



# **Microland Digital Workplace Services**

## **Service Definition Document**

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## 1. Microland's Digital Workplace Services Overview

Microland is your Trusted Technology Partner, providing Scale, Security, and Expertise to Deliver a Collaborative Workplace for your Employees. Our Digital Workplace Services offer global enterprises modular, platform-orchestrated, and secure solutions that modernize traditional workspaces, foster collaboration and productivity, and deliver personalized experiences for end-users—anywhere, anytime, on any device. Our services help enterprises manage and connect geographically spread, siloed workplace environments to ensure enhanced productivity, streamlined communication and collaboration, superior user experience management and robust workplace security. Through our investments in platform-first architecture, we are changing traditional workplace paradigms and bringing value through efficient, faster, and cost-optimized digital workplace solutions. We are reimagining our workplace services delivery approach with Intelligeni Workplace - Our automated ops platform for workplace services. This platform delivers personalized digital experiences across enterprise endpoints with bots, persona-based workflows, a single pane view of DEX analytics and end-to-end asset lifecycle management visualizations to drive workforce productivity while ensuring safety and security for hybrid workspaces. By incorporating best practices our service enables enterprises to leverage the latest advancements in workplace technology, empowering them to enhance their end-user experience, improve employee satisfaction and lower TCO. Our core offerings, designed to deliver collaborative workplaces that are connected, performant, and configurable to address the demands of an agile hybrid workforce, include:

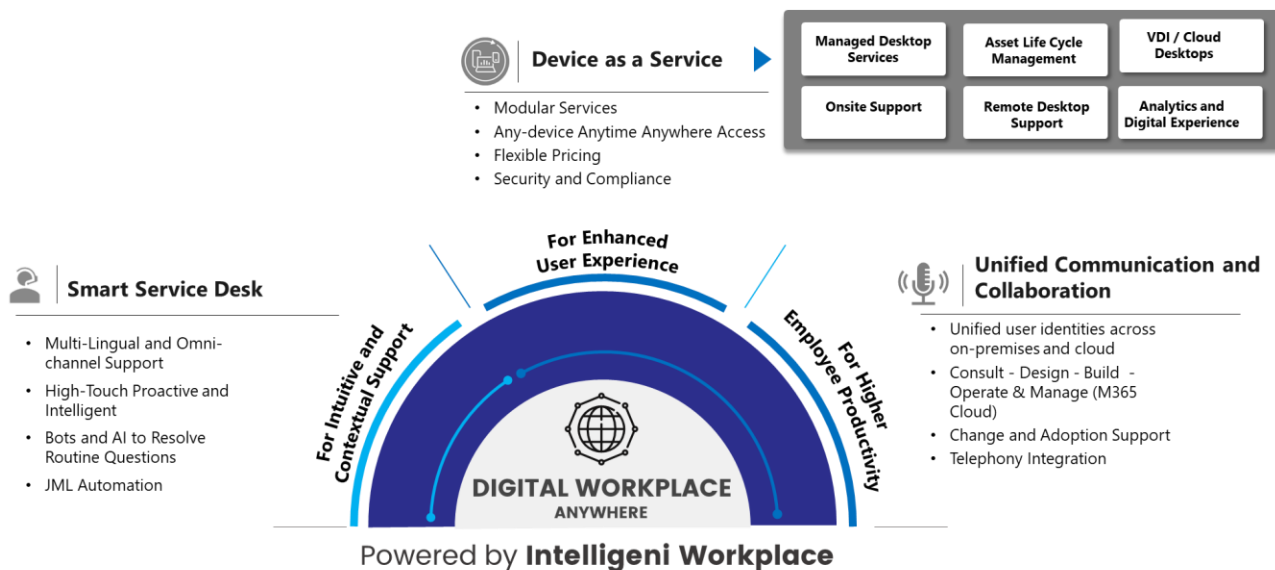
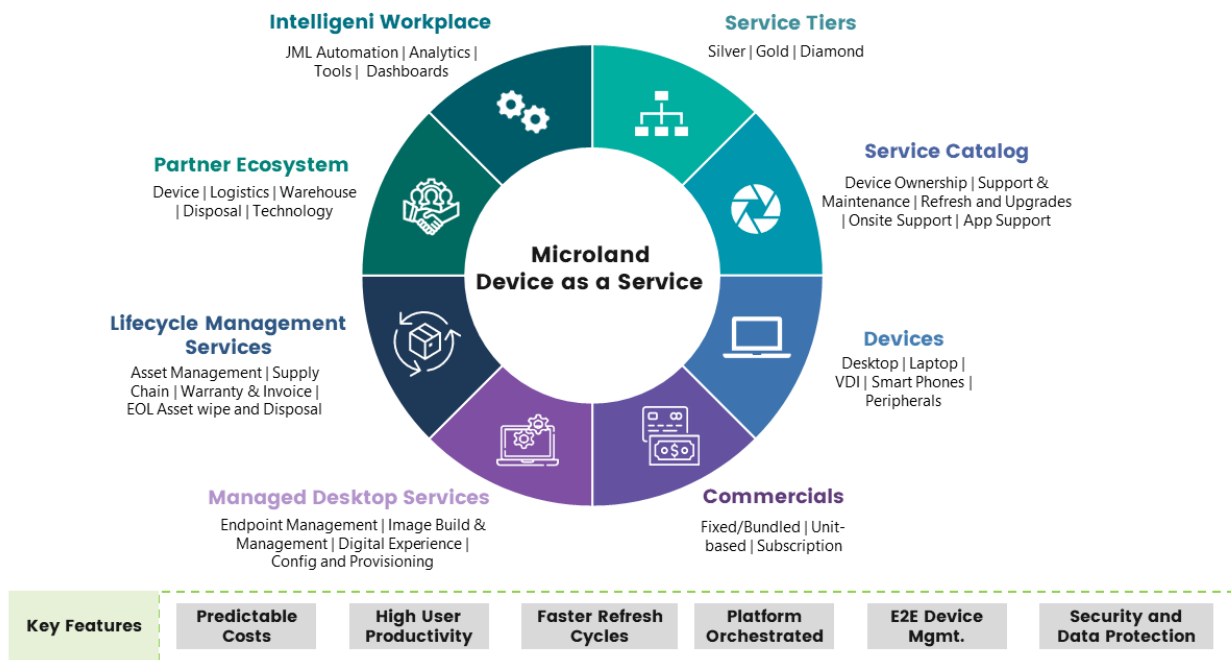


Figure 1: Microland Digital Workplace Services Portfolio

## 2. Device as a Service

Microland's unified service offering for device procurement, provisioning, management and support that enhances employee productivity, improves user experience and lowers capex. Microland Device as a Service (DaaS) provides a single end-to-end management service for all end user devices, apps and data across hybrid workplaces. Powered by Microland's Intelligeni Workplace platform, our DaaS offering consists of modular

services that provide modern device management and hardware life cycle services in a managed service construct.



**Figure 2: Microland Device as a Service Offering Overview**

Microland DaaS is a fully bundled offering which combines hardware leasing and end-to-end lifecycle services with cloud-based device management services delivered in a tiered model. DaaS includes Managed Desktop Services – Microland’s service wrapper for different device types tailored to specific user personas. These services encompass a wide range of capabilities such as device configuration and provisioning, endpoint management, secure workplace solutions, automated patching, VDI solutions, and onsite support. Below are details of the services which are bundled under DaaS.

## 2.1 VDI Services

Microland’s VDI services empower organizations to deploy secure, remote apps and desktops to users at scale - while providing superior experience and simplifying management. Our expertise in the virtual desktop services helps customers assess, deploy/ migrate, and manage their Virtual Desktop environment of all flavors. By virtue of our partnership with Microsoft, our capability in implementing Azure Virtual Desktop (AVD) solution is second to none. Our Azure Virtual Desktop (AVD) offering includes professional services for virtual desktop and apps, as well as our world-class managed services support. Our highly flexible solution comprises of AVD Native control plane that can be integrated with Citrix / VMware Horizon Cloud for supporting hybrid models.

Microland’s Desktop Virtualization services deliver measurable outcomes including:

- On-time, seamless enterprise-wide transition
- Consistent and superior user experience
- On-demand scalability
- Enhanced performance and security, and minimize risk through in-depth assessment

Microland offers below services for both legacy on-prem VDI as well as Cloud based VDI.

- Advisory Services
- Design & Deployment Services
- Migration Services
- Managed Services.

