vysiion™

AN EXPONENTIAL-E GROUP COMPANY

SERVICE DESK – Service Definition

RM1557.15 G-Cloud 15: Lot 3 – Cloud Support

ISO 9001 QUALITY MANAGEMENT

ISO 27001 INFORMATION SECURITY MANAGEMENT

ISO 14001 ENVIRONMENTAL MANAGEMENT

ISO 45001 HEALTH & SAFETY MANAGEMENT

HM Government G-Cloud

Crown Commercial Service Supplier

Constructionline Gold Member Verified Member

CYBER ESSENTIALS CERTIFIED PLUS

SafeContractor APPROVED

Audited RISQS

Achilles UVDB VERIFIED

Contents

Service

Service Type

Lot 3: Cloud Support

Service Name

Service Desk

Service Description

The Exponential-e Service Desk offers a resilient remote IT Support desk function, based across multiple different UK locations with availability of Security Check (SC) cleared engineers The purpose of the Service Desk is to:

- enable Customer users to log incidents and change requests directly from the Service Portal;
- directly communicate with a remote Service Desk Agent for the purposes of troubleshooting and remediation of IT related issues; and
- have support calls automatically routed through to the respective team based on the information submitted.

Exponential-e Service Desk is the primary point of contact between the Customer's Resolver Groups and the Users, fronted by a Contact Centre Platform to ensure a consistent user experience. Once a Case is raised, a ticket is created within Exponential-e ITSM Tool, and the Exponential-e Service Desk remains the owner of any ticket until successful resolution, ensuring that the SLA targets are being met and updating the Customer's Users on progress.

A Service Design Pack (SDP) will support each engagement. The SDP contains details on service design, hours of service, contact methods, processes and Service Management. Once agreed by both Parties, the SDP is deemed to form part of the Contract. The definition of Contract in the General Terms shall therefore be considered amended accordingly.

Support Elements

The Standard Support Elements are documented below. Standard Support Elements are included by default on all items covered by the Service, as agreed in writing by the Parties during the On Boarding process (the "Supported Items").

The following Support Elements will be part of the core functionality of the Exponential-e Service Desk service. All processes will be documented by Exponential-e in the Customer Support Handbook.

Support Element	Description
Change Management	Exponential-e will operate an ITIL-based change management process for all planned and unplanned changes.
Incident Management	Exponential-e will operate an ITIL-based incident management process for all incidents logged with the Service Desk.
Knowledge Management	Be the focal point for communications, coordination, and overall adherence to the Supported Item knowledge management program. The Service Desk will hold a Customer Knowledge Base within Exponential-e ITSM Tool, which is subject to service improvement and owned by Exponential-e's Service Management.

Support Element	Description
Major Incident Management	A Major Incident (MI) is defined as an event which has significant impact or urgency for the organisation and demands a response beyond the routine incident management process. A Major Incident is a reactive process where the main objective is to restore service or to mitigate risk, as quickly as possible.
Problem Management	Exponential-e will operate an ITIL-based problem management process to initiate root cause analysis following the repetition of a critical incident (P1). A problem is defined as an unknown cause of one or more critical incidents. This process will be documented by Exponential-e in the Customer Support Handbook.
Service Level Management	Service Desk monitors Service Level Management on a case-by-case basis. Dashboards are available on the Platform and auto-escalation measures are in place to ensure visibility when a case is nearing the end of its SLA. The Client Service Delivery Manager (CSDM) will then provide monthly reporting to the Customer detailing the performance measures of the SLAs over the given period.
Service Request Fulfilment	Service Requests are requested changes to a Supported Item or a request for an operational task made by the Customer. All Service Requests will be reviewed, verified and subject to approval by Exponential-e and Exponential-e will confirm if additional charges apply.
Supplier Management	The Service Desk offers escalation management to the relevant Resolver Group, which could be the Customer themselves, Customer's 3rd parties or other Exponential-e teams where the services are procured directly via Exponential-e. All Resolver Teams outside of Exponential-e are onboarded to capture the engagement model, triage steps etc. The Service Desk will retain ownership of the escalated cases to monitor their adherence to SLAs.

