

Token Based Support

Service Overview

Token Based Support provides teams with a low-cost technical safety net, enabling you to get in touch with IT experts night and day, when you need help the most.



Introduction

Despite best intentions, IT teams can sometimes find themselves lacking the skills or experience to handle the kind of challenges posed by today's technologies. Whether you've exhausted your in-house knowledge, require assistance with a P1 issue or just need to double check something before taking action, our specialists can provide help where you need it most.

Providing a low-cost safety net, Token Based Support is a great introduction to our technical teams. From providing advice and helping clarify health check results, to validating an upcoming change, we can provide support across a range of technologies from the likes of Microsoft, Cisco, Citrix, HPE and VMware.

Providing up to 3 hours worth of third-line support per token, it's perfect for organisations who don't require a full-blown managed service, but want the security that comes with knowing they have access to a team of certified experts at their fingertips.

Two Support Models

We're able to provide support via two different routes, Resolve or Advise. **Resolve** requires access to your environment in order for our specialists to triage, diagnose and resolve the problem on your behalf, whereas **Advise** allows you to implement our recommendations, providing *you* with confidence to take action.

And our service is easy to set up too. Simply choose the number of tokens required, and pay a low-cost per token price. Once set up, feel free to contact our service desk by phone, portal or email, in order to log an incident or support request.



Token Based Support like an insurance policy. We hope you never need it, but it's there in a time of crisis or where you need a qualified opinion.



One Number, Simplified Access - Either call our team direct or visit our ServiceNow portal to log and track open incidents, tracking them the way through to resolution.



SLA Backed - Just like with our full managed services, Token Based Support comes with SLAs, guaranteeing you a response from an urgent P1 issue, through to a P4 enquiry.



Predictable Costs - 1 token permits up to 3 hours of support from our team of specialists. Simply select the number of tokens you need and use them whenever you need to.



Packs - Tokens are available in packs of 5, 10, 20 and 50, with the ability to check usage and top up at any time. If you run out, it's easy to recharge them, so you're always covered.



Escalation - In the unlikely event that further escalation is required, we'll manage this on your behalf with the vendor, subject to you having a direct support agreement in place.



24x7 Coverage - We're able to provide round the clock support for all P1 and P2 events and major incidents, so you always have someone to contact in the event of an emergency.



Accountability - Access our Token Based Support dashboard, showing how many tokens have been used, so you can plan ahead, ensuring you're always covered.



Token Exchange - At any point, you can exchange remaining tokens for consultancy and project services on a 3 to 1 basis, allowing you to get even greater value from our teams.



Skills - We're able to place qualified third line specialists at your fingertips, troubleshooting everything from performance degradation to a site-wide P1 event.



Upgrade Path - If you choose to upgrade to one of our Managed Services, the value of unused tokens will be used to offset the cost of the first year with us.

How Does it Work?

Token-Based Support offers remote technical guidance and advisory services to give you the confidence to act when things go wrong. Here's how it works:

- **Flexible Packs:** Available in 5, 10, 20, or 50 tokens, these packs are valid for 12 months or until used.
- **Cost Savings:** Larger packs offer lower per-token pricing, with 24x7 access to specialists.
- **Easy Top-Ups:** Purchase additional tokens anytime if you run out before the agreement ends.
- **Support Time:** Each token covers up to 3 hours; unused time doesn't roll over between tickets.
- **Service Exchange:** Exchange unused tokens for both consultancy or project services at a 3:1 ratio.
- **Quarterly Reports:** Receive automated updates on token usage and expiry.
- **Coordination Included:** Support effort includes communications with customers or vendors.
- **Scalable Usage:** Multiple tokens may be used for a single incident, requiring additional effort.
- **Exclusions:** Additional costs (e.g., licensing or hardware) are not included.

Support	Resolve	Advise
Service Hours - P1 and P2	24x7	24x7
Service Hours - P3 and P4	7-7, M-F	7-7, M-F
Customer On-boarding	✓	✓
Access to Ultima's Service Portal	✓	✓
Technical Transition for Resolve Support	Per Technology	N/A
Ticket Logging via ServiceNow	✓	✓
Incident Investigation and Diagnosis	✓	Shadowing
Remediation	Ultima	Customer
Vendor Escalation	✓	✓
Quarterly Reporting	✓	✓
Guaranteed Response SLA	✓	✓

Supported Technologies

From advice around best practice and health check results, to validating of an upcoming change or deployment, we have skills in over 100 different technologies from across the following IT vendors. Our teams are available 24x7, meaning there's always someone to reach out to in the event of an emergency. Given our experience, there's a good chance we've seen the issue before and can get on helping you recover or remediate or just give you the confidence to take action.



Example Scenarios

SQL Backup Failures

Our client's SQL backups were failing, causing transaction log files to grow excessively, consuming disk space and risking database performance.