### Advisory Services

| Service Element                          | Deliverables                                                                                                                                                                                   |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Assessment Planning &amp; Scoping</b> | Initiate meeting and Environmental brief, Pre-Audit Scoping and scope definition, Define Stakeholders, Roles, and Responsibilities.                                                            |
|                                          | Define audit methodology, Tools to be used and licenses, define access requirements to perform an audit.                                                                                       |
| <b>Data aggregation</b>                  | Define assessment procedure and execution plan, Interview and Answers for Audit questions.                                                                                                     |
|                                          | Install the required assessment tools, build scripts (if any)                                                                                                                                  |
|                                          | Inventory of configuration information from standard consoles, collect information from assessment Tools, scripts, Collect available documentation details (Architecture, SOPs, Policies etc.) |
| <b>Data Analysis &amp; Verification</b>  | Categorize assessment data from previous section. review and verify technical configuration as per design                                                                                      |
|                                          | Identify the gaps in technical configuration                                                                                                                                                   |
|                                          | Identify the gaps in Process and procedure                                                                                                                                                     |
|                                          | Prioritize the key findings                                                                                                                                                                    |
| <b>Report Presentation</b>               | Prepare Gap Analysis report                                                                                                                                                                    |
|                                          | Create report with identified gap, impact, and priority.                                                                                                                                       |
|                                          | Review the report with customer's stakeholders                                                                                                                                                 |

|  |                          |
|--|--------------------------|
|  | Project closure meeting. |
|--|--------------------------|

## Design & Deployment Services (On-Prem or Cloud VDI)

| Service Element                         | Deliverables                                                                                                                       |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
|                                         |                                                                                                                                    |
| <b>Assess &amp; discover</b>            | Install assessment tool for accurate Sizing & BOM.                                                                                 |
|                                         | Applications Testing & Migration Readiness report.                                                                                 |
|                                         | Pre-requisites for build.                                                                                                          |
|                                         | Discovery reports on applications/desktops in the report.                                                                          |
|                                         | Detailed Project Plan.                                                                                                             |
| <b>Design &amp; Build</b>               | User Persona definition, Image strategy & HLD/LLD.                                                                                 |
|                                         | Application Layering, Automation & Orchestration Workflows.                                                                        |
|                                         | Build of VDI Components (On-Prem Hypervisor, VDI Stack, Cloud Landing Zone elements such as Subscription, resources, network etc.) |
| <b>Pilot</b>                            | Migrate few nominated users from a business group to new VDI Infra.                                                                |
|                                         | Remediate any issues identified in the Pilot for a Batch/Business Group.                                                           |
|                                         | User communication & training materials.                                                                                           |
|                                         | SOP for velocity rollout.                                                                                                          |
|                                         | Batches for velocity roll-out                                                                                                      |
| <b>Velocity Roll-out</b>                | Roll-out of VDI services as per batches.                                                                                           |
|                                         | Easy to follow self-service user guides                                                                                            |
|                                         | Provide support to users during the roll-out                                                                                       |
|                                         | Provide regular status reports on rollout/adoption to customer's stakeholders                                                      |
| <b>HyperCare Support &amp; Handover</b> | 14 days post VDI rollout support.                                                                                                  |
|                                         | Documentation on common issues & resolution.                                                                                       |
|                                         | KT to BAU teams, documentation handover & Sign-off                                                                                 |

## Migration Services

| Service Element                         | Deliverables                                                                |
|-----------------------------------------|-----------------------------------------------------------------------------|
| <b>Assess &amp; discover</b>            | Installation of assessment tool (if required)                               |
|                                         | Compiled list of applications to be migrated to target VDI                  |
|                                         | GAP analysis of the target VDI Infrastructure                               |
|                                         | Detailed Project Plan                                                       |
| <b>Migration Readiness</b>              | User groups to target VDI mapping (personal, Pooled, Hosted Shared Desktop) |
|                                         | Applications Testing & Migration Readiness report                           |
|                                         | Migration Pre-requisites                                                    |
|                                         | Target VDI ready for migration                                              |
| <b>Pilot</b>                            | Pilot Migration test results                                                |
|                                         | Issue & resolution details during migration                                 |
|                                         | Batch wise migration report                                                 |
|                                         | User guide for migration                                                    |
|                                         | Business Owner presentation for migration                                   |
|                                         | Business Owner Communication Template                                       |
| <b>Velocity Migration</b>               | Migration of users as per batches.                                          |
|                                         | Easy to follow self-service user guides                                     |
|                                         | Provide support to users during the migration phase                         |
|                                         | Provide regular status reports on migration to customer's stakeholders      |
| <b>HyperCare Support &amp; Handover</b> | 14 days post VDI migration support.                                         |
|                                         | Documentation on common issues & resolution.                                |
|                                         | KT to BAU teams, documentation handover & Sign-off                          |

## Managed Service Deliverables

| Service Element                | Deliverables                                                                                                                                                                                         |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>VDI Service Support</b>     |                                                                                                                                                                                                      |
| <b>Availability Monitoring</b> | Monitor VDI Host availability via the Availability Management Tool provided by the customer                                                                                                          |
|                                | Take necessary corrective actions for all the valid alerts received through the monitoring tools                                                                                                     |
| <b>Performance Management</b>  | Monitor the performance of VDI desktops                                                                                                                                                              |
|                                | Troubleshoot performance related issues if reported                                                                                                                                                  |
|                                | Fine tune the system performance as and when required                                                                                                                                                |
| <b>Patch Management</b>        | Check latest patches for VDI                                                                                                                                                                         |
|                                | Assess the current patch and its applicability                                                                                                                                                       |
|                                | Apply patches in accordance with the customer Change Management procedure                                                                                                                            |
| <b>VDI Desktop Management</b>  | Creating & managing the Virtual Desktops                                                                                                                                                             |
|                                | Provide access to users to published applications/Desktop                                                                                                                                            |
|                                | Configure/modify the VDI policies                                                                                                                                                                    |
|                                | Managing the Management Servers that are used to provision VDI machines                                                                                                                              |
| <b>3rd Party Coordination</b>  | Coordinate with OEM vendor if in case Microland requires 4th level support to resolve problems                                                                                                       |
| <b>Incident Management</b>     | Diagnose and resolve all Incidents that can be resolved using remote management tools in line with agreed Service Levels                                                                             |
|                                | Ensure the status of Incidents is updated in accordance with Incident Management Procedures                                                                                                          |
|                                | To provide RCA within five working days for all Priority 1 incidents which are deemed necessary, provided they are not linked to a Problem Record wherein the RCA is provided via the Problem Record |
| <b>Change Management</b>       | Adherence to Change Management Procedure                                                                                                                                                             |
|                                | Ensure all the changes are planned and implemented as per the Change Management Procedure                                                                                                            |

|                           |                                                                                                                                                                        |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Problem Management</b> | Provide input to the customer on the causes of Problems, the effort that would be needed to correct such Problems and what could be done to prevent such re-occurrence |
|                           | Identify opportunities to improve services via effective Problem Management                                                                                            |

## 2.2 Unified Endpoint Management

Microland's unified endpoint management service focuses on managing the full lifecycle of any endpoint – mobile, and even IoT and enables contextual access to corporate assets based on user persona, device, and location. It is a modular service offered as part of Microland's Device as a Service.

Our Unified Endpoint Management capabilities span across multiple products and technologies. Strengthened by our partnership with leading virtualization technology providers, Microland's Unified Endpoint Management service leverages end-to-end cloud-managed and zero-trust-based solutions such as Microsoft Intune, Citrix Endpoint Management, and VMware Workspace ONE to provide a unified platform for device management. We also simplify device management, ensuring device compliance to provide employees with holistic experience that empowers them to productively work from anywhere, anytime on any device. Our teams are adept at mobile device management tools such as XenMobile, MobileIron, Microsoft EMS, AirWatch etc. We ensure modern device management brings less IT overheads and operational efficiencies and empowers end-users with self-service functionalities with MinimalOps.

## 2.3 Invisible Onsite Support

Traditional onsite support, such as, hands-on, hardware-focused, and physical desk-side work has now transitioned to remote invisible support - largely driven by post pandemic disruptions in digital technologies, process maturity, and evolution of flexible working models. With most companies opting for hybrid office spaces complemented by an uptick in employees connecting remotely, Microland has invested in platforms that allow engineers to support from remote work locations. Partnering with leading workplace and virtualization service providers along with upskilling people and upgrading processes, Microland's Invisible Onsite Support service which is provided as a modular offering within Microland's Device as a Service enables a seamless transition to full remote support services. We have established strategic partnerships with global partners to provide Onsite Support services covering a wide range of geographical locations. These partners have extensive networks and resources to deliver onsite assistance promptly and efficiently. Whether it's a major metropolitan area or a remote location, our global partners ensure that our clients receive timely and effective support wherever they are located.

## 2.4 Secure Workplace Services

Our Secure Workplace service is driven by our "Zero Trust Security Architecture" framework. This enables enterprises to implement security and compliance controls across devices, data and networks and safeguard against potential threats, mitigate the risk of unauthorized access or data breaches, ensure threats and vulnerabilities are monitored continuously, and evergreen management of the digital workplace environment is performed effectively. Furthermore, by rolling out automated security and governance policies suited to the new

normal of a hybrid work environment, we ensure a secure workplace that upholds compliance standards and safeguards sensitive data.

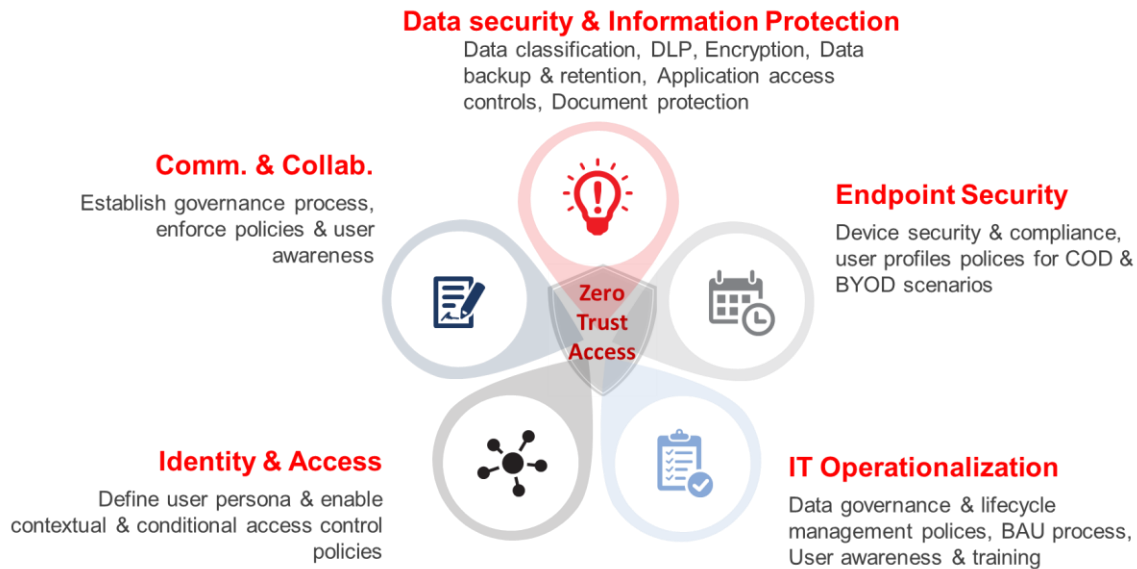


Figure 3: Secure Workplace Services Overview

## 2.5 Enterprise Mobility Services

Our Enterprise Mobility Management services enable seamless navigation through the changing mobility landscape by devising appropriate strategies for consistent user experience across devices, while ensuring complete security.