Service Requests

Service Requests are requested changes to a Supported Item or a request for an operational task made by the Customer. Service request categories will fall into three types, Hardware, Software and Access.

With all these service requests the Exponential-e Service Desk will not be the customer cost centre owner (or access approver for security reasons) and therefore these requests will need to go through a customer approval process. Exponential-e can accommodate an existing customer approval process in this instance which will be documented in the SDP. Exponential-e may suggest enhancements to this process as it is important to ensure time delays are kept to a minimum whilst going through this process, both from a handling time perspective but also for the end user experience.

Fair Usage and Scale/Expansion

As part of the service procurement, Exponential-e will use the customer volumes over the preceding 12 months and factor in any major business changes that our customer can forecast to occur before the go-live or within the first 12 months of the contract, i.e. influx of new starters, business acquisitions, seasonal impacts etc. We will then define a list of requests and quantities and document these within the SDP. Future additions to service requests will be reviewed, verified, costed and approved through the change management process and the SDP updated accordingly.

Exponential-e will base the Service Request types and quantities based on customer usage of the preceding 12 months and any forecasting provided by the customer. These will be set out in the SDP. These quantities will then be subject to fair usage, and monitored following any business changes that may impact the volumes and maybe subject to additional charges should the volumes remain above this threshold for a pro-longed period.

Service Management and Knowledge Base

Service Management applies to all services provided by Exponential-e to the Customer under the Service Desk service. The Client Service Delivery Manager (CSDM) will be responsible for the operational performance of the Services. The core responsibilities of the Service Manager are:

- Attending monthly face-to-face service review meetings with the Customer;
- Identifying and agreeing the implementation of tactical changes to improve service quality and efficiency;
- Providing a primary point of escalation for the Customer;
- Overseeing the impact of the delivery of any projects on the Services;
- Owning any service improvement plan that may be jointly defined by Exponential-e and the Customer;
- Working closely with the Service Desk during faults or incidents affecting the services in the Customer solution;
- In the event of any Major Incidents, producing an incident report that provides an overview of the sequence of events and the root cause, and capturing any corrective actions to be taken; and
- Monitoring fair usage of the Service.

The Service Manager is aligned to the Customer for the number of days set out on the SDP. The CSDM's schedule will be determined through mutual agreement between Exponential-e and the Customer at least 30 days in advance. The Service Manager will be free to undertake other work as assigned by Exponential-e on days not allocated to the Customer.

The Service Manager and the Customer shall work together to agree the content and format of deliverable reports and agree the format, location and agenda for Service Review Meetings within thirty (30) days of the Effective Date.

Hours of Support

Standard hours of support will be 08:00 to 18:00, Monday to Friday excluding Bank Holidays. Service Desk is available for 24/7 support on P1 incidents, but the hours during which the Service Desk will be provided to the Customer (the "Service Hours") will be set out on the SDP.

Service Features and Benefits

Key Features

- UK-based 24/7/365 Service Desk aligned to ITIL, providing round-the-clock cover for incident, problem, change, event and request management
- Single point of contact via dedicated phone line, email and an online customer portal for logging and tracking tickets
- ITIL-aligned Service Management Platform configured to your SLAs, KPIs and escalation paths to standardise workflows
- Automated updates and alerts to keep users informed through the lifecycle of each ticket
- Staffed by experienced engineers 24/7/365 with defined roles including Problem and Major Incident Managers
- 1st line technicians aim to fix faults first time, avoiding call-handlers and delays
- P1 incidents receive immediate action at any time; non-P1 tickets raised outside 08:00–18:00 Monday to Friday are logged and worked the next business day to agreed SLAs
- Clear escalation path from Service Desk to Managing Director, with a Customer Service Delivery Manager as an additional escalation point
- A nominated Service Delivery Manager provides service reviews, reporting, escalation handling and service improvement
- Centralised Service Desk operation with the option to place teams onsite when required
- Integrated NOC and monitoring using LogicMonitor, with events feeding into ServiceNow for ticketing and workflow
- Multi-vendor support across phone, email, onsite and portal channels, covering full lifecycle management including changeouts and end-of-life replacements.