We analysed the SQL logs to identify the root cause, before reviewing system performance during the backup window, for signs of contention or I/O bottlenecks. After identifying the network as the underlying cause, we updated the backup schedule to avoid peak traffic hours and implemented SQL compression to reduce file size and minimise load on the network.

Firewall Degradation

The customer was experiencing significant firewall drops during peak hours, affecting internet performance and access to critical cloud services.

Once logged, we started out by analysing Cisco logs and CPU utilisation for obvious bottlenecks, before reviewing NAT rules, traffic shaping policies and active security blades for misconfigurations. As a result, we recommended upgrading firmware, optimising policies and advised around hardware scalability to improve performance during peak traffic period.

Email Delivery Rejection

External emails were being rejected due to sender domain reputation issues, preventing messages from reaching intended recipients

After a brief call with the service owner to establish some additional information on the sender, we reviewed email rejection logs in Mimecast to identify specific issues with the domain in question. We advised the sender to correct DNS and authentication settings, before adjusting Mimecast's anti-spam policies and white-list domains accordingly.

Network Switch Issues

A core network switch appeared to be experiencing port flapping, disrupting connectivity and causing intermittent LAN access issues.

After getting the customer to verify cable integrity, we examined switch logs for port error messages and checked spanning-tree configuration for loop issues, to establish the root cause. After diagnosing the fault, we helped reconfigure port settings, enabled storm control and provided recommendations for network monitoring further management best practices.

Azure AD Authentication

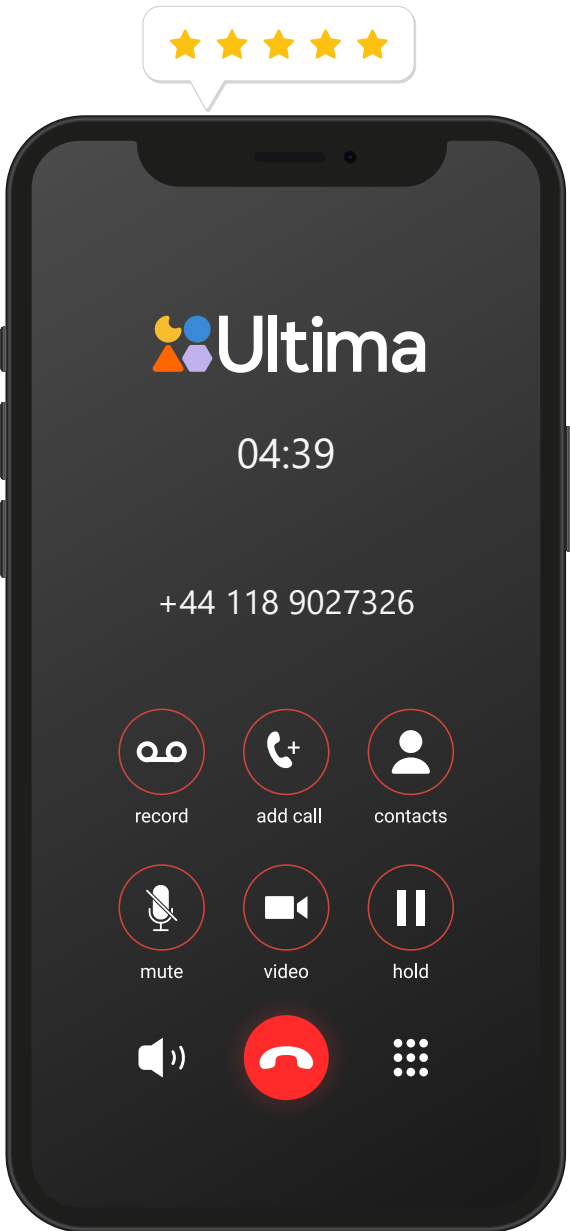
Users were reporting repeated Azure AD login failures, preventing access to critical SaaS applications integrated with Azure Active Directory.

By reviewing Azure AD logs for authentication patterns, we were able to identify that the issue laid with conditional access policies and a misconfiguration with MFA. Once resolved, we verified synchronisation health between on-premises AD and Azure AD using Azure AD Connect, and for completeness, checked for expired or incorrect certificates which may affect authentication.

Virtual Machine Failure

We had reports of a virtual machine failing to boot, displaying an "operating system not found" error, which was impacting business-critical applications.

Armed with the above information, we checked the VM configuration in vSphere, verified datastore connectivity, inspected disk files for corruption and reviewed host logs for additional diagnostic information. Under supervision, the customer restored the VM from a snapshot and we provided steps to mitigate future storage issues, such as enabling redundancy and monitoring.



On-Boarding

Step 1 - Getting Started

Once you've chosen between Advise and Resolve, and decided how many tokens you need, simply send us a purchase order. Once processed, our Transition Team will set you up on our ITSM and CRM platforms, so you can start using your support services as soon as possible.

