



QuickThink Cloud

INDEPENDENT UNIT4 ERP CLOUD SUPPORT

Service Definition

Abstract

This document presents QuickThink Cloud's Cloud Support Services Definition.



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1. Executive Summary

QuickThink Cloud Limited (QTC) is an independent high-technology cloud innovator **specialising in providing UNIT4 ERP cloud solutions and Managed Service Support** to a wide range of sectors and organisations. We are driven by our people and their commitment to get results, by operating responsibly, being transparent in all that we do, embracing innovative (yet robust) technologies and most importantly delivering customer satisfaction in an effective, professional and friendly manner. Our key consultants each have over a decade's experience with the UNIT4 ERP application and look to use this knowledge to deliver expert UNIT4 ERP technical consultancy, managed service support and advice to our customer base.

The UNIT4 ERP software suite is a powerful set of tools and technologies that have been developed by Unit4 and are used by organisations to centralise the management of their business, streamlining the organisation and standardising their key processes. Traditionally this software platform was installed and maintained in-house, requiring a team of skilled technical staff to properly support, maintain and develop the system to keep it running optimally, as well as applying hotfixes, patches, updates, service packs and full enterprise software upgrades.

Against this backdrop, QuickThink Cloud are also able to offer both independent hosting and managed service solutions far beyond the scope of standard UNIT4 ERP hosting through our partnerships with world-class enterprise cloud companies. However, our ability to combine UNIT4 ERP hosting with other Enterprise-class application / server hosting offers our customers a unique service offering with unrivalled performance, significant cost savings, seamless system integration and enhanced security.

2. Organisation Information

2.1. Company Profile

QuickThink Cloud was established in by a team of IT Professionals that are experts in both UNIT4 ERP managed service delivery and cloud computing platforms.

Given the team's experience in designing, implementing and supporting a wide range of UNIT4 ERP managed service and cloud systems over many years, QuickThink Cloud are able to host and support a diverse range of organisations and their systems as they transition towards the cloud. Our UNIT4 ERP technical implementation and support experience spans the following sectors:

- Local Government
- Commercial Sector
- Large Multi-Nationals
- Third Sector
- High Security Industries
- Further Education
- Health

2.2. Legal Structure of QuickThink Cloud

QuickThink Cloud Limited is a private limited company in the UK (registered number **08783872**).

3. Cloud Support Services – High Level Overview

3.1. Technical Support Model

Key to this Service Definition, QuickThink Cloud's support and managed service support delivers significant cost savings, efficiencies and expert support in the following areas:

- **Exceptional Service Level Agreement** (SLA), underpinned by service credits.
- **End-to-end management** of all aspects of the solution, including unlimited environment / database restores and refreshes, software upgrade, update and hotfix patch management, thin-client asset management and deployment included.
- **Technical Project Management** is included with all hosted and managed service solutions as standard. This includes both the on-boarding and off-boarding processes.
- **24/7 Automated monitoring systems**, covering the cloud systems at hardware level (CPU, Memory and Disk), OS-Level (Event Log monitoring, RDBMS monitoring, etc.) and specialist U4BW (Agresso) application monitoring, providing a highly specialised and robust proactive monitoring service.
- **True 24/7 manned support** for total peace of mind. Our 24/7 helpdesk is ready to take calls at any time should the need arise.
- **Incident logging** via a number of channels, including telephone, email, internet portal, smart phone portal and Skype for Business.
- **Performance tuning** for both the application and database components of the stack. Expert DBA's and U4BW (Agresso) consultants ensure the system is running efficiently and effectively.

3.2. U4BW (Agresso) Technical Managed Services Model

For those customers that host their own Agresso system / using a third-party hosting provider, the Agresso Technical Managed Service offers immediate expert Agresso Technical Support and consultancy. Organisations can overlay this service onto their existing infrastructure to provide a full Agresso technical support solution, delivered by UNIT4 ERP experts and perfectly suited to UNIT4 ERP implementations that are not hosted directly by QTC.

The managed service includes the following key services:

- **Comprehensive support solution.** The Agresso Technical Managed Service covers both the Agresso system and all its associated touchpoints, including operating system, RDBMS, thin-client delivery solution and other related stack components.
- **Unlimited environment restores.** Minimise downtime and remove bottlenecks by utilising QTC's unlimited environment refresh policy. Any environment can be restored into another, with fast response and restore times.
- **Continuous monitoring service.** Ensures that the Agresso system (servers, OS, application, etc.) is monitored 24/7 as part of the service. Proactive resolution of any issues caught by the automated monitoring.
- **Extensive Support.** The U4BW Technical Managed Service covers all aspects of Agresso technical delivery, including the Core Product, UK Products, Localisation, Customisations and any other non-standard Agresso configuration.
- **Patch Support.** All Agresso upgrades, updates and hotfixes are included within the service charge. Additionally, Windows Server patching is also included, with a documented and structured patch methodology to minimise the risk of patch management.

- **System Security.** A system security audit is always completed as part of the standard Managed Service. This includes using specialist Agresso knowledge to look for Agresso vulnerabilities, as well as using industry standard tools to identify any wider issues with the platform.
- **On-boarding / off-boarding.** On-boarding and off-boarding is included as part of the service, ensuring total coverage of all the activities required for a successful service adoption.

4. Support Services

QuickThink Cloud utilise an online helpdesk system to ensure total visibility and accountability for any tickets logged by our customers (or via our automated monitoring systems). Customers can log incidents via email, telephone or directly via the helpdesk internet portal with QuickThink Cloud consultants alerted as soon as a new incident (or change request) is logged. QTC can also provide support via Skype for Business.

4.1. Service Reviews

Our helpdesk software produces service reports to demonstrate the QuickThink Cloud support team's performance against the contracted SLA's, allowing both the customer and senior management within QTC full visibility of the team's monthly performance.

The service reviews also cover any issues that have been encountered during that period, as well as a Q&A session regarding previous, current and future service delivery. It also gives an opportunity for QTC to appraise the customer of new services that might be available to them. Such services might provide increased performance, connectivity or a more cost effective solution to a current issue.

4.2. Service Support Hours

There are two specific types of support hours that are available to customers, primarily focussing on the number of hours (in a day) that the service desk is actively answering questions, incidents and change requests. These are as follows:

4.2.1. CORE Support

QuickThink Cloud offer a full U4BW (Agresso) Managed Service, including installation, upgrades, updates, system management, system architecture, problem resolution and 24/7 environment

monitoring. QuickThink Cloud acts as a trusted extension of your existing Agresso project team, delivering support and solutions to facilitate the implementation / day to day running of your U4BW (Agresso) application. CORE support is included as standard as part of the full service delivery and support package.

CORE Support is standard UK Business Hours; 08:00 – 18:00, Monday to Friday, excluding UK Public Holidays.

4.2.2. CORE 24 – 24/7 Support

As well as offering full Agresso managed service support during standard business hours, QuickThink Cloud also offer an additional 24/7 emergency support offering (uplift) that allows an organisation to get in touch with a consultant if they are experiencing a critical issue with their system. QuickThink staff are available 24/7 to respond to any urgent issues the customer might encounter, with a fully manned out of hours' helpdesk to deal with any calls.

CORE 24 Support is available 24/7, 365 days a year.

4.3. Service Levels (SLA's)

The following service levels are offered as part of the standard Managed Service solution. These service levels have been constructed to ensure that any organisation using the Agresso Managed Service knows exactly what level of service they can expect when logging incidents of varying severity. The table below details the four (4) service levels that QuickThink Cloud adhere to and also gives examples of the types of issues that are indicative of that priority level:

Priority Level	Response Time	Resolution Time	Examples
Urgent	1 Support Hours	4 Support Hours	• Agresso inaccessible for all users • Data loss or corruption
High	2 Support Hours	4 Support Hours	• Agresso inaccessible for some users • Agresso services not processing • Performance issues • Database Refreshes
Medium	2 Support Hours	7 Business Days	• Agresso hotfixes applied • New instances created • Software installation (UK products, etc.) • Other minor changes
Low	4 Support Hours	30 Business Days or as agreed by the parties	• General questions and advice • Other major changes

As mentioned previously, customers are able to log tickets with QTC using the internet portal, telephone, email or via their smart phones. The requested priority level should be stated clearly on each service request and each incident must be assessed accurately based on the examples in the table above.

5. Customer Responsibilities

There are very few responsibilities for the customer to consider, as the QTC solution is essentially self-contained and expertly managed on the customer's behalf. However, there are some responsibilities that will always require a small level of customer intervention. These are as follows:

- **1st Line Technical Support.** QTC's support offering is for 2nd and 3rd line technical support. Therefore, any incidents would be logged with an organisations internal helpdesk function in the first instance.
- **Network Specialist.** At the project initiation, a network specialist may be required to liaise with a QTC network engineer to exchange the relevant security details and test connectivity so that remote support could be provided.
- **Microsoft Server Specialist.** At the project initiation, the customer will need to provide a Microsoft Server specialist to work with a QTC consultant to ensure that the correct level of access is awarded, as well as enabling any monitoring software that might be required as part of the service delivery.

CORE 24 Support is available 24/7, 365 days a year.

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