Key Benefits

- Faster restoration through 24/7/365 access to engineers and ITIL-aligned processes
- Reduced time to resolve with first-time fix focus at 1st line
- Consistent service quality through SLA- and KPI-driven workflows and automated status updates
- Greater accountability and rapid response through defined escalation routes up to director level
- Better governance and continuous improvement via an assigned Service Delivery Manager with scheduled reviews and reports
- Improved visibility and proactive management through LogicMonitor integrated to ServiceNow
- Improved resilience and end-user experience through full lifecycle management and ongoing service modification.

Service Constraints

Does your service have any constraints that buyers should know about?

- **Service Hours**: For incidents other than Priority 1 (P1), any tickets raised outside the defined service hours (08:00–18:00, Monday to Friday, excluding English Bank Holidays) will be logged but actioned on the following working day, in line with the agreed Service Level Agreements (SLAs).
- **Scope of Requests**: Service requests beyond the agreed scope may require additional design or configuration work. These requests could be categorised as projects, potentially incurring extra charges or necessitating a contract uplift.
- **Escalation and Authorisation**: A list of authorised individuals must be recorded during the onboarding process to ensure a secure support experience and smooth operations.

Supplier Type

Vysiion will be carrying out all services through Vysiion resource. No services will be sub-contracted.

Service Levels

Below is the catalogue of Service Levels that will be offered as part of this service these will be defined against customer requirements and set out in the SDP.

Target	Description	Target SLA
Calls Answered Time	The percentage of inbound phone calls made to the Service Desk where the Service Desk Agent picks up in under the target stated in the Order Form. The call answered time is calculated as all calls where the target was met divided by total inbound calls (in percentage) during a calendar month or the most recent 50 calls to provide a reasonable data point to calculate from.	95% within 20 Seconds
First Time Fix Rate	The percentage of customer telephone contacts to the Service Desk as a Service that are resolved by the Service Desk Agent at the first point of contact. The First Time Fix rate (FTF) is calculated as Service Records 'Resolved' and marked as 'First Time Fix' and with 'Contact Type' is 'Telephone' in Autotask divided by total number Incidents and Service Request created (in percent) during a calendar month with 'Contact Type' as 'Telephone'.	60 – 80%* *This will vary dependant on the call landscape. i.e. Predominately SIAM model desk will have a lower FTF rate. The FTF rate will be agreed and documented in the SDP.
Ticket Handling Response Time	The initial Ticket Response is the time taken for requests for service made from the end users via the Service Portal from the submission time, to when the Service Desk Agent takes ownership and moves the status to 'In Progress'. The end user will be notified when the status has changed and the ticket will be time stamped with the progressed time.	P1 – 15 Mins P2 – 30 Mins P3 – 1 Hour P4 – 1 Working Day

Target	Description	Target SLA
	The Response time will be measured using the submission time and the time stated for when 'In Progress' is achieved.	
Ticket Handling Assignment Time	Assignment time, for tickets which require technical escalation, is the time taken by the Service Desk Supplier to triage and escalate an incident ticket to a secondary resolver group, where it cannot be resolved by the Service Desk; measured from the ticket handling response time to it being assigned to the appropriate Resolver Group. The Assignment time will be measured using the Ticket Handling response time and the time stated for when 'Waiting Service Partner' or 'Waiting Vendor' status is achieved.	P1 – 10 Mins P2 – 20 Mins P3 – 40 Mins P4 – 6 Hours

Service Credits

Target	Target SLA	SLA Threshold	Credit*
Calls Answered Time	95% within 20 Seconds	90%	3% of MRR
First Time Fix Rate	60 – 80%* *This will vary dependant on the call landscape. i.e. Predominately SIAM model desk will have a lower FTF rate. The FTF rate will be agreed and documented in the SDP.	55 – 75%* *This will vary dependant on the call landscape. i.e. Predominately SIAM model desk will have a lower FTF rate. The FTF rate will be agreed and documented in the SDP.	3% of MRR
Ticket Handling Response Time	P1 – 15 Mins P2 – 30 Mins P3 – 1 Hour P4 – 1 Working Day	As Target	3% of MRR
Ticket Handling Assignment Time	P1 – 10 Mins P2 – 20 Mins P3 – 40 Mins P4 – 6 Hours	As Target	3% of MRR

*There is a 5% cap on Service Credits payable in a reporting period.