**Outcomes of our customized EMM services include:**

- Complete mobility readiness assessment covering technology, people, policies, and processes
- Rapid EMM environment setup
- Wrapping and testing of enterprise mobile applications for multiple EMM products and solutions

## 2.6 Windows Evergreen Services

### Microsoft System Center Configuration Manager

#### Administration

- Monitoring & resolving any issues related to SCCM Application support availability and features.
- Troubleshooting software deployment issues that cannot be resolved by the 1<sup>st</sup>\2nd line teams will be escalated to the Microland Team. These will include issues such as not being able to find assets when deploying software.
- Creating software deployment policies from provided software packages.
- Providing updated SCCM clients for new builds where necessary.
- Troubleshooting software deployment issues – only in so far as to confirm if provided package had been installed, not testing application functionality.
- Troubleshooting device remote control issues – Only if the remote control is used.
- Inter-site replication of SCCM (Branch repeaters), ensuring that all servers are up to date.
- Removing obsolete managed devices from SCCM Database based on the request logged by EUC teams.
- Removing obsolete software packages from deployment groups based on the request logged by EUC teams.

- Maintaining Deployment collections (For BAU software distribution).
- Granting access to SCCM for other support staff.
- Setting up device security policies based on the request logged by EUC teams– (If needed, the configuration could be managed by Group Policy).

### **Reporting**

- Troubleshooting Reporting issues on Software Deployments
- Troubleshooting Reporting issues in Inventory reporting
- Troubleshooting Reporting issues in SCCM Usage reporting, IE how many software packages have been deployed, how many remote-control sessions has been used

### **Exclusions**

- Issues arising as result of insufficient testing of applications before deployment. (IE New version of application X 'breaks' Application Y).
- Re-building of end-user devices following installed application issues.
- Sequences Software License Management or any activity related to OS Deployment feature
- Maintaining the Microsoft Support Subscription
- Packaging of software for deployment (Note – this refers to MSI / App-V packaging).
- Deployment of patches to any endpoints/devices
- Responsibility to troubleshoot any other laptop issues that are not down to SCCM as the root cause.
- Report Customization or new report creation
- User Communications as part of rollout
- Mobile device management

## ***Microsoft Patch Management for end-user computing (EUC) devices***

### **Administration**

- All Infrastructure for Desktop will be patched within 10 days.
- All Devices will be patched within 14 days with an achievement bonus if done under 10 days. This includes Bank holidays.
- The process to be agreed for machines not on the network or users on holiday etc.
- This includes all packaged products standard and nonstandard.
- Weekly Synchronization of SCCM with Windows Update Server
- Download and test the applicable quality and security updates on test devices
- Deploy the approved & tested updates to production devices
- Manage applicable "Zero-day" (e.g. Ransomware patch) patch deployment if released by Microsoft
- Application testing to be done based on SOP provided by Customer
- Troubleshooting patch deployment issues that cannot be resolved by the 1st\2nd line teams will be escalated to the Microland Team.
- Maintaining Deployment collections (For Pilot, Production Patch distribution)

### **Reporting**

- A daily report on release will be provided
- Provide a weekly report on patch deployment status
- Troubleshooting issues on Patch Deployment
- Provide Compliance report for Zero Day & Quality updates Patches
- Escalation of Non-Compliant devices after the grace period has expired

### **Exclusions**

- Issues arising as result of insufficient testing of patches before deployment.
- Re-building of end-user devices following installed application issues.
- Maintaining the Microsoft Support Subscription
- Packaging of software for deployment (Note – this refers to MSI / App-V packaging).
- Deployment of patches to any endpoints/devices
- Responsibility to troubleshoot any other laptop issues that are not down to SCCM as the root cause.
- Report Customization or new report creation
- User Communications as part of rollout
- Mobile device management

## ***Maintaining and Managing Windows 10/11 image***

### **Administration**

- Maintaining/Troubleshooting OS Deployment Feature of SCCM and Configuration of new Task Sequences
- Update driver packages for different hardware models
- Injecting of Quality updates as per Microsoft patching cycle every month after relevant testing
- Modification/Addition of new or upgraded core applications in Task Sequence

### **Reporting**

- Troubleshooting Reporting issues on OS Deployments
- Troubleshooting Reporting issues on Software Deployments
- Troubleshooting Reporting issues on Patch Deployment
- Troubleshooting Reporting issues in Inventory reporting
- Troubleshooting Reporting issues in SCCM Usage reporting, i.e., how many software packages have been deployed, how many remote-control sessions has been used

### **Exclusions**

- Issues arising as result of insufficient testing of applications before deployment. (IE New version of application X 'breaks' Application Y).
- Maintaining the Microsoft Support Subscription
- Responsibility to troubleshoot any other laptop/desktop issues that are not down to SCCM as the root cause.
- Report Customization or new report creation

- User Communications as part of rollout
- User training (including new service desk staff)
- Monitoring & resolving any issues related to SCCM Application support availability & features
- Deploying Windows 10 Feature updates (Upgrade from Anniversary update to Creators update)
- Backup of users' data before imaging their devices
- Application Packaging
- Unboxing of devices before imaging
- Server rack mounting and cabling

### **Microsoft BitLocker Administration and Monitoring (MBAM)**

#### **Administration**

- MBAM patching
- MBAM client problems
- MBAM user access administration (granting admins access to MBAM console and reporting)
- MBAM encryption problem (including issues retrieving recovery keys from the 1st line)
- MBAM client config for deployment via SCCM
- MBAM GPO maintenance
- Deploy updated application packages for newer versions
- Maintaining OSD Task Sequences for updated application versions
- Adding new Windows 10 cumulative updates in OSD through Task Sequence
- Maintain applications in App Portal
- Maintain key recovery portal

#### **Reporting**

- MBAM Out of Box Reporting

#### **Exclusions**

- Report Customization or new report creation
- User Communications as part of the rollout
- Other non MBAM GPO tasks
- MBAM version updates (other than patching/hotfixes)
- User training (including new service desk staff)
- Deploying Windows 10 Feature updates (Upgrade from Anniversary update to Creators update)

### **System Center Configuration Manager Self-Service Application Portal**

#### **Administration**

- Publish / Un-Publish Applications to App Portal
- Create custom collections based on AD Security Groups for Applications that need to be published in App Portal
- Create Application Deployments as Available or Required.

### **Reporting**

- Out of box reporting

### **Exclusions**

- Application approval workflow.
- Issues arising as result of insufficient testing of applications before deployment. (IE New version of application X 'breaks' Application Y).
- Re-building of end-user devices following installed application issues.
- Maintaining the Microsoft / Non-Microsoft Support Subscription
- Packaging of software for deployment (Note – this is referred to as MSI / App-V packaging which produces the packages to be deployed via Intune).
- Report Customization or new report creation
- User Communications as part of roll out
- User training (including new service desk staff)

### ***Symantec/McAfee/Defender Endpoint Protection Manager (EPM)***

#### **Administration**

- Monitor and manage SEPM server availability
- Deploy Anti-Virus management and agent software as applicable to the devices under the scope of support
- Monitor and ensure the latest AV definition file is installed
- Maintain and operate an automated update and distribution of the latest Antivirus Software in accordance with the Security Policy of Customer
- Create and maintain the AV policies in line with the end customer security requirements
- License Management
- Diagnosis and resolution of Antivirus update issues
- Publish monthly Antivirus reports for all the devices
- Identify solutions for Performance and Capacity constraints and recommend to Customer
- Fine tune the system performance as and when required
- Check latest AV patches and Hotfixes
- Apply patches via change controls & carry out post check
- Coordination with Principle Vendor if in case Microland requires 4th level support to resolve problems
- Log incidents with EUC teams if issues with AV updates identified with end-user devices

#### **Exclusions**

- Re-building of end-user devices following installed application issues.
- Software License Management
- Deployment of patches to any end points/devices

## **2.7 Intune and SCCM Management Services**

### **SCCM Deliverables**

| Service Element                               | Deliverables                                                                                                                                                                                         |
|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SCCM Support</b>                           |                                                                                                                                                                                                      |
| <b>Availability &amp; Capacity Monitoring</b> | Take necessary corrective actions for all the valid alerts received through the monitoring tools provided by the customer and/or during health checks                                                |
|                                               | Monitor for threshold violations against pre-configured performance monitoring thresholds                                                                                                            |
|                                               | Take necessary corrective actions for all the valid alerts received through the monitoring tools                                                                                                     |
|                                               | Analyze capacity monitoring reports and provide recommendations                                                                                                                                      |
| <b>Software Updates Management</b>            | Windows patch updates on Servers, Desktops as well as VDI Templates                                                                                                                                  |
|                                               | Check for available patches, hotfixes & updates every month, and select required updates for deployment post agreement with the customer.                                                            |
| <b>Performance Management</b>                 | Fine tune the application performance as and when required using vendor recommendations                                                                                                              |
| <b>3rd Party Coordination</b>                 | Coordinate with OEM vendor if in case Microland requires 4th level support to resolve problems                                                                                                       |
| <b>Incident Management</b>                    | Diagnose and resolve all Incidents that can be resolved using remote management tools in line with agreed Service Levels                                                                             |
|                                               | Ensure the status of Incidents is updated in accordance with Incident Management Procedures                                                                                                          |
|                                               | To provide RCA within five working days for all Priority 1 incidents which are deemed necessary, provided they are not linked to a Problem Record wherein the RCA is provided via the Problem Record |
| <b>Change Management</b>                      | Adherence to Change Management Procedure                                                                                                                                                             |
|                                               | Ensure all the changes are planned and implemented as per the Change Management Procedure                                                                                                            |
| <b>Problem Management</b>                     | Provide input to the customer on the causes of Problems, the effort that would be needed to correct such Problems and what could be done to prevent such re-occurrence                               |
|                                               | Identify opportunities to improve services via effective Problem Management                                                                                                                          |

