and works by an agent running on the operator's PC.

This is the same agent as the Automated Monitoring agent.

You will need an agent license for each device you want to monitor or manage, including network devices such as switches and printers.



## Included Feature: Change Management engagement



Depending on your current change procedure and maturity – direct engagement with your Change Management process is included. This could be as little as communication of Change or as much as being a regular stakeholder as part of your CAB meetings. Implementation of regular standard changes are included, however, project and sizeable changes will require Professional Services.

Change Management engagement may need to be discussed and reviewed with your Service Manager.

## Included Feature: Service Management



Service Management is a number of processes that ensure all your ICT services are supported and managed to an acceptable level. It involves a mutual understanding of your ICT support requirements and the facilities and services you have purchased under this contract.

To ensure that our services meet your expectation and contractual agreements a dedicated Service Manager has been assigned to you who will be your point of escalation throughout the life of the service. In addition, your Service Manager will act a primary contact and communication channel for all/any major incidents that affect your service.

On a monthly basis your Service manager will engage with your IT Managers/Heads/Designated person(s) to review the performance of the service and assess any possible continual service improvement opportunities or additional services required. A monthly report pack will be designed to meet your needs, and this will form the basis on your monthly service reviews discussions.

## Service Support Hours and Contact

Our service level agreement below shows you the service that you can expect from your support contract.

Service	Contact Method
Call Logging Service: Service available	Service Desk Telephone <confirmed with contract>
24/7/365 – OOH and Weekends <b>P1 Only</b> Service – all other issues will be addressed NBD	Email: <confirmed with contract> Web: <confirmed with contract>

## Severity Definitions and Response targets

All issues are graded into one of five levels of priority, based on Urgency and Impact.

Priority	Name	Example	Response SLA
P1	Critical	Network down or inaccessible	1 Hour
P2	Urgent	Domain Controller down	2 Hour
P3	Important	Unable to Install Update on a Server	4 Hours
P4	Less Important	Repeated non-critical server event logs	8 Hours
P5	Service Request	Non-urgent advice requested	8 Hours

## Conditions of Support Service Provision



Stone Computers endeavor to meet the targets stated in this SLA at all times, however Stone Computers cannot guarantee that all services will be available at all times due to circumstances beyond their control e.g. loss of telephony or remote connectivity services.

Stone Computers will endeavor to provide staff with the skills and knowledge appropriate to the task in all cases. We can support most industry standard Microsoft Platforms and applications, as well as VMWare ESXi systems. A Stone Computers support contract is not a replacement for a specialist software support contract, for example we cannot support your SIMS system unless this has been pre-agreed otherwise. We recommend that VMWare ESXi customers maintain their support contract with VMWare but use our experience and knowledge to help you with most enquiries.

These services do not provide any hardware warranty or parts provision. These services are separate to your Stone hardware warranties. These services can be made available to customers that do not have Stone servers or desktop fleets – contact your account manager for more details.

To provide services Stone Computers will require access to Domain Administrator passwords and other administrative passwords on equipment to be supported.

Passwords for Administrative or Remote Support accounts must not be changed as they may impact on other system services and will prevent remote support services taking place. The customer must inform Stone Computers immediately via email of any password changes to the Domain Administrator Account made in response to a potential or actual security breach. It is recommended that the Administrator account is only used to log in to

a fileserver in a secure environment and never used to log into a workstation in an open environment.

Remote connectivity is provided through a secure third-party software provider. The customer retains the ability to revoke this access at any time but should notify Stone Computers by email at least 1 business day in advance. In this situation remote health-checks will be missed until access is restored.

To summarise, below is a list of the in scope and out of scope of this support agreement:

What Is Included	What Is Not Included
We will assist you and advise on dealing with third parties	Full Supplier Management
This is a primarily a software support service	Hardware Warranty, Maintenance or Parts
We will give assistance and guidance and recommend further reading material if required.	Training - we cannot train staff to become IT Technicians as part of the service
The 1 <sup>st</sup> and 3 <sup>rd</sup> Line service provides support within business hours Only	Support outside business hours
The OOH Service is a P1 Only Service - all none P1 issues will be logged and passed to the day team.	None P1 Incidents/Requests OOH
The systems, software and network remain the responsibility of the customer	Responsibility for systems, software or the network
We will give advice on backups and best practices, however responsibility for backups and data remain the responsibility of the customer	Data recovery or Backups
We can give advice on software licensing, but no software licenses are included the package. Customers retain responsibility for software licensing	Software Licensing
We can provide assistance with a wide range of technologies and systems, however we recommend that customers maintain their support agreements for specialist or critical systems from the manufacturer or vendor. These agreements often have additional benefits such as access to upgrades, patches and fixes that are otherwise not available.	Support Agreements for specialist systems or customer specific line of business applications i.e. Sage, CRM packages, databases, VMWare, Veeam

Remote Assistance (Telephone, Portal, Email, Remote screen sharing)	Any aspects requiring an onsite visit, unless an engineer visit is purchased to cover the requirement
Support of Windows Operating systems, standard applications, and application whereby a specialist support contract exists	Patch Management, Ownership of AV/Security solutions, support of specialist nonstandard software with our without external 3 <sup>rd</sup> party arrangements.

## Service Escalation

Once your contract is live, if you are unhappy with any element of your Support provision, as a first point of contact please speak to the Service Desk and if required request escalation to the Service Manager.

Dedicated Service Manager:

<Name>

Tel: <xxxxxxxx>

Email: xxxxx@Stonegroup.co.uk

## Additional Bolt-on Services available

Cisco Duo / Umbrella DNS / Amp
Cisco Cloud Mailbox Defence
Cisco Cloud Mailbox Defence and Backup for Microsoft 365
Kaspersky Antivirus
Vulnerability Assessment
Mobile Connectivity
Backup as a Service
Device as a Service
Wireless as a Service
Virtualisation Support Services / Platform Management
On-Site Engineering Resources
Professional Services/Consultancy