



Keeping Technology Simple

for Education & Businesses

Cloud Support Service Description

Cloud Support provides dedicated enterprise level support for all Google Workspace and Microsoft 365 available editions. This service is provided to organisations wanting a direct cloud support service or simply supplement their own in-house IT team or provider. By choosing Cloud support you will get access to our experienced UK based Google and Microsoft experts to contact when something goes wrong. As long term accredited partners of Google and Microsoft, by choosing our cloud support package we will ensure you and your organisation get a great experience from using Google Workspace and Microsoft 365 platforms.

Support is provided as a time-limited service based on a minimum 10-hour support agreement, that provides your organisation with access to our UK based central service desk team who will remotely troubleshoot and resolve logged ICT problems. Cloud Technical Support is delivered using ITIL methodology which is the International Service Management Standard for IT service management.

Your organisation staff will also have access to our online service desk 24/7 to log and review their support tickets. Furthermore, your approved nominated contacts will also be able to see all organisation raised tickets and correspondence from our service team ensuring total transparency of our service delivery.

Once a ticket is logged an assigned service agent will undertake troubleshooting tasks to resolve the logged ticket within our published SLA standards. If our service agents cannot resolve a logged ticket, they will escalate the issue to Google or Microsoft enterprise support teams to review directly and resolve. Any unresolved tickets and updates will be fully communicated to the lead nominated contact as defined in the signed service contract.

Tickets
resolved
within SLA
97%

Tickets
first response
within SLA
97%

Customers
rating as
excellent
92%

Items covered with Cloud Support

Technical Support Service Provided

- Telephone, email and remote support from 8am-5pm Monday to Friday, excluding UK bank holidays
- 24/7 Access to Levett Consultancy online service desk to report and review tickets
- Access to the service desk status dashboard detailing current service status, with any of our services outages automatically notified to the organisation lead nominated contact
- Assigned IT technicians with an enhanced DBS (renewed every three years) will undertake troubleshooting of incidents that are logged within the online service desk, based on a minimum 15 minutes deduction from the service allowance per logged service incident
- Remote support is provided using Datto RMM on demand tools
- Remote Support via Google Meets and Chrome Remote Desktop is also available on request



Google Workspace Dedicated Support Service

- Support of your Google Workspace edition primary and sub domains
- Admin management of your Google Workspace edition primary and sub domains
- Troubleshooting of Domain Naming Service (DNS) problems
- Assigning/modifying Google SKU licences for users, groups or organisational units (OU)
- Enterprise level support for Google Workspace core applications: AppSheet, Calendar, Cloud Search, ^[1]Classroom, Directory, Drive & Docs, Gemini AI, Gmail, Google Chat, Google Meet, Google Vault, Groups, Jamboard, Keep, Sites and Tasks
- Support of the current available Google Additional Services applications
- ^[2]MarketPlace licensed applications: LucidChart, LucidSpark, Datto SaaS Backup, CloudManager, Patronum
- ^[2]Google SAML approved applications
- Support for Google Cloud Sync
- ^[3]Support for Google Wonde Sync and Wonde Single Sign-On Service
- Support for managing and creating Google Workspace reports
- ^[4]Support for managing security features for your Google Workspace edition
- Support for managing and creating core and bespoke admin roles for your Google Workspace edition
- ^[5]Support for Google Workspace Device Management for Android and iOS devices

Support for additional Google add-on services:

- ChromeOS Management for Chrome Devices that have a valid Chrome upgrade licence and have not exceeded their Auto Update Expiration (AUE) date
- Google Meets video conferencing hardware with a valid licence
- Google Voice with a valid licence
- Google Gemini AI paid edition and NotebookLM Plus with a valid licence
- Google Credential Provider for Windows (GCPW) with a valid licence

Note:

- ^[1]Core service apps may be classed as an additional service app depending on the type of Google Workspace edition licensed.
- ^[2]Levett Consultancy will provide the support for the Google Workspace edition, where the issue is with the 3rd Party application Levett Consultancy can only provide best endeavours support to assist the 3rd Party in resolving the issue.
- ^[3]Only available for Google Workspace for Education domains
- ^[4]Depending on the Google Workspace edition purchased some security features may not be available.
- ^[5]Device management is only for components managed by the Google Workspace domain and features availability are dependent on licensed editions purchased. Support does not extend to hardware that requires specific configuration to hardware baseline applications or operating systems.