#### Intune Deliverables

| Service Element                     | Deliverables                                                                                                                                                                                         |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Intune Support</b>               |                                                                                                                                                                                                      |
| <b>Device Enrollment Management</b> | Troubleshoot device enrolment or other device management related issues.                                                                                                                             |
|                                     | Enable / Disable device enrolment based on platform (iOS, android)                                                                                                                                   |
|                                     | Device Enrolment, Passcode reset, Remote Lock/Unlock a device.                                                                                                                                       |
|                                     | Create, modify, delete users and groups as per request and procedures defined by Customer                                                                                                            |
| <b>Compliance Management</b>        | Intune MDM policy & configuration management                                                                                                                                                         |
|                                     | Perform remote device lock or partial or full device wipes as based on requests                                                                                                                      |
|                                     | Identify Jailbroken / rooted / non-compliant devices and take actions as defined by Customer                                                                                                         |
|                                     | Configure and manage compliance filters and troubleshoot related issues                                                                                                                              |
|                                     | Configure and manage automated actions and notifications as defined by Customer                                                                                                                      |
|                                     | Track and manage mobile device asset/ inventory details of Customer owned Mobile devices                                                                                                             |
| <b>Performance Management</b>       | Fine tune the application performance as and when required using vendor recommendations                                                                                                              |
| <b>3rd Party Coordination</b>       | Coordinate with OEM vendor if in case Microland requires 4th level support to resolve problems                                                                                                       |
| <b>Incident Management</b>          | Diagnose and resolve all Incidents in line with agreed Service Levels                                                                                                                                |
|                                     | Ensure the status of Incidents is updated in accordance with Incident Management Procedures                                                                                                          |
|                                     | To provide RCA within five working days for all Priority 1 incidents which are deemed necessary, provided they are not linked to a Problem Record wherein the RCA is provided via the Problem Record |
| <b>Change Management</b>            | Adherence to Change Management Procedure                                                                                                                                                             |
|                                     | Ensure all the changes are planned and implemented as per the Change Management Procedure                                                                                                            |

|                           |                                                                                                                                                                        |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Problem Management</b> | Provide input to the customer on the causes of Problems, the effort that would be needed to correct such Problems and what could be done to prevent such re-occurrence |
|                           | Identify opportunities to improve services via effective Problem Management                                                                                            |

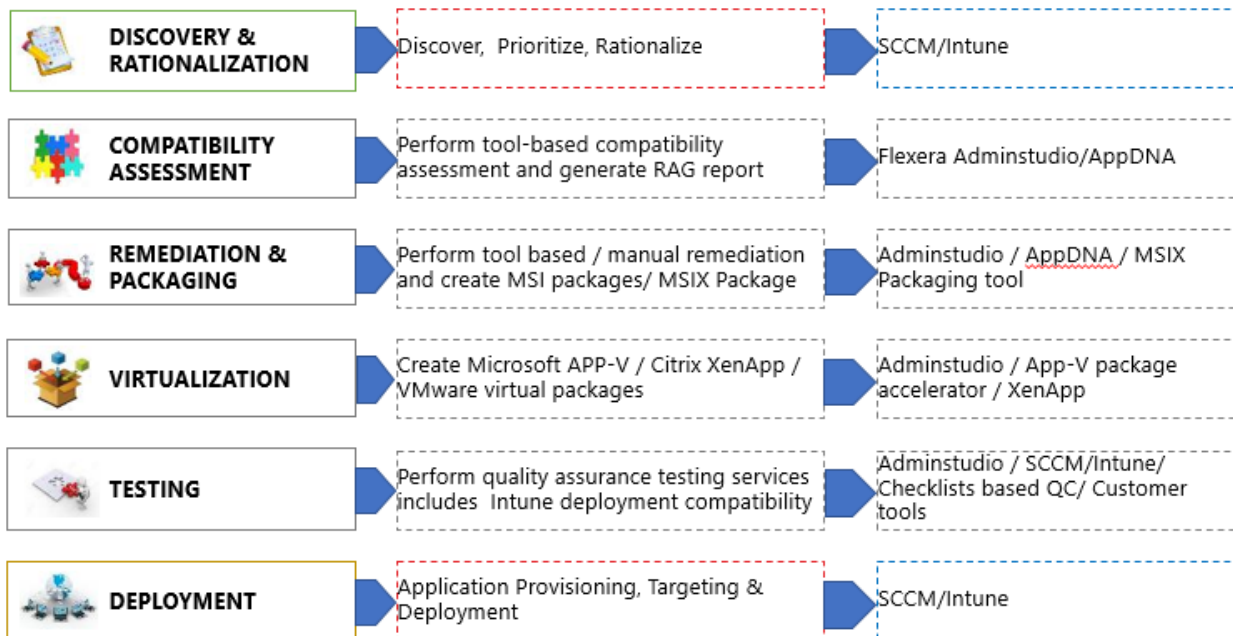
## 2.8 Application Packaging Services

Microland's KPI-driven application management services leverage a judicious combination of unique methodologies, tools, and global expertise. Key outcomes include:

- Early ROI with 90% of delivery-related tasks handled offshore, thereby minimizing client investment. Mutualization and scale up further optimizes cost, thereby enabling early ROI realization.
- Improved flexibility enabled by hybrid delivery model allowing flexible resource ramp up and down.
- Optimized, flexible pricing through unit-based engagement model that lets you pay-as-you-go.
- Enhanced preparedness enabled by factory-based service delivery model ensuring quicker turn-around time.

| Service Element                               | Deliverables                                                                                                                                                                                                       |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Application Packaging</b>                  |                                                                                                                                                                                                                    |
| <b>Application packaging / Virtualization</b> | Build MSIX application packages / Virtual application (App-V) package                                                                                                                                              |
|                                               | Custom deployment solutions (silent installation or any custom way of application deployment at endpoints)                                                                                                         |
|                                               | Updating App-V / MSIX cache for any new/upgrade application                                                                                                                                                        |
| <b>Application Management</b>                 | Upgrade existing applications to their latest version in concurrence with the customer. All upgrades to the packages to be carried out by Microland using the procedures/instruction set provided by the customer. |
|                                               | Managing AD groups for application deployment                                                                                                                                                                      |
| <b>Application Deployment</b>                 | Deployment of applications using SCCM and read-only cache mode for App-V / MSIX packages                                                                                                                           |
|                                               | Managing the application availability to users                                                                                                                                                                     |
| <b>3rd Party Coordination</b>                 | Coordinate with OEM vendor if in case Microland requires 4th level support to resolve problems                                                                                                                     |
| <b>Incident Management</b>                    | Diagnose and resolve all Incidents that can be resolved using remote management tools in line with agreed Service Levels                                                                                           |
|                                               | Ensure the status of Incidents is updated in accordance with Incident Management Procedures                                                                                                                        |

|                           |                                                                                                                                                                                                      |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                           | To provide RCA within five working days for all Priority 1 incidents which are deemed necessary, provided they are not linked to a Problem Record wherein the RCA is provided via the Problem Record |
| <b>Change Management</b>  | Adherence to Change Management Procedure                                                                                                                                                             |
|                           | Ensure all the changes are planned and implemented as per the Change Management Procedure                                                                                                            |
| <b>Problem Management</b> | Provide input to the customer on the causes of Problems, the effort that would be needed to correct such Problems and what could be done to prevent such re-occurrence                               |
|                           | Identify opportunities to improve services via effective Problem Management                                                                                                                          |



## 2.9 Asset Lifecycle Management

The **Hardware Life Cycle Services** module in our DaaS offering is delivered in collaboration with our OEM partner. We manage the entire lifecycle of client assets, from procurement and supply chain management to disposal and decommissioning. Leveraging our strategic partnerships with procurement, supply chain, and disposal partners, we ensure efficient asset management, cost optimization, and compliance with regulatory requirements throughout the lifecycle, enabling enterprises to fulfill their sustainability charter.

Microland DaaS empowers enterprises to scale devices up or down to meet operational demands, strengthen security with automated updates, and infuse the workplace with technology that fits business and employee needs.

## Benefits of Microland DaaS

- Flexible and Predictable Commercial Model to Optimize Cash Flows and Reduce Capex
- Enhanced Security and Compliance for Robust Endpoint Protection
- High Workforce Productivity with Simplified Device procurement, Management and Support
- Comprehensive Device Lifecycle Management with Sustainable Asset Disposal Services
- Modular Service Options Suited to Enterprise Requirements
- Enhanced User Experience with Persona-based Service Catalogue

## 3. Smart Service Desk

Microland's Smart Service Desk offerings provide employee-centric support by integrating virtual assistants to automate conversations and resolve customer queries quickly at the L1 layer. The entire interaction is personalized right from greeting the user to recognizing the device status and assessing the issue by analyzing previous tickets. Microland manages 2.5 million contacts per year across multiple geographies and countries by providing them hyper-personalized and swift services. Our Smart Service Desk operations led by ITIL methodologies are driven by self-heal and self-service solutions and powered by Intelligeni Workplace. Below are some of the key features of our Smart Service Desk:

- **Matured Service Desk Operations:** Our Service Desk operations have matured over the years, demonstrating a deep understanding of industry challenges and a proactive approach to continuous improvement. One of our Service Desk operations has been awarded a prestigious four-star rating by the Service Desk Institute (SDI).
- **Best Practices Guidelines:** We have developed and implemented comprehensive best practices guidelines that serve as the backbone of our operations. These guidelines encompass industry standards and draw from our wealth of experience to ensure the delivery of high-quality services.
- **Alignment with Industry Standards:** Our commitment to excellence extends to our alignment with industry-leading standards such as SDI, ITIL, and ISO/IEC 20000-1. We adhere to the principles and frameworks advocated by these organizations, integrating them seamlessly into our operational fabric.
- **Continuous Improvement Culture:** We foster a culture of continuous improvement, where lessons learned, emerging trends, and evolving industry standards are systematically incorporated into our best practices. This ensures that our Service Desk remains at the forefront of innovation.
- **Automated Support and Self-service:** Intelligeni Bots, our automation bot framework for reusable automation routines, reduces human intervention by automating all low-value interactions. Intelligeni Bots provide 24X7 support and when triggered, execute the desired actions automatically, thus reducing the IT service desk manual efforts. These bots read and understand the incidents/service requests raised by end-users and initiate auto-remediation for tickets which doesn't require human intervention. The bots assign complex incidents/service requests to a service engineer. The bots act as a trigger for the following:
  - Tickets raised from any ITSM platform. The incidents and requests from the ITSM tool can be used to invoke corresponding Intelligeni Bots.
  - Script gallery portal, used by the IT Service Desk engineers to download a script and configure it to run on a specific end-user machine.
  - Self-service portal which users can initiate from their respective machines.

### 3.1 Smart Service Desk – Service Blocks

In our commitment to delivering unparalleled service, we present our service desk blocks based on five fundamental categories: People, Process, Technology, Operations Excellence, and Governance. These pillars collectively form the bedrock of our approach, enabling us to achieve heightened efficiency and effectiveness in our Service Desk operations.



Figure 4: Microland Service Desk – Service Pillars

- **Pillar 1- People: Empowering the Heart of Our Operations**

Our people are the cornerstone of our success. By prioritizing the development, training, and well-being of our Service Desk team, we ensure a workforce that is not only highly skilled but also motivated and customer centric. The People pillar emphasizes fostering a culture of collaboration, continuous learning, and empathetic communication to enhance the overall user experience.

- **Pillar 2- Process: Orchestrating Seamless Workflows**

Efficiency is born from well-defined and streamlined processes. The Process pillar delves into the methodologies and frameworks that govern our Service Desk operations. From incident management to request fulfillment, our processes are meticulously crafted to minimize response times, optimize resource allocation, and ensure consistent and reliable service delivery.

- **Pillar 3 - Technology: Harnessing Innovation for Impact**

Technology is our ally in the pursuit of excellence. The Technology pillar explores the tools, platforms, and innovations that empower our Service Desk. From cutting-edge ticketing systems to advanced remote support solutions, our technological arsenal is strategically chosen to enhance problem resolution, minimize downtime, and elevate the overall user experience.

- **Pillar 4 - Operations Excellence: Striving for Perfection**

Excellence is not a destination; it is a journey. The Operations Excellence pillar encapsulates our commitment to continuous improvement. Rooted in a data-driven approach, we monitor, analyze, and iterate upon our operations to adapt to changing needs, seize opportunities for enhancement, and consistently raise the bar for service excellence.

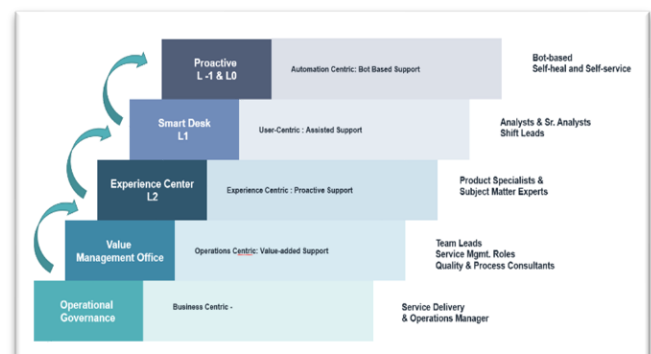
- **Pillar 5 - Governance: Upholding Integrity and Accountability**

Governance ensures the ethical and accountable conduct of our Service Desk operations. The Governance pillar outlines the structures, policies, and oversight mechanisms that safeguard the integrity of our services. By adhering to industry standards and regulatory requirements, we instill confidence in our clients and demonstrate our unwavering commitment to transparency.

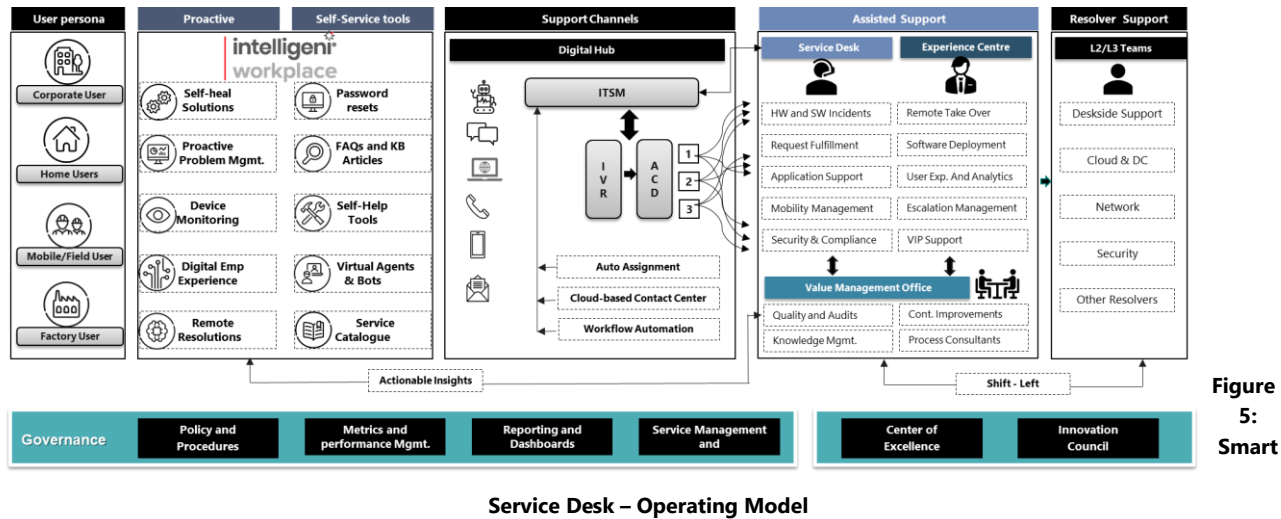
### 3.2 Smart Service Desk operating model

In our Smart Service Desk operating model, we have meticulously designed five distinct layers, each contributing to a holistic and transformative service experience. At the foundational level, L-1 and L0, we focus on automation, leveraging technology, to anticipate and mitigate issues before they impact end-users. Transitioning to L1, our Smart Desk layer embodies an intelligent and responsive Service Desk, driven by skilled personnel, with a user-centric approach. As we ascend to L2, the Experience Centre, our emphasis shifts towards creating a seamless and enriched end-user experience through intuitive interfaces, advanced self-service capabilities, and personalized support.

At L3, the Value-Added Layer, we go beyond routine operations, introducing strategic elements that contribute significant value to both the organization and end-users. This involves advanced analytics, machine learning, quality, and process consultants for proactive problem-solving to enhance service delivery. Moving up to the next level our Governance Layer ensures operational excellence through meticulous oversight, adherence to industry standards, and alignment with regulatory requirements. Finally, it encapsulates Operational Governance, where continuous improvement, robust KPI monitoring, and strategic decision-making converge to steer the Service Desk toward unparalleled efficiency and effectiveness.



In essence, our Service Desk operating model is a synergistic integration of process optimization, technological innovation, skilled personnel, and meticulous governance across each layer. This multi-layered approach ensures not only the resolution of issues but a proactive, intelligent, and value-driven service experience for our users.



### 3.3 Smart Service Desk SLA/KPIs

#### KPIs

| Ref. No. | Level | Type       | Key Performance Indicator         | Source                    | Baseline Target           |
|----------|-------|------------|-----------------------------------|---------------------------|---------------------------|
| KPI-1    | 1     | Telephony  | Average speed to answer           | ACD                       | less than 30 seconds      |
| KPI-2    | 1     | Telephony  | Call Abandonment rate >30 seconds | ACD                       | less than 5%              |
| KPI-3    | 1     | Telephony  | Average call handling time        | ACD                       | less than 12 minutes      |
| KPI-4    | 1     | Resolution | First Call Resolution Rate        | ITSM                      | 65%                       |
| KPI-5    | 1     | Quality    | Customer Satisfaction - NPS       | ITSM                      | 80%                       |
| KPI-8    | 1     | Quality    | Quality of telephone handling     | Monthly Quality Dashboard | Hygiene: 90% Overall: 75% |
| KPI-9    | 1     | Quality    |                                   |                           | Hygiene: 90%              |

|        |   |            |                                                  |                           |                                                          |
|--------|---|------------|--------------------------------------------------|---------------------------|----------------------------------------------------------|
|        |   |            | Quality of call handling                         | Monthly Quality Dashboard | Overall: 75%                                             |
| KPI-19 | - | Management | Reports issued as agreed                         | Mail                      | Within 5 working days from the end of the previous month |
| KPI-20 | - | Complaints | Response time for complaints received from CCSDM | Mail                      | Acknowledgement: 2 hours<br>Response time: 1 day         |

## SLAs

| Service Level Category | Response           |                    |                    |                    | Resolution         |                    |                     |                     |
|------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|---------------------|---------------------|
|                        | P1                 | P2                 | P3                 | P4                 | P1                 | P2                 | P3                  | P4                  |
| <b>Starter</b>         | 90% within 2 hours |                    | 90% within 4 hours | 90% within 6 hours | 95% within 8 hours |                    | 90% within 16 hours | 90% within 21 hours |
| <b>Premium</b>         | 90% within 15 mins | 90% within 30 mins | 90% within 2 hours | 90% within 4 hours | 95% within 4 hours |                    | 90% within 12 hours | 90% within 18 hours |
| <b>Premium +</b>       |                    |                    | 90% within 90 mins | 90% within 3 hours | 95% within 2 hours | 95% within 4 hours | 90% within 10 hours | 90% within 15 hours |

## Benefits of Smart Service Desk

- 20-25 % MTTR reduction
- 15-20% manual effort reduction
- 20-25 % reduction in tickets post baselining
- Improved QoS

## 3.4 Service Management

Microland offers tailored services in the following areas -

### Consulting And Advisory Services

#### Technical Consulting

We offer ServiceNow Consultants, Process Experts, Certified Implementation Specialists to help guide your integration and design the most robust, innovative solutions in the business.

- **Domain Maturing Services** – We conduct calendared process alignment workshop with client stakeholders to design ITSM maturity roadmap.
- **Tools Advisory**- Our Tools SMEs assess current utilization and configuration of tools, and even the third-party software integrated in your environment. We help you realize your Tools' investments.

#### **Deployment And Configuration Services**

- **Implementation** - Our full implementations are customized to the needs of our clients. These services also include consulting and development strategy
- **Integration** - Depending on our client's needs, we work with integration providers or write custom integrations with API calls and development, custom integrations, and tools
- **Case Exchange / E-Bonding** - Case Exchange integration between ServiceNow and another ITSM tool (or even ServiceNow) is a seamless but live exchange of data between the Forms/Fields of two separate ITSM tools

#### **Managed Support Services**

Our support services include administration, development, integration, migration, upgrades, system maintenance, new enhancements, and end-user training

#### **Application Development**

Our team is comprised of expert developers and architects who can build and integrate custom applications to improve your business processes and ServiceNow instance

#### **Service Management Disciplines**

- IT Service Management
- ITOM (IT Operations Management)
- CMP (Cloud Management Platform)
- Customer Service Management
- Field Service Management
- IT Service Management
- HR Service Management
- Security Operations
- Software Asset Management

#### **Supported Platforms**

The following Platforms are currently being supported by Service Management:

- ServiceNow
- Atlassian Jira
- BMC Remedy
- Cherwell
- HP Service Manager
- Manage Engine
- Micro Focus

## 4. Unified Communication and Collaboration Services

Amidst the paradigm shift towards hybrid workplaces, the demand for Unified Communication & Collaboration (UCC) services has intensified. As the backbone of modern employee engagement, Communication & Collaboration technologies are experiencing a rapid evolution propelled by advancements in AI. At Microland, our UCC services are strategically positioned to leverage AI to drive innovation, elevate productivity, and enhance the employee experience, fostering a more connected and engaged workforce. We provide a collaborative and intelligent workplace empowered by our comprehensive Microsoft 365 service portfolio that includes M365 Copilot advisory services, M365 license management, workload migration, and managed services for enterprise tenants.

Microland's comprehensive UCC service offerings include:

- Building, deploying, and managing integrated UCC platforms to facilitate seamless collaboration across devices and channels, ensuring efficient workflows.
- Designing policies and implementing Gen AI assistants to immerse users in a personalized collaboration experience, leveraging task automation for heightened productivity.
- Leveraging cutting-edge tools and technologies - M365 platform, 8x8, Copilot for M365, Digital Adoption Platforms (DAP) etc. to elevate the overall employee experience and productivity, and drive Organization Change Management (OCM) services smoothly.
- Using data analytics to understand how users communicate, collaborate, and engage with each other. This insight drives iterative improvements in working methods, user behavior, preferences, and skill development (digital dexterity), ultimately fueling organizational change management and adoption initiatives.
- With GenAI at the core of our offerings, Microland empowers organizations to embrace the future of work with confidence, agility, and unparalleled efficiency.

Our approach to Collaboration and Next-Gen Experience Services is structured around a comprehensive assessment and evaluation process, guided by 4A framework - our bespoke solution designed for managing M365 implementations focusing on experience, consumption, and compliance. The framework ensures a systematic approach to understanding our clients' objectives and current maturity levels, developing roadmaps, designing and deploying solutions, and driving adoption.

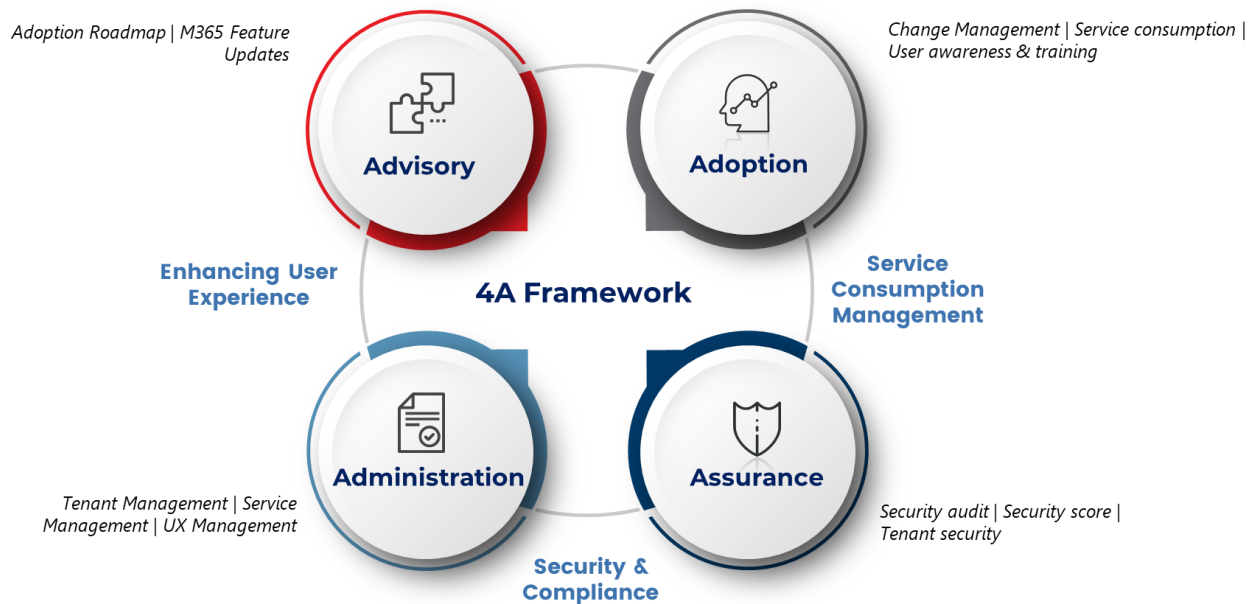


Figure 6: Mircoland 4A Framework – Key Tenets

Key elements of our assessment include:

- **Tools/Platform & Technology:** Evaluation of available tools/platforms, features, accessibility, integration capabilities, security, and compliance.
- **Processes:** Analysis of user personas, workflows, business process integration, change management, and configuration for specific use-cases.
- **User Experiences & Performance:** Assessment of ease of use, user persona-specific features, consistent accessibility and performance across devices, training methods, support capabilities, feedback mechanisms, consumption analytics, performance metrics, and business impact measurement.

In addition to the assessment, our approach also involves:

- **Developing the OCM Strategy:** Creating strategies to ensure smooth adoption and change management.
- **Rollout Strategy:** Implementing adoption/rollout rings and phases to manage the transition effectively.
- **Monitoring and Measurement:** Tracking adoption status, outcomes, and performance metrics to fine-tune and realign strategies as needed.
- **Coaching and Knowledge Transfer:** Providing coaching and knowledge transfer to business-as-usual (BAU) teams to ensure sustained success.
- **Integration of GenAI:** Leveraging GenAI to drive innovation, efficiency, and value for our clients' businesses.

#### 4.1 M365 Lifecycle Services (O365, Intune, Windows 10/11)

Microsoft M365 offerings bundles suites of communication & collaboration applications that are aimed to improve the business user collaboration experience and in turn increase productivity. The real challenge though, users at time have challenge in choosing the right application for right business communication & collaboration purpose. Microsoft M365 services offerings address 3 critical business benefits:

- 1) Seamless migration to M365 cloud platform
- 2) Design & rollout modern policies & configuration to manage the platform & endpoints evergreen, secured & compliant.
- 3) Continual user engagement and adoption drive to ensure, users are leveraging the platform in a business indent manner that improves user experience & productivity and faster ROI.

#### M365 Migration Services

| Service Area       | Service Definition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Migration Services | <ul style="list-style-type: none"> <li>• <b>Discovery</b> - The objective of the Discovery phase is to understand the infrastructure elements and its configuration present. An AS-IS picture.</li> <li>• <b>Analyze</b> - The objective of the Analyze phase is to review the AS-IS state gathered during the discovery phase, gather inputs from stakeholders on business decisions. With a combination of AS-IS infrastructure documents and business inputs, multiple options for migration/consolidation/rebranding would be arrived at.</li> <li>• <b>Recommend</b> - The objective of the Recommend phase is to present multiple options to with pros and cons for each option and arrive at a conclusion. This phase also would produce the high-level design diagram comprising all the infrastructure elements in the discovery phase and also a migration strategy document.</li> <li>• <b>Planning</b> – GAP Analysis on the current policies and to be policies in the new infra</li> <li>• <b>Design</b> – Design the to be state infra and the process movement will happen. Design &amp; deployment O365 tenant as per Microsoft best practices &amp; compliance standards <ul style="list-style-type: none"> <li>○ Designing of Azure AD</li> <li>○ Designing of M365 Tenant (Entire M365 E5 Suite)</li> <li>○ Configuration of policies</li> <li>○ Enrolment of devices</li> <li>○ Design and deployment cloud-based voice &amp; telephony infrastructure</li> <li>○ Cloud voice &amp; telephony integration with legacy PSTN &amp; SBC gateways</li> <li>○ Design &amp; deployment of cloud-based contact center</li> </ul> </li> <li>• <b>Migration</b> – Movement of services to M365 Tenant. Bring experiences and expertise of large-scale migration &amp; management for the benefit. Manage and govern the entire M365 user adoption with agile change &amp; adoption process for a rich user experience &amp; enhanced productivity</li> </ul> <p><u>Platforms we migrate From</u></p> <ul style="list-style-type: none"> <li>➤ Microsoft Exchange to Exchange Online(M365)</li> <li>➤ Lotus Notes to Exchange Online (M365)</li> <li>➤ IMAP/Google/GroupWise to Exchange Online (M365)</li> <li>➤ Google to Exchange Online (M365)</li> </ul> |

| Service Area | Service Definition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              | <ul style="list-style-type: none"> <li>➤ GroupWise to Exchange Online (M65)</li> <li>➤ File Share to OD4B</li> <li>➤ File Share to Team Site</li> <li>➤ BOX to OD4B</li> <li>➤ BOX to Team Site</li> <li>➤ Google Drive to OD4B</li> <li>➤ File Share to SPO</li> <li>➤ BOX to SPO</li> <li>➤ Dropbox to OD4B</li> <li>➤ Dropbox to SPO</li> <li>➤ Gdrive to OD4B</li> <li>➤ GVault/Archive</li> </ul> <p>Migration &amp; modernize the telephony environment:</p> <ul style="list-style-type: none"> <li>○ On-prem legacy PBX to cloud based Teams solution</li> <li>○ SBC gateway migration &amp; integration with Teams</li> <li>○ Cloud contact center integration</li> <li>○ PSTN gateway migration &amp; integration with Teams</li> </ul> |

## 4.2 Microland OCM Framework

Our Organizational Change Management (OCM) framework, aligned with PROSCI methodologies and best practices, is built on the foundation of our cross-industry experience. Typically, many change management initiatives fall short of organizational expectations due to a lack of business outcome measurements, such as KPIs/success criteria, and a methodology for measurement. Key aspects critical for successful change management include:

- Understanding the change from stakeholders' perspectives and closely collaborating with them to build change management strategies and plans.
- Recognizing that organizations have different generations of people working and ensuring that change management programs and implementation plans are tailored for each persona.
- Understanding organizational expectations and translating business use-cases into technology-level requirements. Developing coaching/training plans for each persona type.
- Identifying business champions from each business area and ensuring representation for each persona type.
- Engaging with HR function to brief them on the change plan and objectives, recommending alignment with HR benefits to motivate stakeholders to embrace new changes.
- Developing comprehensive OCM dashboards, publishing them, and recognizing/rewarding early adopters and small milestones. This creates awareness and motivates stakeholders.
- Establishing healthy competition within departments/functions and celebrating milestones and progress through business champions (local teams).

### 4.3 Microland Tenant-Tenant Migration for Mergers & Separation

Microland has extensive experience in M&S support, where we help enterprises undergoing a merger migrate their separate domains to one combined M365 tenant. We leverage our M&S migration framework to rationalize, consolidate, and implement M365 policies across the entities' tenants to achieve unified user experience by adopting the following approaches. We thoroughly assess and evaluate the tenants, configurations, and policies of both entities across all M365 workloads. During this process, our consultants identify variations in policies between the two tenants. Building on this discovery and the comprehensive assessment of the M365 environment, our services team then works collaboratively with the client to formulate a business integration plan. Based on this, we propose either Greenfield Migration, where we migrate all workloads (including Active Directory, Messaging, SharePoint Online, Teams) from both entities to a new independent environment, or Brownfield Migration, which involves consolidating entities in either of their environments. Following this, we collaborate with business units from both entities, meticulously assessing technical, business, and legal options to determine the optimal migration approach.

#### Benefits of our M&S Migration Framework

- **Streamlined User Experience:** Users experience a consistent and simplified experience across all M365 applications, reducing confusion and the need for multiple accounts.
- **Single Sign-On (SSO):** Implementation of SSO across a single tenant simplifies the login process for users, enhancing both convenience and security.
- **Centralized Tenant Management:** Streamlined user provisioning, policy enforcement, and overall system maintenance enhances efficiency and reduces administrative overhead.
- **Simplified Licensing:** The consolidation of tenants not only eliminates the need for duplicate licenses but also ensures optimal subscription utilization, resulting in substantial cost savings.
- **Security and Compliance:** Consistent application of security policies and compliance measures across the organization ensures uniform data protection and adherence to regulatory requirements.

## 5. Tools

The following tools shall be used by Microland to deliver the managed services:

- **Availability Monitoring:** Customer provided Availability Monitoring Toolset or Microland toolset
- **Service Management:** Customer provided Service Management Toolset or Microland toolset

#### Intelligeni Workplace

Intelligeni Workplace platform delivers seamless and personalized digital experiences across endpoints using data-driven insights. It enhances productivity by offering a collaborative workplace with predictive analytics, automation, and persona-based services, driving tangible business outcomes and efficiencies while ensuring safety and security for hybrid workspaces. Intelligeni Workplace offers extensibility through seamless integration with leading partner products, fostering continuous innovation in workplace paradigms.

## 6. Service Coverage Window

The Service coverage for this service is as follows:

UK Business Hours Monday to Friday (not including UK Bank Holidays) for all priorities and 24x7 call out support for high severities (Priority 1 and Priority 2). Hence the overall support timing for the various severities are as follows:

- **Priority 1** – 24x7x365
- **Priority 2** – 24x7x365
- **Priority 3/4** – UK Business hours 08:30 am to 5 pm only

## 7. Service Location

Microland will deliver the services from the Microland Delivery Centers located in Bangalore, India and United Kingdom or from the Customer Premises. Additionally, if necessary, services can be provided by security-cleared staff.

## 8. Service Delivery Principles

For all Services provided by Microland to the Customer, the Customer will be responsible for the Service definitions, infrastructure and overarching governance including architecture design, provisioning of hardware, and overall platform capacity management of all Services delivered within the scope of the agreement.

The Principle of the Service Delivery Model is as follows:

- Customer service management processes are used for end-to-end delivery of Service within scope.
- Microland support for the service will be 24 x 7 x 365 for all high and critical incidents.
- All Intelligent hands requests will be processed and delivered by the Customer organization.
- Microland will provide governance of the Deliverables in scope and will have Service Governance and Quality Assurance processes in place to demonstrate effective management and reporting of the services delivered.
- Focus on Customer requirements and satisfaction.
- Microland will provide thought leadership and continuous improvement discipline across the entire Service Delivery framework. The associated value-add will be measured and reported on a regular mutually agreed intervals through continual improvement forums with the Customer.

## 9. Service Governance

Microland and the Customer will jointly ensure that a strict service management discipline is always adhered to. This will be managed via a tightly defined set of service management policies and procedures that must be adhered to by both parties involved in the delivery of services.

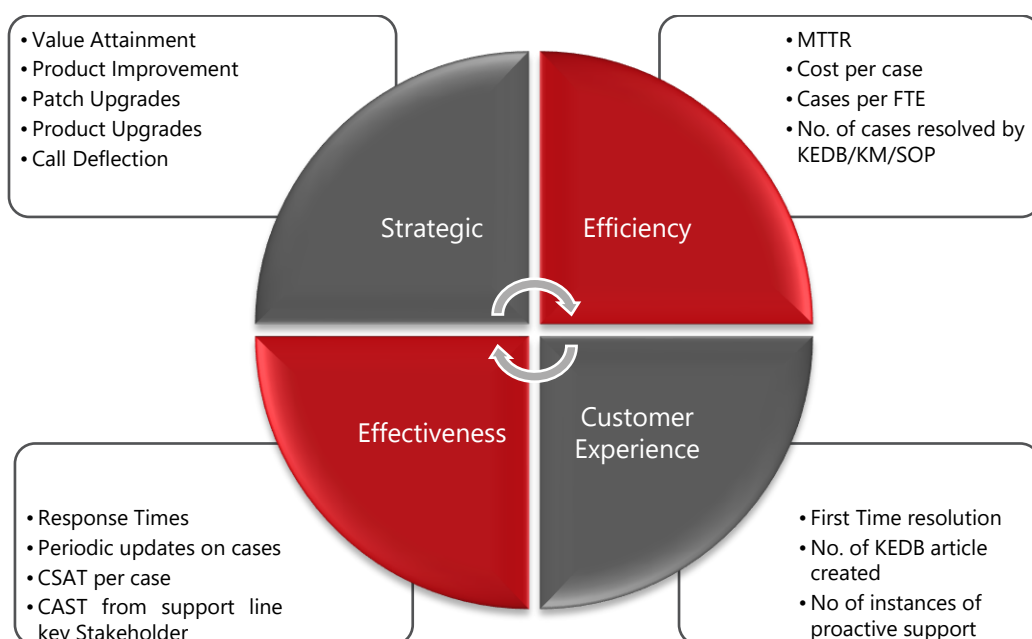
Service Governance requirements are as follows:

| S. No. | Deliverables                                                    | Customer | Microland |
|--------|-----------------------------------------------------------------|----------|-----------|
| 1      | All Service Management Policies will be adhered to at all times | A        | R         |

|   |                                                                                                        |   |   |
|---|--------------------------------------------------------------------------------------------------------|---|---|
| 2 | Weekly Service Reports to be produced as part of current weekly reporting structure                    | C | R |
| 3 | Weekly Service Reviews to be held                                                                      | A | R |
| 4 | Monthly Performance Dashboard to be produced. This will contain information related to SLA's and OLA's | C | R |
| 5 | Monthly Performance Review to be performed                                                             | A | R |
| 6 | Continual Service Improvement to be demonstrated                                                       | C | R |

## 10. Quality Assurance

The balanced scorecard followed by Microland, in outsourced technical support engagements of this nature, is a comprehensive and detailed scorecard and measures performance related KPIs.



