

Service Description

Engineer to Engineer
May 2025

transparency

Contents

1. Service Overview	1
2. Service Features	1
2.1 Consultancy.....	1
2.2 Support (Optional).....	2
3. Service Operations	2
3.1 Consultancy.....	2
3.2 Support	2
3.3 Service Hours.....	2
3.4 Service Delivery	2
3.5 Escalation Contact.....	3
4. Service Availability	3
4.1 Service Commencement Date	3
5. Dependencies.....	3
5.1 Customer Obligations	3
6. Exclusions	3
7. Definitions and Acronyms	4
7.1 Acronyms.....	4
8. Service Level Agreement and Operational Targets.....	4
8.1 Consultancy.....	4
8.2 Support	4



1. Service Overview

The Transparency Engineer-to-Engineer (E2E) service provides a flexible and cost-effective solution for organisations to access consultancy and engineering services without the commitment of a full-time resource. The E2E service operates within the days you budget for in your service with the delivery effort managed and prioritised in-line with this.

Additional information may be included in your Work Order or Statement of Work.

2. Service Features

KEY:

- Inclusive as part of the standard service offering.
- ◐ Inclusive and as standard when you have purchased the relevant service or if you have requested service(s) that have been documented in your SoW
- Available as an optional upgrade for an additional fee.

Feature	E2E
Consultancy	●
Support	○

2.1 Consultancy

Provide access to the Consultancy & Engineering professional services available from Transparency's technology practice areas. Details of the practice areas included in your E2E agreement will be captured in your SoW. For small consulting engagements, you can expect a turn-around time in days not weeks, removing the time you'd find with a more formal project booking process.

The practices areas Transparency offer E2E services for are as follows: -

- Adoption & Change Management
- App Innovation
- Azure Cloud
- Cyber Security
- Data & AI
- Digital Workplace
- Dynamics

Consultancy within an E2E service can be used for the following engagements: -

- Consulting
- Development & Enhancements
- Scoping for Projects and Programmes of Work
- Technical Advisory Services
- Training
- Industry Best Practice Guidance
- Project Work (Maximum of 5 days per project)

Engagements will be scoped and delivered within the days included in the E2E agreement and will be prioritised by the customer. Where the engagements exceed the number of days in a given service period, they will be delivered when budget is available. Customers have the option to top-up the service by purchasing extra days to meet demand when needed.

2.2 Support (Optional)

As an optional part of this service, the time purchased can be used for support incidents. Support services can be provided across the practice areas included in your E2E agreement and will be captured in your SoW.

The E2E agreement will provide a specified number of days that will be captured in Schedule in your SoW. Support incidents will only be handled where budget is available within the schedule. Customers should set budgets and agree priorities on how to use the budget available.

3. Service Operations

3.1 Consultancy

You can request \ raise requests for consultancy time through our Service Desk either by phone, email or through the web portal. Details on how to log a call will be provided as part of your service onboarding.

Requests will be triaged to the appropriate practice area and team, who will confirm availability for the engagement in line with the service level agreement detailed below.

3.2 Support

You can request \ raise support incidents through our Service Desk either by phone, email or through the web portal. Details on how to log a call will be provided as part of your service onboarding.

Requests will be triaged to the appropriate engineering team, who will respond to the support incident in line with the service level agreement detailed below.

3.3 Service Hours

We will provide the following service hours: -

- The ability to log requests via our Service Desk during Business Hours.
- Tickets can be logged at any time and will action in service operational hours.
- Services hours outside the standard schedule below will be captured in the SoW.

Engineer-to-Engineer	Business Hours GMT 08:00-18:00	Sat / Sun / Bank Holidays GMT 08:00-18:00	Mon-Sun GMT 18:00-08:00
Consultancy	In-Scope	Out-of-Scope	Out-of-Scope
Support	In-Scope	Out-of-Scope	Out-of-Scope

3.4 Service Delivery

The service will be managed by the customer success team aligned to the E2E Service, who will work in collaboration with the support desk and practice areas engineers to manage the service, the service delivery responsibilities will include: -

- Liaising with Transparency's service desk and practice areas to triage requests when you log a Ticket, ensuring they are allocated to an appropriate resource.
- Providing you with an automated weekly report summarising the activity for the previous week, showing the effort spent on engagements along with the balance of the E2E budget available in your service.
- Monitor your monthly usage, in the event of under or excess utilisation you will be alerted and informed of a recommended action.

- Discuss any concerns or issues associated with the service.

3.5 Escalation Contact

Your Account Manager should be contacted to escalate any critical issues that arise relating to the delivery, and the provision of your E2E service. They can be contacted to discuss concerns or issues that you may have, acting as your interface into our service operation, understanding your requirement or issue, and managing service impacting problems to resolution.

4. Service Availability

4.1 Service Commencement Date

The expected Service Commencement Date will be captured in the E2E SoW along with any specific onboarding requirements, and the service will formally start as outlined below: -

- When we notify you that our onboarding checklist is complete, or
- When you raise a Service Request.

The Service Commencement Date may change to a later date if agreed in writing by both Parties and deemed reasonable.

If you consider that the Service is not ready, you must notify us within two (2) weeks from the Service Commencement Date, after which the Service Commencement Date will be deemed to have occurred regardless of issues or defects which you may later become aware and notify us about which will then be dealt with as faults or service issues but will not change the Service Commencement Date.

5. Dependencies

We will provide the service subject to the following dependencies:

5.1 Customer Obligations

- You will provide us reasonable assistance in the performance of the Service(s) including, but not limited to, providing all technical and licence information that we may require to perform the Service(s).
- You will provide named contacts who will be authorised to submit consultancy and support requests on behalf of your company ("Nominated Contacts"). They will be the designated people with whom all contact is made regarding all requests.
- You will provide us with access to the in-scope subscriptions, accounts, and tenants needed by the engineering team to support the engagements.

6. Exclusions

This service is capped at a maximum engagement size of 5 days for any single request, any request that requires more than five days must be scoped and will be delivered outside of the E2E service. If the E2E service has budget available for a delivery greater than 5 days, these can be reviewed and agreed with Transparency on a case-by-case basis and may require longer lead times and planning.

7. Definitions and Acronyms

In this document “we” or “us” refers to the Supplier, and “you” refers to the Client.

7.1 Acronyms

Acronym	Meaning
E2E	Engineer-to-Engineer
SoW	Statement of Work

8. Service Level Agreement and Operational Targets

8.1 Consultancy

	Engineer-to-Engineer Request
Hours of Cover	08:00-18:00
Response	1 Working Day
Implementation	5 Working Days

8.2 Support

	P1	P2	P3	P4
Hours of Support	08:00-18:00 Monday – Friday	08:00-18:00 Monday – Friday	08:00-18:00 Monday – Friday	08:00-18:00 Monday – Friday
Response (Business Hours)	Four (4) hours	Eight (8) hours	Twelve (12) hours	Twenty-Four (24) hours