

Arribatec.

G-Cloud 15 Service Definition Support Desk



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Release Control

Dist. No.	Release Date	Version	Release Notes
1	30 th January 2026	v1.0 Final	Authorised for G-Cloud 15 publication

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Introduction

Arribatec is a global consulting and technology partner that helps organisations get real business value from their ERP and digital business systems. We specialise in Unit4 ERP implementations, optimisation, and lifecycle services, combined with business consulting, cloud, integration expertise, training services and ongoing support.

Arribatec UK Ltd is part of Arribatec Group, one of the Nordic region's fastest-growing IT suppliers listed on the Oslo Stock Exchange

We provide a range of other software, including applications developed by ourselves and selected partners, many of which are complementary to the Unit4 ERP system.

By blending deep platform expertise with a practical understanding of how organisations operate, we simplify complexity, reduce risk, and deliver solutions that are adopted, sustainable, and aligned to long term business goals.

Serving a broad client base across more than 25 countries, our global team includes 370+ of the best consultants in the market. As problem solvers, we streamline complex companies, processes and systems, making them as efficient as possible, with lasting results.

Key to Arribatec's success are our people. With a wide range of backgrounds and expertise, we offer a unique mix of services and products for business that you won't find elsewhere. Our expertise and proven track record in developing, deploying and supporting our own and many partner solutions on a global basis, has given us an unenviable position as a leading provider to the markets we serve.

We work with clients across a wide range of industry sectors including professional services, higher education, financial services, housing, local government, central government and not for profit organisations.

Arribatec's focus on long-term strategic partnerships, and a customer-centric engagement model has helped it build trust, retaining clients across industries and geographies, driving repeat business and deeper engagements.

Arribatec provides strategic and operational services including:

- business process analysis and re-engineering;
- product selection and implementation;
- upgrade and improvement projects;
- programme and project management;
- system integration;
- software design and development;
- installation and technical services;
- data cleansing and migration;
- training programme management and execution;
- outsourced and hosted services.

Our way of combining people, processes and systems is unique in the market. Our competitive advantage is direct access to expertise and solutions that provide real and long-lasting business value.

Arribatec UK Ltd is Cyber Essentials and BS7858 accredited, and ISO9001 quality standard accredited. Our SaaS solutions we provide are all hosted on secure ISO27001 accredited cloud

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platforms.

Service delivered via.

- Our dedicated 24/7 accessible portal
- Email
- Telephone
- Our preferred and recommended collaboration tool is Teams; however, we also support, Zoom, Skype for Business and TeamViewer

Our Services

Cloud support services

This section provides an overview of our services. Our Specific Support desk offering is defined further in this document.

Collectively however there are separate definition documents for all our other services listed on the G-Cloud catalogue – of which there are a total of 30+ other services we offer, which can be purchased through the Framework. These services are identified as separate services within the catalogue:

Specifically, under G-CLOUD Support Services we offer the following services:

- Power BI Consulting, Development and Training
- Cloud Based Hosted ERP System Software Solution Selection Service
- Cloud Migration Support Services from Unit4 ERP Global Service Partner-of-the-Year
- Consultancy, Implementation and Project Management Services from Unit4 ERP Global Elite Partner Service
- System Review and Health Check from Unit4 ERP Global Service Partner-of-the-Year
- Independent Unit4 ERP ERPx (Agresso) Technical Managed Service
- **Unit4 ERP (ERPx Agresso & FP&A) Support Service Desk**

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Service Description

Arribatec offers a support service which combines experience in ITSM, ITIL and other service management frameworks with collaborative technology to deliver incident, problem and change management. Our established and experienced support team are all ITIL qualified and have over 35 years combined experience of Unit4 ERP implementations across multiple sectors and services. They are backed by our team of experienced and accredited consultants

Our customers' 1st line support resources have 24/7 access to a self-service web-based incident management tool, which is outlined below.

Incident and service requests are registered, with each incident given a unique number and a priority. The service is delivered remotely from our Manchester office, with our support resources coordinated by the Support Desk Manager.

The Support Desk service incorporates:

Incident Investigation & Response

Managing the incidents logged via the Support Desk, including, categorisation, response, resolution (where possible), escalation and closure. Oversee the diagnostics and fault resolution of application related incidents relating to Unit4 ERP, ERPx & FP&A.

Access to Unit4 ERP

Arribatec will require full system access to the following environments. These being LIVE and at least one TEST/DEV. Change control processes are adhered to, and consent sought before performing any change on the live system. Access should be made available prior to the service commencing.

If additional services are required to cover absence of 1st Line Unit4 ERP(x) & FP&A support team, Arribatec would be happy to consider this. These would be agreed prior to the planned absence with the Arribatec Business Relationship Manager, and any additional volumes required quoted for and agreed separately.

Support hours

These are UK Business Hours: 09:00 – 17:30 – Monday to Friday, except during weeks with public holidays. Arribatec can also provide support outside these hours where required. Any additional hours can be agreed via Arribatec's Business Relationship Manager.

Any weekend or Bank Holiday work required can be agreed with the Arribatec Support Desk manager. This work would incur an uplift of x 1.5 for weekends and x 2 for Bank Holidays.

Capture service requests / request for information (RFIs) and categorise

To allow for service improvement measures to be captured.
Resolve request for improvements and provide guidance where applicable or redirect back to the appropriate team member and close.

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Recommend any improvement for additional training needs or persistent RFIs being logged to improve RFI's being logged, during the quarterly review meetings.

Requests for Change

Arribatec can accept or assist in identifying any issued logged that are request for changes. We can respond to users logging these calls, as such, and log each request for change (RFC). Prioritisation of the RFC list can be managed, assistance to develop RFCs will be requested and approval / quotations issued as required as part of a development service.

Systems / Data Management

Accept incidents generated by system alerts, or data changes, and resolve where applicable or redirect to the appropriate team (e.g. Finance). In addition, provide recommendations where appropriate for improvements to manage these incidents.

System Improvements

Through management of incidents, it is envisaged that recommendations for improvement could be recommended where appropriate. These would be logged. Prioritisation of any development requirement will be managed.

Support Desk Services

Service Management

Arribatec can provide clients with 2 key roles, as part of the service support. Captured in your tailored support service plan, at the point of service proposal, both these roles offer true partnership and support service. Your Client Engagement Director to work collaboratively with our clients, incorporating your key stakeholders and business process owners, along with the Service Delivery Manager for the day-to-day service operations.

In addition to the regular progress reports issued from the service desk, we can provide both of the following. Both roles will have regular contact with the you over the service duration.

Assumptions at this stage are to

Service Delivery Manager

- Lead on planning resource and managing Arribatec support service
- It is anticipated that meetings would be regular, to discuss progress on support / minor schemes of work, and overall monthly delivery of support services. The service delivery will produce the estimates/statement of work for the smaller work requests and provide the appropriate delivery staff.
- Ensure any resource working with you, is backed by the whole service desk team, for added capacity, expertise and risk management
- Co-ordinating with Arribatec resource manager to ensure resources are planned, booked and delivering when/where required
- Assist with monitoring in flight developments and planning for future development requests.
- Assisting with requirement gathering and prioritizing new development requests.

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- Assist with the development pipeline (and associated documentation for change requests)
- Attend CAB where required.
- Co-ordinate training and knowledge transfer sessions
- Issue Application support performance reports and development pipeline summaries as required.
- This is a key role in the relationship and is something we have seen work to great effect and would encourage to be included and added to in the service.
- Through the relationship management structure we have, you will have a true partner experience.

Client Engagement Director

- To assist with planning of the services, major projects, and support planning requirements for Unit4 ERP & FP&A to support your roadmap.
- Working with you to ensure stability of the support service and retain BAU status, particularly during a period of potential significant change, supporting you as you transition through the duration of the service.
- Working with our resource manager to ensure the correct resource provision is ensured high standards of service and delivery are maintained for you.
- Identify any working process, developments, Arribatec tools and support systems to assist in maintaining BAU or improvements planning.
- Support you with Unit4, Unit4ERP, ERPx and FP&A attend joint meetings where required and leverage the Arribatec Elite partner status on behalf of you the client.

Support Model

In line with ITIL principles, Arribatec recommends a tiered support mode, which incorporates 1st, 2nd, and 3rd line and full managed services support.

Our Support Desk incorporates ITIL processes into a user-friendly interface, enabling users to log issues through our cloud based self-service web portal. Through this portal, issues can be clearly tracked through to resolution. All of this is combined with our extensive experience with the Unit4 ERP, ERPx & FP&A software.

Many of our clients choose to support 1st Line within their own teams, and we can support any model, clients can choose to engage with the service at either 2nd or 1st Line support.

The below is a typical example where clients have chosen to engage the service at 2nd line, assuming customer's own IT support staff, who would resolve simple issues and pass through more complex issues to Arribatec. However, Arribatec can provide 1st line support on request.

1st line support:	client's own team
2nd line support:	accessed via Arribatec's web self-service portal
3rd line support:	accessed via Arribatec's web self-service portal, primarily supporting application development, technical, complex problem resolution, and database management.

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Although this is a Cloud based service, users are also able to, and are encouraged, to log issues by email or telephone.

Below is an illustrative support model with support line definitions (full and comprehensive definitions are subject to a final agreement).

Users

1st line

- Log calls / Request for Change's (RFCs) with first line support
- 1st point of contact for Unit4 ERP and FP&A related issues
Triage all calls, resolve at 1st Line where possible
- Escalate calls to 2nd Line - Integra for Unit4 ERP application and technical issues
- Named, agreed resources can log calls (unlimited)
- Master data maintenance e.g. Users and access Routine processing tasks

2nd line

- Management of all 2nd line calls application and technical issues
- Call logging via web portal, mail or telephone Pro-active ticket monitoring and reporting Continuous improvement
- Knowledge transfer through support
- System Set Up Interface support
- RFC identified and submitted for approval

3rd line

- Unit4 ERP & FP&A software faults and non-Unit4 ERP
- Support, development and guidance service for complex technical, Unit4 ERP & FP&A, API's, Extension Kit, web services, workflows, and application development.
- Triage support for service outages, following clients' escalation routes, and escalation to applicable IT Service teams or Unit4 as appropriate
- Software faults are referred to the software vendor.
- Responsibility for fault fixes with software remains with the software vendor under the terms of the customer's support and maintenance agreement. Integra do not own or have access to the source code.
- Work around solutions can be developed to support business critical functions
- Issues not covered by this service are referred as appropriate to IT services and third parties as appropriate.
- RFC development, testing and deployment (subject to key user board)

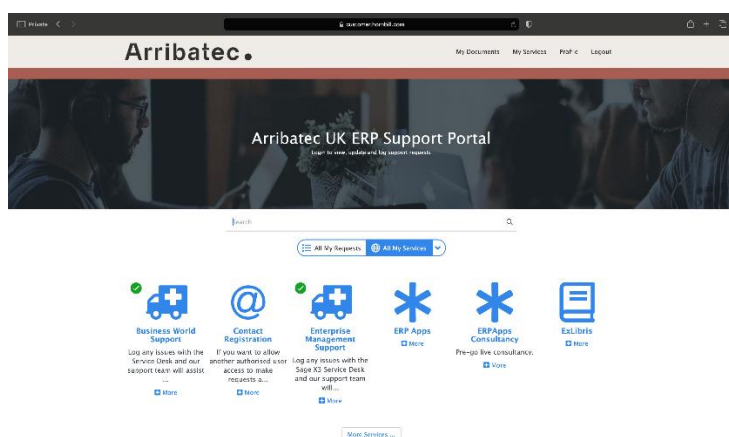
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Support Desk Screens

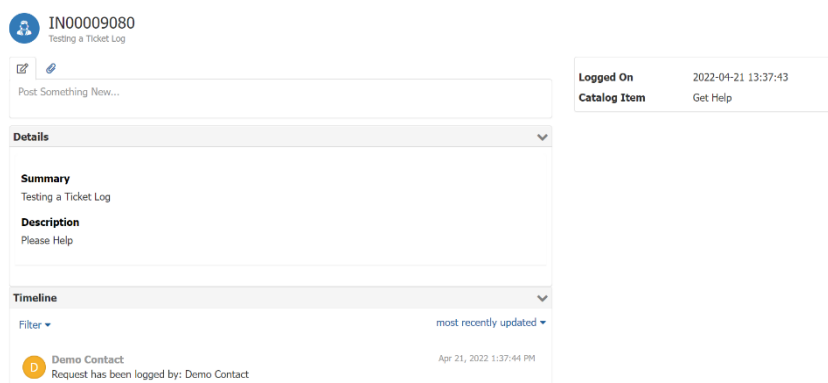
Support Portal



Service Selection Screen



Call Tracking Example



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Embedded Staff

We can offer consultants to be embedded into your team, giving you the many advantages of dedicated 'FTE,' but without the overhead associated with personnel management. This can be combined with the remote application service – or any of our services.

We would simply establish the working hours each day required, and service required and in-line with G-CLOUD conditions, and pricing agreed, propose a package to suit your needs.

This service is offered as a remote web-based service. If an "on site" presence is required this can be support but additional travel costs maybe incurred.

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Service Lifecycle

Initial Discussion

Our initial discussion is totally free of charge. During this time, we discuss your needs and requirements and identify anticipated ticket volumes, complexity, and resolution times. Following this meeting, we will agree a detailed plan of your transition onto our Support Desk.

On Boarding

Arribatec would arrange onboarding sessions to ensure the service is quickly up and running, secure connections to each of our systems are facilitated and we can commence support quickly.

We arrange remote, teams onboarding sessions with key process owners and stakeholders to capture the needs of the service. We have a series of onboarding checklist and questions, to ensure capture of information and identify the current configuration in preparation for on boarding the support service, including the key processes that the system supports, alongside any integrations with any third-party systems.

Onboarding – to commence the service

- Ensure access/ permissions/ connectivity etc
- Knowledge transfer from the client, understand the application, ticket allocation, triage process and incident / service request management.
- Where agreed transfer any incidents to Arribatec service desk
- Strong and automated integration of incident number capturing/ audit trail between both applications.
- Transfer knowledge of the client current build and known issues capture
- Onboarding known issues and integration of service desk incident management

Arribatec would provide a list of the areas to assess prior to commencing the on-boarding, along with a suggested timetable to assist in the planning and preparation. The review would cover all the modules in use.

A basic analysis of the technical architecture, to learn what integrations, UK products, and other dependant applications along with any of Arribatec's solutions in place to understand the configuration.

The review would also include an assessment of the current support and service arrangements and confirm the process for logging incident and service requests, as well as the support reviews we offer, and the overall feeling of assurance as you transition to the Arribatec support service.

Regular usage review

Our simple pricing is calculated on services required. Your requirements as a Unit4 ERP(x) client will be unique, dependant on the volume, type and level of support required. This could be the replacement of an existing member of staff, a supplementary service to cover for volume, holidays or absence or a full replacement service transitioning from another support partner, or a

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new implementation – regardless of the requirement at Arribatec UK we have experienced onboarding all of the above, and are more than happy to work with you to ensure the correct volumes are in place.

Service Level Targets (SLA's)

Below are the current service level targets Arribatec operate on the Support Desk. In addition, agreed business critical processes can be identified, with higher priorities applied during specified times.

IMPACT		High Outage, Service unavailable, inability to work	Medium Degraded Services, work around available	Low Not urgent, Service Enhancement request	Priority Level	Classification	Initial Response Time	Final Response Time
	High Firm Wide / Project go live Critical	1	2	3	1	Critical	<2 Hours	<8 Hours
	Medium Small group of users / Project go live <7 days	2	2	3	2	High	<4 Hours	<16 Hours
	Low Single user affected	2	3	4	3	Medium	<8 Hours	<24 Hours
					4	Low	<24 Hours	<40 Hours

Escalation procedures and help desk support

All application related issues should be triaged by your 1st line support team. Any issues that require Arribatec's assistance are then registered with Arribatec, via the Support Desk Portal.

In the first instance, issues requiring escalation should be raised with, and progressed by, the appointed member of the support team dealing with the incident.

If further escalation is required, this should be raised with the Service Desk Manager who has the authority to deal with such matters.

If the issue is not dealt with satisfactorily by the Service Desk Manager, it will be escalated to Arribatec's Client Engagement Director who will deal with the matter to its conclusion.

The final point of escalation, should none of the above provide a resolution, will be to Arribatec's Business Services UK Director.

Performance Management

Further to the incident reporting outlined above, Arribatec offer additional reporting on the performance of incidents and service requests to the Support Desk. These reports can be tailored to suit specific requirements, with standard examples of some of the reports shown below.

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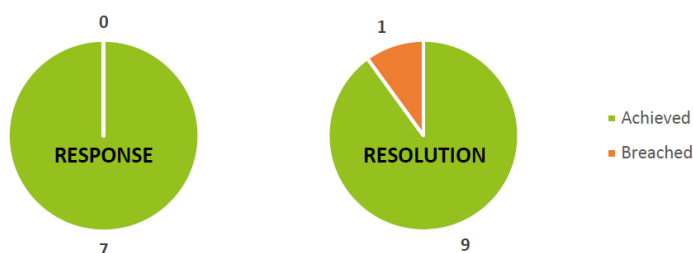
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7 ^{↓ 1} Logged
Down from 8 last month!

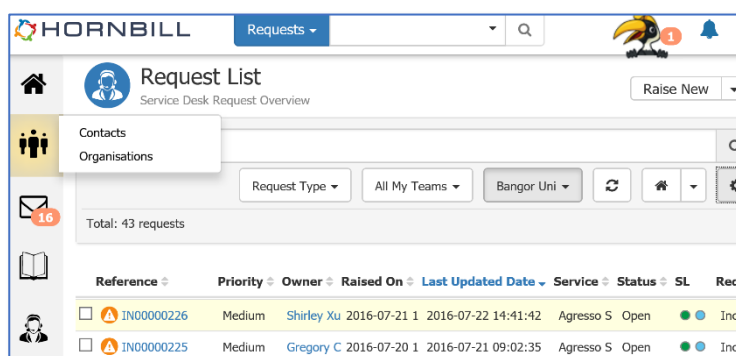
10 ^{↑ 5} Resolved
Up from 5 last month!

SLA Target Compliance



This Month, we achieved a response rate of 100.0% and a resolution rate of 90.0%. This means that 0 tickets breached response and 1 ticket breached resolution targets. Please see below for details of the breached tickets.

Example Screen Shot of Incident Reporting



This reporting includes a monthly reconciliation against use and PO value remaining. Examples:

	No of hours per month	No of Incidents per month	Estimated Call Length Mins 2/10th's	Est Hours Per Month	Days per month	Monthly Charge	Actual Charge	Total Charges	Balance Remaining on PO
Estimated	50	50	54	72.00	9.60	3833.33	0.00	46000.00	
January	8	7.75	11.625	8.00	1.07	3666.66	3666.66	42333.34	
February	10.83	12	18	10.83	1.44	3666.67	3666.67	38666.67	
March	28.25	23	34.5	28.25	3.77	3666.67	3666.67	35000.00	
April	30.25	18	27	30.25	4.03	3666.67	3666.67	31333.33	
May	20.50	13	19.5	20.50	2.73	3666.67	3666.67	27666.66	
June	33.00	23	34.5	33.00	4.40	3666.67	3666.67	23999.99	
July	54.00	16	24	54.00	7.20	3666.67	3666.67	20333.32	
August		40	60	0.00	0.00	3666.67	3666.67	16666.65	
September		30	45	0.00	0.00	3666.67	3666.67	12999.98	
October		28	42	0.00	0.00	3666.66	3666.66	9333.32	
November		24	36	0.00	0.00	3666.66	3666.66	5666.66	
December		22	33	0.00	0.00	3666.66	3666.66	2000.00	

Type	Date	Inv ref	Debit £	Credit £	Used so far	Incoming Invoices 2018	Incoming Invoices 2019	Supplier Development Tool 2018	Remote Consultancy 2018	Remote Consultancy 2019	Remote Consultancy 2019 (Easy - Druide Day)	App Support 2019	App Support 2019	Total
						1500.00	3,900.00			6,350.75	975.00	22,559.50	280.00	25,874.40
		PO 3208258					3,900.00	750.00	1,000.00					6,743.00
		PO 3220764				1500.00				27,035.00	975.00	44,500.00	4,732.00	76,812.00
		Remaining - not yet				0.00	0.00	750.00	1,000.00	26,765.25	0.00	21,500.00	4,342.00	48,957.25

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Consultancy (RACS)

If the triage performed on a service request indicates a requirement for a more significant amount of analysis, development and planning to implement, or is a request for change, the request is assigned to an application consultant to manage and deliver.

Arribatec will prepare a scheme of work, and a consultant feeds back recommendations and options and works on planning the solutions.

An estimation of time is issued and agreed prior to any work commencing. The average turnaround time on such developments is very much dependent on the nature of the request. We aim to acknowledge each request and assign a unique reference and consultant in the same day.

Arribatec also offers a range of technical DBA support services around the monitoring and prevention of faults on the Unit4 ERP servers, applying patches, updates and performing copies of live to test (database refreshes).

The Support Team

Our Support Desk consultants have over 50 collective years' experience in Unit4 ERP, ERPx & FP&A supporting roles, all within all industry sectors. Supporting over 100 clients to date, our team are handpicked based on their ability and experience in supporting the system and can relate to the issues and challenges faced by our clients. We have "been you," and can appreciate and respond to your challenges, understanding the nuances of your business.

Our Support Desk manager has over 20 years of experience working with Unit4 ERP and a further 14 years developing and managing a support desk team for a project-based commercial company, ensuring a robust and effective service is provided.

Service hours

Our standard support Desk hours are:

- UK Business Hours
- 08:30 – 17:30
- Monday to Friday, excluding UK Public and Bank Holidays
- Additional hours, weekend or Bank Holiday work can be provided by a separate agreement.

In addition to our UK service desk team, we have support teams across the globe and do offer several of our clients extended support hours. These can be included in the service, after agreement between you our client and Arribatec. Additional costs would be involved to provide extended support hours.

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Support Desk Pricing

Our Support Desk fee structure is priced with an annual subscription cost, plus additional services incorporated to your package as requested, to create a bespoke service for you. Including a combination of subscription and time and materials on use services.

We work with you to define the service provision required and build up a package to suit your needs.

Note that this is resourced as a remote service. Billing is monthly in advance for the support service, and in arrears for the additional monthly service usage

Our per pricing is set out in the Pricing Document. Offering a flexible service and ensure the levels of service are appropriate to your business.

Periodic reviews are undertaken to ensure that service provision is aligned with your requirements. We believe that through our Business Relationship Management and continuous monitoring, there will be improvements in your system and a subsequent reduction in ticket volumes and resolution times. Arribatec offers knowledge transfer and guidance services to your support team members, helping customers to strengthen their first line support and reduce the number of second line support tickets.

On-Boarding costs

The aim of Arribatec's onboarding is to ensure we can quickly enable our clients to have access to the support service and able to request support as soon as is required. However, we also aim to ensure we can be as efficient as possible understanding your Unit4ERP and Unit4ERPx build, business processes, learn any know areas cause immediate challenges and start to support you as efficient as possibly, establishing a current position on tickets/issues as a priority.

The application support service is supported by our dedicated Service Delivery Manager and our Client Director, our approach involves coordination of handovers and tickets, obtaining relevant documentation, build materials, source code and any working records

Our priority is to efficiently resume or maintain to a steady state of operation as quickly as possible.

Onboarding is provisioned as a draw down service, based on time booked and agreed to review, workshop, and ensure the service is set-up as quickly as possible.

Base service costs

The cost of this service is calculated annually and an agreed monthly number of hours of support. The agreed fixed fee is invoiced monthly in advance.

Our pricing document shows an example of the pricing profile for a service. Dependant on the volume of time purchased, drives the costing, and pricing is based on volume of hours purchased.

Actual prices for your organisation would be determined at the initial review and agreed service required.

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Additional Hours based pricing

Where there is a requirement for more than 50 hours in a month these are priced in bands. The bands are 51 – 100 hours, 101 to 200 hours, and 200+ hours. Our pricing incorporates automatic discounts for high usage.

Pricing specific to your organization would be dependent upon the modules in used and anticipated complexity of hours required.

The prices set out in our pricing document are based on an average use, noting we only book time used, and in 15 min internals – there is no minimal hour allocation to support, ensuring your hours of support are used as efficiently as possible.

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Arribatec provides strategic and operational services including:

- business process analysis and re-engineering.
- product selection and implementation.
- upgrade and improvement projects.
- programme and project management.
- system Integration.
- software design and development.
- installation and technical services.
- data cleansing and migration.
- training programme management and execution.
- outsourced and hosted services.

We also provide a range of software, including applications developed by ourselves and by selected partners, many of which are complementary to the Unit4 ERP and FP&A system.

Our approach is to provide continuity of expertise, and a 'joined-up' service to deliver efficiencies and strategic development and support of your Unit4 ERP & FP&A system.

Our way of combining people, processes and systems is unique in the market. Our competitive advantage is direct access to expertise and solutions that provide real and long-lasting business value.

Arribatec has gained one new customer per week on average since its establishment and supplies services to 1100+ private and public enterprises in 30 countries. As a result, Arribatec Group has become one of the Nordic region's fastest-growing IT suppliers and is now listed on the Oslo Stock Exchange.