Microland focuses on 4 key aspects of engagements, to capture the overall performance:

- **Strategic** - This dimension covers strategic aspects of value attainment, Customer retention and growth strategies, and product support improvement like call defection methodologies etc. This is one of the critical areas of the engagements.
- **Efficiency**– The measurement of the relevant parameters in this dimension reflects the engagement performance in the key areas of service improvement, process maturity, productivity improvements and technology automation.
- **Customer Experience** – This covers aspects which lead to Customer delight, e.g. self-help articles, first-time resolutions etc.
- **Effective** – The measurement of the relevant parameters in this dimension reflect the performance in terms of support quality like CSAT results, proactive and periodic updates on cases, better response times etc.

Each block will have appropriate metrics that are key to performance measurements. Each of the metric listed will have different weightages, in line with product line expectations. The top metrics will become the SLA and the remaining be measured as KPI for quality and sustainability.

When a particular KPI or SLA with a low performance is identified, the following actions are taken to improve it:

- **Reviews:** Feedback and reports are reviewed periodically for service improvement opportunities. The triggers include SLA breaches, process breaches, etc. to take remedial action, resulting in improved productivity, reduced cycle time, etc.
- **RCA & Trend analysis:** Trend analysis of the received Customer requests to ensure the issues the fixed permanently at the root level.
- **Customer Feedback:** Engagement-specific feedback and Customer satisfaction responses are considered for improvement opportunities. Variations in satisfaction levels are investigated, understood, and considered as input to support improvement. A lower satisfaction rating is considered a breach and corrective action is taken, e.g. training the particular technical support engineer, having knowledge articles created for a certain recurring problem, etc.
- **Customer Complaints:** Customer complaints are analyzed periodically to identify trends leading to improvement opportunities for specialized support in certain areas.
- **Internal / External Audits and Assessments:** Non-conformances and observations reported as a part of Internal / External assessments are analyzed to feed into service improvement programs for the particular issues.

## 11. Service Performance Reporting

Microland will submit Full Service & Quality check reports periodically, based on the status of the program. Typically, these reports will be provided on weekly, fortnightly and monthly basis in formats that will be as per Customer guidelines. These reports will include:

- Service delivery performance with respect to the Service Level Agreements (SLAs)
- Critical incidents that had an impact on the availability of IT services or user satisfaction and plans to prevent/handle such incidents in future
- Highlights and issues / concerns
- Analysis of service performance reports and improvement actions
- Customer/user complaints or escalations and the corrective and preventive actions

Microland's Service Delivery Manager will schedule and conduct a monthly management review meeting. The participants from Customer organisation may include Project Manager, Tower Leads, Service management executives and any other key executives. The review includes performance against service levels, critical incidents and resolution and open problems, if any. The agenda for such meetings will include:

- Highlights of the past month's performance, on major issues reported any service delivery trends and service achievements.
- Explanation on outstanding matters from previous periods and, in particular, issues which have been or are about to be escalated

- Customer satisfaction and trends
- Review of the scheduled workload
- Suggestions for improvements in service delivery
- Issues with contract management, billing / invoicing and other financial matters

In addition to the monthly reviews, Microland will hold quarterly and annual reviews, around the structure of services delivered to the Customer, to ensure their relevance and alignment to the business goals.

## 12. Service Level Agreements

Microland will adhere to the below Service Level Agreements & KPI's for all in-scope services:

|                        | Type | Service Levels                                                                                  | Target<br>(Percentage<br>or Minutes) | Measure                                                                                                                                                                                                              | Formula                                                                                                                                                                                | Measurement<br>Window |
|------------------------|------|-------------------------------------------------------------------------------------------------|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| <b>Response Time</b>   | SLA  | Priority 1 Response Time - Each Priority 1 (Critical) calls responded to within 15 minutes      | 95%                                  | For each Priority 1 (Critical) Incident, from the time the Ticket is logged in the Ticket Management System and queued to Partner, to the time that the assigned resolving team electronically accepts the Incident. | Number of Priority 1 Incidents responded to within 15 minutes in the Measurement Period<br>-----<br>----- X 100<br>Number of Priority 1 Incidents logged within the Measurement Period | 24 x 7                |
|                        | SLA  | Priority 2 Response Time - Percentage of Priority 2 (High) calls responded to within 30 minutes | 95%                                  | For each Priority 2 (High) Incident, from the time the Ticket is logged in the Ticket Management System and queued to Partner, to the time that the assigned resolving team electronically accepts the Incident.     | Number of Priority 2 Incidents responded to within 30 minutes in the Measurement Period<br>-----<br>----- X 100<br>Number of Priority 2 Incidents logged within the Measurement Period | 24 x 7                |
| <b>Resolution Time</b> | SLA  | Priority 1 (Critical) Incident Resolution - Each Incident Resolved                              | 95%                                  | For each Priority 1 (Critical) Incident, from the time the Ticket is logged in the Ticket Management System and                                                                                                      | Number of Priority 1 Incidents Resolved within 240 mins in the Measurement Period<br>-----                                                                                             | 24x7                  |

|  |     |                                                                                                                     |     |                                                                                                                                                                                                                                                               |                                                                                                                                                                                                              |               |
|--|-----|---------------------------------------------------------------------------------------------------------------------|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
|  |     | within 4 hours<br>(240 minutes)                                                                                     |     | queued to Partner, to the time<br>that the Incident is Resolved                                                                                                                                                                                               | -----<br>----- X 100<br>Number of Priority 1<br>Incidents logged<br>within the<br>Measurement Period                                                                                                         |               |
|  | SLA | Priority 2 (High)<br>Incident<br>Resolution - Each<br>Incident Resolved<br>within 8 hours<br>(480 minutes)          | 95% | For each Priority 2 (High)<br>Incident, from the time the<br>Ticket is logged in the Ticket<br>Management System and<br>queued to Partner, to the time<br>that the Incident is Resolved.<br>Subject to a minimum of 20<br>tickets per Customer per<br>month   | Number of Priority 2<br>Incidents Resolved<br>within 480 mins in the<br>Measurement Period<br>-----<br>----- X 100<br>Number of Priority 2<br>Incidents logged<br>within the<br>Measurement Period           | 24x7          |
|  | SLA | Priority 3<br>(Medium) Incident<br>Resolution -<br>Percentage of<br>Incidents<br>Resolved within 4<br>Business Days | 90% | For each Priority 3 (Medium)<br>Incident, from the time the<br>Ticket is logged in the Ticket<br>Management System and<br>queued to Partner, to the time<br>that the Incident is Resolved.<br>Subject to a minimum of 20<br>tickets per Customer per<br>month | Number of Priority 3<br>Incidents Resolved<br>within 3 business days<br>in the Measurement<br>Period<br>-----<br>----- X 100<br>Number of Priority 3<br>Incidents logged<br>within the<br>Measurement Period | Core UK hours |
|  | SLA | Priority 4 (Low)<br>Incident<br>Resolution -<br>Percentage of<br>Incidents<br>Resolved within<br>10 Business Days   | 90% | For each Priority 4 (Low)<br>Incident, from the time the<br>Ticket is logged in the Ticket<br>Management System and<br>queued to Partner, to the time<br>that the Incident is Resolved.<br>Subject to a minimum of 20<br>tickets per Customer per<br>month    | Number of Priority 4<br>Incidents Resolved to<br>within 5 business days<br>in the Measurement<br>Period<br>-----<br>----- X 100<br>Number of Priority 4<br>Incidents logged<br>within Measurement<br>Period  | Core UK hours |

## 12.1 Service Level Calculations

1. All SLA measurements will be implemented with the aid of data captured during actual transactions by the Service management system and using analytical capabilities built into the Service management system.
2. SLA's will be measured against defined performance targets during each calendar month operational cycle.
3. At the end of each calendar month operational cycle, the activity counters for compliance and non-compliance shall be reset to zero, and the measurement process of SLA adherence shall begin again.

4. All delays related to non-Microland teams shall be excluded when reporting Microland Operational SLA compliance.
5. Any design-specific issues, hardware issues or product specific issues (like End of Life Products) are excluded from SLA measurement.
6. All incident breaches that cannot be pending due to various dependencies, viz. 3<sup>rd</sup> Party, non-Microland teams, user feedback etc., are excluded from Microland SLA calculations.

## **12.2 Exclusions from SLA**

1. The time lapsed for an incident, which is pending due to end-user delay in responding to a ticket, will be excluded from the measurement/calculation of SLA Target of Microland as mentioned above.
2. The time lapsed on any other incidents escalated to third-party vendors or other support groups will be excluded from the measurement/calculation of the SLA Target of Microland as mentioned above.
3. The SLA will begin to toll when the third party resolves the open issue, either by addressing the problem or remanding it back to Microland with a solution.
4. The support for all EOS/EOL products will be delivered only on a reasonable endeavor basis and will be excluded from the measurement/calculation of the SLA Target of Microland.
5. Delay due to a Force Majeure event or any acts or omission beyond the control of Microland.

## **13. Business Continuity Plan (BCP)**

In the event of a disaster or incidents requiring Microland to invoke service continuity measures, Microland will ensure service continuity in the form of resource availability, network connectivity, and ability to deliver services through intra-city disaster recovery delivery sites.