Microsoft 365 Dedicated Support Service

- Support of your Microsoft 365 tenant and subdomains
- Admin management of your Microsoft 365 tenant and subdomains
- Microsoft 365 Health and connectivity checks
- Troubleshooting of Domain Naming Service (DNS) problems
- ^[5]Azure AD Connect (Entra ID) with on-premises Active Directory users and groups accounts
- Assigning/modifying application licences for users
- Adding/modifying new security groups and permissions
- Support for the following Microsoft 365 admin centres:
 - Microsoft Entra ID (Azure AD)
 - Compliance
 - Dynamics 365 Apps
 - Exchange
 - Microsoft Intune
 - ^[6]Intune for Education
 - ^[8]Microsoft Defender ATP
 - Office Configuration
 - Power Apps
 - ^[6]Power Automate
 - ^[6]School Data Sync
 - Search and Intelligence
 - Security
 - Sharepoint
 - Stream
 - Teams
 - Universal Print
 - Viva Engage
 - ^[7]Microsoft 365 device management for Windows, macOS, iOS and Android devices

Support for additional Microsoft-on services:

- Microsoft Copilot Studio with a valid licence
- Clipchamp Standard with a valid licence

Service Delivery Continuity

- Updating the organisation Change Management Database (CMDB) with recorded system changes to provide service continuity

Important Notes:

- ^[5]Levett Consultancy will provide the support for the Microsoft 365 platform, where the issue is with the 3rd Party application Levett Consultancy can only provide best



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endeavours support to assist the 3rd Party in resolving the issue.

- ^[6]Only available for Microsoft 365 for Education domains
- ^[7]Device management is only for components managed by Microsoft 365 and features availability are dependent on licensed editions purchased. Support does not extend to hardware that requires specific configuration to hardware baseline applications or operating systems.
- ^[8]Only available for Microsoft 365 for Business domains

Security Verification Checks

When customers contact the Service Desk for technical support or project delivery, they'll need to pass security verification. This ensures the individual is genuine and not an unauthorised person trying to access our services, customer systems or sensitive information.

Required Security Checks

- **Full Name:** Ask for the customer's full name as it appears on their account.
- **Organisation Name:** If applicable, confirm the name of the organisation they represent.
- **Work Email Address:** Verify the email address associated with their account.
- **Ticket Number:** Ask for a ticket number related to their inquiry. If they can't provide one, request a ticket number from their previous ticket history.

Important Information

- **Failed Verification:** If an individual fails the security verification process, the assigned technician will notify the customer's approved nominated contact via a phone call. The technician will never use email for this step.
- **Verification Issues:** Any issues encountered during verification will also be reported to the Service Desk manager immediately.



SLA Response Times

To ensure Levett Consultancy technical service team set the same service delivery expectations for all customers logged tickets and requests. We use Service Level Agreement (SLA) response times to govern technical support service delivery that is detailed in the table below. Our technical services team is unable to provide fix times due to the nature of providing support for a wide variety of hardware and software which can rely on '3rd party' or 'vendors' support SLA that do not match our own standards.

Priority	Incident Type	Response Times
Urgent	- Complete failure of critical systems - Critical systems security breach - Infrastructure failure	4 Hour
High	- Partial loss of critical systems - Critical applications failure	14 Hours
Medium	- Intermittent system/applications problems - Peripherals failures e.g. printers, scanners, projectors etc. - Interactive Whiteboards	21 Hours
Low	- Non-critical system failures - Non-critical application failure	35 Hours
	- Request for information ^[9]Change Management requests for software, hardware installations that are not classed as projects	21 Hours

Notes:

- Response times are based on a standard working day 8am to 5pm Monday to Friday
- