Service Definition: Managed Services and Support

Service overview

Managed Services and Support provides ongoing operational support, monitoring, and optimisation for business-critical digital platforms. The service is designed for public and private sector organisations that require a reliable UK-based support partner to maintain, secure, and improve systems already in live operation.

The service helps organisations reduce operational risk, address skills gaps, meet compliance requirements, and ensure continued value from their technology investments.

Supported technologies

The service supports the following technologies and platforms: - MuleSoft Integration and Automation - Salesforce platforms - Magnolia CMS and WordPress - Cloud infrastructure (AWS, Azure, Oracle Cloud) - DevOps and CI/CD pipelines

Services can be provided regardless of whether the systems were implemented by Infomentum, the customer's internal team, or a third-party supplier.

Service scope

The service includes incident management, service request handling, proactive monitoring, platform maintenance, and service governance. It covers both application and cloud infrastructure layers where agreed. The service does not include new large-scale development unless agreed separately.

Availability and support hours

Standard support is provided during UK working days, 8:00 AM to 6:00 PM UK time.

Incident response and resolution targets are prioritised as follows: - **P1 Critical:** 1-hour response, 4-hour resolution - **P2 High:** 4 business hours response, 2 business days resolution - **P3 Normal:** 1 business day response, 5 business days resolution - **P4 Low:** 2 business days response, 10 business days resolution

Optional 24x7 coverage for P1 incidents and extended support for P2 incidents are available as add-ons.

Included services

The managed service includes: - Access to a support portal and telephone support - Dedicated Service Manager and Account Manager - Monthly service reviews and service reports - ITIL-aligned governance covering incident, problem, request, event, change, release and configuration management - Knowledge base and known error management - Cloud infrastructure operating system patching - Vendor-native

monitoring, alerting and proactive ticket handling - Quarterly contract and hours review - Annual cost, performance and architecture review

Optional add-ons

Optional services can be added where required, including: - 24x7 support for critical incidents - Bespoke availability, performance and security monitoring - Log shipping and proactive alerting - CI/CD pipeline setup and optimisation - Small functional enhancements - Extended support hours and bespoke SLAs - Performance and security testing - Platform upgrades and patching support - User training and enablement

Onboarding and engagement

Onboarding includes service setup, access provisioning, documentation review, and knowledge transfer. The service operates on a minimum engagement of 20 hours per month for an initial period of three months.

Governance and reporting

Service delivery is governed through agreed SLAs, regular reporting, and review meetings. Monthly service reviews focus on incidents, trends, risks and improvement actions, with quarterly and annual reviews providing strategic oversight.

Security and compliance

The service operates within an ISO/IEC 27001 certified Information Security Management System and is supported by Cyber Essentials Plus. Support is delivered by UK-based staff, with security-cleared personnel available where required.

Service boundaries

The service does not include ownership of customer systems or business decisions. Responsibility for platform licensing and strategic roadmap decisions remains with the customer.