EXCUSED REASONS

Unavailability or failure to meet Service Levels to the extent due to any of the following reasons (the "Excused Reasons"), shall be excluded from consideration under these Service Levels:

- Any Force Majeure Event;
- Suspension of service in accordance with this Contract;
- Customer default or delay or negligent, wilful or reckless act or omission, by the Customer (or users of the Service for whom the Customer is responsible pursuant to this Contract), or any Customer representatives, employees, or third-party sub-contractors;
- Access issues and delays of Customer Sites and /or systems;
- the Customer not being contactable via the contact details provided by the Customer;
- the Customer's failure to meet the stated Customer Dependencies; and/or
- Supported Items being End of Life.
- Supported items that have a hold harmless agreement issued against them.

Service credit claims must be submitted to clientrelations@exponential-e.com within thirty (30) calendar days of the end of the calendar month in which the failure to meet the target service level occurred. Any service credit claims not raised by the Customer within this period are irrevocably waived. If service credits claimed are rightly due, they shall be calculated in accordance with this section (such service credits being a genuine pre-estimate of loss, not unconscionable and not a penalty) and shall be applied to the Customer's account. Service credits are the Customer's sole and exclusive remedy with respect to any failure to meet the Service Desk target service levels.

User Support

Vysiion understands the necessity of ensuring the uptime and availability of your cloud services. For complete peace of mind, Vysiion's Support Desk provides a fully managed 24/7/365 Cloud Connectivity Monitoring service for all your cloud services. We provide bespoke levels of support packages to suit your business needs.

Our Cloud Connectivity Monitoring Service enables you to extend your existing IT services without increasing your headcount, removing the significant expense of customers setting up their own internal Support Desk provision.

- **Alert**: our Support Desk utilises the most advanced event detection to proactively monitor our customers' infrastructures 24/7/365, raising alerts when pre-defined thresholds are met. The Support Desk's monitoring and alerting systems are configured to each customer's requirements. Alerts will either be passed directly to the customer's service team or integrated with our own service management tool, triggering the ITIL aligned Event and Incident Management processes as appropriate
- **Inform:** our Support Desk team provides customers with information on Capacity and Performance, as well as access to the Vysiion online portal. Here, customers can retrieve real time monitoring data, ticket status updates and allows them to track the progress of any Incidents online
- **Resolve:** when an Incident arises, the Support Desk team resolves or escalates to the relevant Vysiion/customer Resolver groups or third-party suppliers. In all cases, the Vysiion team will manage the Incident until it has been resolved to the customer's satisfaction, and the ticket closed.

The Vysiion Support Desk provides the focal point for proactive and reactive network activities 24/7/365 including monitoring, performance tuning, software distribution and updating, router and domain name management, and coordination with affiliated networks.

Connecting to your infrastructure securely and seamlessly, our Support Desk uses industry leading monitoring tools to provide detailed metrics and visibility.

Support Methods

Vysiion provides multiple contact methods from its Service Desk, ensuring accessibility and efficient support for its customers. These methods include:

- **Email**: Customers can report incidents or raise support requests by emailing *servicedesk@vysiion.co.uk*. This ensures a clear and traceable communication route for managing support needs
- **Phone**: A dedicated support telephone line, allowing customers to speak directly with Vysiion experts. This ensures immediate response for critical issues
- **Support Portal (Ticketing System):** Vysiion utilises an ITIL-aligned Service Management Platform, ServiceNow, branded as the Service Centre, accessible through an online portal. Customers can log incidents, submit service requests, and monitor ticket progression. The Service Centre is configured to align with specific service levels and KPIs, ensuring efficient workflows and consistent communication
- **Onsite Support:** Vysiion provides robust onsite support through its Smart Hands solution, delivering assistance via SC-cleared engineers. These engineers handle a range of activities such as remote IT infrastructure management, equipment troubleshooting, installation services, and maintenance tasks. With formal Service Level Agreements (SLAs) tailored to individual requirements, we ensure rapid response times, including the ability to be onsite within 15 minutes. This ensures efficient and secure operations for organisations across high-compliance sectors.

Support Levels

Vysiion provides multiple levels of support tailored to meet specific customer requirements. These levels include:

- **Standard Support**: Covers basic operational support such as incident management, proactive monitoring, and maintenance activities during defined working hours, typically 08:00–18:00 on weekdays
- **Enhanced Support**: Includes 24/7 support for incident resolution, proactive monitoring, and escalations to ensure critical systems remain operational
- **Customised Support**: Tailored packages designed in collaboration with customers to meet unique business needs, including managed services, system administration, and application support.

Cost of Support Levels

The cost of support services varies based on the level selected:

- **Standard Support**: Included in the base service agreement if within predefined thresholds. Any additional requests are charged per the agreed rate card
- **Enhanced Support**: Fees are typically based on 24/7 availability and include time-related charges for on-site support, along with travel and subsistence costs
- **Customised Support**: Bespoke pricing based on the scope of requirements, based on a per unit per day for consultancy and tailored support.

Technical Account Manager or Cloud Support Engineer

- Vysiion provides **dedicated Account Managers** such as a Service Delivery Manager (SDM) and Sales Account Manager. The SDM ensures service reviews, reporting, and escalations are handled effectively, while the Sales Account Manager oversees additional service discussions
- **Cloud Support Engineers** are available as part of enhanced operational support packages. Their responsibilities include managing Microsoft public cloud environments, monitoring, troubleshooting, and maintaining security configurations.

Security Clearance

Vysiion's employees are screened to the Baseline Personnel Security Standard (BPSS) as a minimum, with many holding Non-Police Personnel Vetting (NPPV) Level 3 or Security Check (SC), and a subset holding Developed Vetting (DV). Vetting is conducted by Warwickshire Police under NPPV procedures and includes identity verification, BPSS checks, internal records checks, security questionnaires, criminal record checks, credit reference checks, and security service checks.

Our pre-employment screening covers the core control areas specified in BS7858:2019 by performing identity verification, criminal record checks, credit checks, and security service checks through the NPPV process, and we retain auditable records of screening and approvals within our ISO 27001 Information Security Management System. All staff undergo BPSS/NSV screening prior to employment, with additional clearances granted based on role and access to customer data and assets. All operational staff are vetted and cleared to work in high-security environments, enabling on-site delivery for Defence, Blue Light, and CNI customers.

We operate at scale with an Operations team of around 80 people; 26 are responsible for Secure Operations and Support and all hold security clearances. This provides assured 24/7/365 service coverage in restricted environments and an auditable trail for starters, movers, and leavers to manage access across systems and locations.

Why Vysiion?

Vysiion provides integrated turnkey solutions, delivering critical infrastructure and comprehensive managed services into a broad range of sectors including central government, utilities, defence, and the emergency services.

Our customers have come to rely on us for the delivery of Critical National Infrastructure (CPNI) and business systems alike ranging from WAN and Operational Networks, Fibre and Cabling in the field and datacentre, to Cloud, Managed Services and consultancy for IT networks and Infrastructure for the delivery of key applications and compute environments.

Having built a reputation in delivering and supporting critical infrastructure (communications and IT), over the past 30 years, through a combination of organic and acquisitive growth, Vysiion has built on this foundation and undergone a period of accelerated growth. This culminated in Vysiion becoming an 'Exponential-e Group Company' following the acquisition of all Vysiion shareholding in February 2020.

Vysiion and the Exponential-e group have a combined annual turnover of c.£200m, employing 850+ staff, and are recognised as one of the fastest growing private companies in the UK. We are a Customer First organisation, committed to the delivery of customer service excellence, demonstrated by 99% of customers renewing annually and a sector leading NPS score of 88.