For new customers, you will be assigned an Ultima Account Manager who will guide you through the process and ensure our service is delivering the value you expect. They're responsible for making sure you're on the right plan and suggesting any changes where necessary.

Step 2 - Onboarding

Advise - Since support is delivered via Microsoft Teams, we just need to know who within your organisation is authorised to raise incidents and enquiries, so they can be added to our systems. Within 24 hours, you'll receive a welcome pack with all the details you to get started.

Resolve - You'll complete a transition form outlining the systems you want us to support. We'll also need secure access to your environment via a Delinea connection and a virtual machine (hosted on Azure, VMWare, etc.) to carry out investigations and implement fixes.

Step 3 - Portal Access

During on-boarding, you'll be required to nominate the authorised contacts that will have access to our ServiceNow portal. These are typically operational staff with responsibility for IT services, but can include application owners, team leads and service managers.

Each individual will be able to log and manage support tickets (each new ticket uses a single token), review and update existing tickets, optionally have authority over all tickets logged. Our portal is available 24x7 and can be found by visiting <https://support.ultima.com>.

Step 4 - Log Your First Ticket

Once onboarding is complete, you can log incidents or support requests through the portal, by phone, or via email. We may request additional information to help us investigate and resolve your issue efficiently. This might include the following information.

- A detailed description of the issue and symptoms
- Network or session data
- Software and hardware configuration details
- Relevant log files or diagnostic reports
- Screenshots or additional documentation



63%

of IT Decision Makers

Report a gap between their team's skill levels and the knowledge required to achieve organisational objectives, with over half saying it had worsened over the past 12 months - [Global Knowledge](#)



50%

Improved Customer Satisfaction

Token Based Support is especially useful in the days and weeks following a major transformation, where you need access to immediate Hypercare-style support, to resolve any unexpected issues.



Responsive Support

We're able to resolve or provide expert guidance for the majority of incidents within the first 3 hours. To many, that single token usage is absolutely critical to getting back up and running.



A Clear Upgrade Path

If you decide to upgrade to one of our Managed Services during the term of your agreement, the value of unused tokens will be calculated and used to offset the cost of the first year with us.

Response SLAs

Without a framework for establishing priority, it's difficult to meet service levels and trigger escalations appropriately. If priority becomes a subjective process, incidents cannot be resolved in an efficient and logical way. To that end, we use the following matrix to prioritise responses to incidents and problems.

Priority Level		Impact		
		High	Med	Low
Urgency	High	P1	P2	P3
	Med	P2	P3	P4
	Low	P3	P4	P4

Response SLA		Impact		
		High	Med	Low
Urgency	High	1 Hour	2 Hours	4 Hours
	Med	2 Hours	4 Hours	8 Hours
	Low	4 Hours	8 Hours	8 Hours

Assessing Priority

With four priority levels, we ensure that the right resolver group is engaged, to qualify, triage and resolve issues related to supported systems. Impact is the measure of the degree of service failure, whereas Urgency is the measure of business criticality, helping determine a time-frame for responses. Given we do not manage your environment, this service provides a Response SLA only.

P1



"We had a power outage and our business continuity plan failed. Everything is down and we need help now."

P1's typically covers an incident where core business systems or sites are down, or are severely affected. Security may be compromised.

P2



"A server in a load-balanced cluster keeps going offline, but the remaining servers are handling the workload."

P2 issues generally represent high-priority problems, with multiple users affected and moderate impact across the business. May be intermittent.

P3



"Emails sent to a specific group of users are delayed by a few minutes, but all emails eventually get delivered."

A P3 does not critically impact business operations, but still requires attention. Performance may be affected, with workarounds in place.

P4



"I've been asked to create a new backup process. I think I've covered everything, but could use a sense check."

We classify a P4 as non-urgent or non service affecting incident, as well as requests for information, advice or guidance.

FAQ

Q. How do I keep track of how many tokens we have used?

A. We provide access to a quarterly report outlining your entitlement, the number of tokens used during that period and the remaining quantity. You can also access our support portal at any time, which provides access to the same information.

Q. What happens if you are unable to resolve our issue within 3 hours?

A. Should this occur, we will notify you accordingly and request confirmation that you wish for Ultima to continue providing support under a new token (unless an alternative approach has been pre-agreed with you, e.g. on P1 issues). We will provide a status update and an estimated fix time, so you can decide if you wish for us to continue working on the problem.

Q. Why do you not provide a resolution SLA?

A. As we're not responsible for your IT environment, it's not possible to provide guaranteed resolution SLAs. We will of course make every effort to escalate the issue through our internal teams and to the vendor if needed.