The Group provides customers with a variety of IT managed services, leveraging Exponential-e's core network infrastructure to provide a backbone of network connectivity services, with additional/standalone Cloud, Communications, Infrastructure, Security & Managed Services. By leveraging group resources and expertise, Vysiion ensures its clients receive best-in-class service.

Proven Expertise

Vysiion is a trusted provider of cloud solutions with proven expertise in delivering tailored, secure, and scalable cloud deployments across a wide range of sectors including central and local government, utilities, defence, and emergency services. Our solutions are designed to meet the unique requirements of enterprise-level organisations, providing the foundation for seamless digital transformation and operational efficiency.

Vysiion offers a full suite of cloud services, including Public Cloud, Private Cloud, and Hybrid Cloud solutions. These services are designed to optimise performance, scalability, and security, ensuring organisations can transition their workloads to the cloud with confidence. Our team works closely with clients to design bespoke solutions tailored to their goals, compliance requirements, and existing infrastructure.

Vysiion specialises in designing and managing cloud environments for sectors with complex requirements, including CNI, Defence, and Central Government. Our solutions provide isolated development environments optimised for testing, development, and production, ensuring security and compliance are always maintained.

Experience

Vysiion's combination of industry expertise, robust methodology, and strong vendor partnerships makes us the ideal choice for organisations seeking reliable and efficient cloud services. Our cloud solutions are designed to maximise cost savings and scalability. By utilising intelligent automation, we deliver faster deployments and ensure organisations can scale resources up or down based on changing demands, reducing operational overheads and improving efficiency.

A range of G-Cloud services and complementary capabilities are available from Vysiion. These can be procured alongside this service to support an organisation's transition towards more commodity-based ICT.

Partnerships with Leading Providers

We have established strategic partnerships with key vendors such as Microsoft Azure, AWS, VMware, Cisco, and Ark Data Centres. These partnerships allow us to leverage cutting-edge technologies to deliver robust cloud environments that meet the stringent compliance and security standards required for enterprise applications.

Robust Security and Accreditation

Vysiion demonstrates robust capabilities in delivering secure cloud solutions, ensuring compliance and accreditation with industry-recognised standards. Our cloud solutions are built on stringent security frameworks, including ISO 27001, Cyber Essentials, Cyber Essentials Plus, and ISA/IEC 62443 certifications. These certifications confirm Vysiion's commitment to maintaining high standards in information security management systems and mitigating vulnerabilities in critical infrastructure design and operation. Vysiion also adheres to the NCSC's Cyber Assessment Framework (CAF) and Secure by Design principles, ensuring the comprehensive protection of customer infrastructures from cyber threats and unauthorised access.

We integrate security as a fundamental aspect during the design phase of business applications. A 'Secure by Design' approach ensures infrastructure and assets are protected from initial concept through ongoing operations, validated against applicable regulatory frameworks. This includes proactive measures informed by the latest threat intelligence to mitigate risks across IT and OT environments. Access controls such as multi-factor authentication and role-based permissions further enhance the security of internal systems used in pre-sale, design, delivery, and support processes.

Vysiion employs security-cleared engineers and operates a UK-based Cyber Security Operations Centre (CSOC) that provides 24/7 real-time security monitoring and alerting services. This approach ensures organisational cyber resilience and minimises risks associated with cybercrime. Additionally, Vysiion engages CREST-approved third-party vendors for penetration testing to validate the security of IT infrastructures.

Hosting solutions are delivered through Tier 3+ Data Centres, offering high levels of physical and cyber security. These data centres are equipped with multi-layered security measures, biometric access controls, and environmental monitoring systems, ensuring compliance with Cabinet Office and NCSC standards.

Our Accreditations

We support the security and compliance standards of the Public Sector by embedding our compliance certifications into our Business Management Systems. These include:

- ✓ **ISO9001 -** Quality Management
- ✓ **ISO2000 -** IT Service Management
- ✓ **ISO27001 -** Information Security
- ✓ **ISO14001 -** Environmental Management
- ✓ **ISO45001 -** Health & Safety Management
- ✓ **Cyber Essentials Plus**