Q. Once you have identified the fix, are you able to implement it?

A. Yes, absolutely. Token Based Support provides what we call a "Resolve" service, meaning we're able to connect, triage, diagnose and hopefully resolve the problem on your behalf. This can include everything from making changes to system configurations and updating backup jobs, to clearing down logs and rolling back software updates. All of this is done while under the supervision of IT or the system owner.

Q. What happens if you can't solve our problem?

A. Due to the complex nature of some issues and faults, it's not possible to

guarantee a fix. Where we determine that an incident cannot be resolved, our conclusions will be documented and the ticket closed.

Q. We have a problem with a technology which is not listed on your service plan. Can you still help us?

A. The list of supported products in our Service Definition is reflective of our investment in consultants, skills and toolings. In this case, we would not provide support and would notify you of this at the point where a ticket is logged, so that you can pursue other support avenues, e.g. via the vendor.

Q. How quickly can we get set up?

A. As soon as your order is on our system, we'll begin on-boarding you, with most Advise agreements set up within 24 hours.

Resolve support will take longer as there are some additional on-boarding steps that you need to complete first. This includes providing encrypted access to your environment via a Delinea Secret Server and a RAS engine - our Privileged Access Management solution - setting up system accounts with the required level of permissions to provide support, as well as providing our transition team with an inventory of supported systems, e.g. name, role, owner, IP address etc. **Note:** To get you up and running, we will offer an Advise service, while you're being onboarded to Resolve.

Q. How does the Token Exchange work at the end of the term?

A. At any time during your 12-month agreement you can convert remaining tokens to consultancy, architectural or project services on a 3 to 1 basis. For example if you have 6 tokens left, you can book 2 days of consultancy with us. No part-exchanges are available.

Q. Does the clock stop when Ultima are not working on a ticket?

A. Yes, including periods where we are waiting on you or a vendor to respond. Essentially, the clock is active only when we are actively working on the ticket. If multiple support personnel are engaged on an incident, their individual efforts are combined when calculating the total support effort.

Q. How does Remote Assistance work for Resolve support?

A. For liability purposes, someone in your organisation will shadow our consultant, while connected to your systems. Not only can they help us traverse your environment, answering any questions, but they remain responsible for the resolution activities undertaken during the session.

Q. What's excluded?

A. This remote service is not intended to replace vendor support, warranties or other vendor provided services. The following exclusions apply;

- Consultancy or project warranty or solution design / architecture requests
- Change management, including CAB representation and documentation
- Implementation, configuration and product exploitation requests
- The installation of application updates, patches and version upgrades
- Problems caused by negligence, misuse or misapplication
- Remediation of stalled / failed updates, upgrades or implementation work
- Support for the hardware hosting the technology, product or service

We may be unable to assist if the technology, product or service is no longer supported by the vendor, is unlicensed, is being used in a manner contrary to the intended use scenario, or is impeded by the presence of third party integrations, scripts, plug-ins which are not vendor approved.

Get In Touch

Digital transformation is changing the way the world operates, disrupting every industry and breaking down traditional barriers between people, businesses and things, helping create new products, services and inspiring better ways of working. While this is happening across organisations of all shapes and sizes, they all have one thing in common. They're all using technology to create new experiences, improve business practices, and promote workforce innovation.

By putting the right solutions into the hands of our customers, technology can become a positive asset, aligned with the goals of your organisation. Whether that be mitigating the risks associated with changes in regulatory compliance, optimising infrastructure to improve efficiency, modernising legacy systems in order to take advantages of the cloud, or automating complex processes, we can help deliver better business outcomes across the board.

Via our Office of the CTO, we're here to influence, motivate and inspire discussion across a wide range of disciplines. Guided by our belief in looking just over the horizon, we provide solutions that usher in the next generation of IT services, so that as businesses goals pivot, IT can rapidly respond. Only by taking a holistic approach, can we provide multiple entry points to customers looking to manage their IT more effectively.

- **Managed Services** - Service Desk, Token Support, Managed IT
- **Business Consulting** - M&A, Steering and Strategic Development
- **Solutions** - Cloud, Security, Workspace, Data and AI
- **Automation** - IA Cloud, IA Connect, Employee Lifecycle (JML)
- **Hardware Lifecycle** - Fulfilment, Fleet Management, EOL Services
- **Software Lifecycle** - Fulfilment, SAM, Renewals, Licensing Consultancy

© 2025 Ultima - All rights reserved. This document may not be reproduced, copied or used in whole or in part by any means without the prior written consent of Ultima. All product names, logos, trademarks, and brands mentioned are the exclusive property of their respective owners and are used solely for identification or informational purposes. We reserve the right to make changes, updates, or revisions to this document at any time, without prior notice.

Head Office - Gainsborough House, Manor Park, Basingstoke Road, Reading, Berkshire, RG2 0NA

☎ 0333 015 8000

✉ enquiries@ultima.com

🌐 ultima.com

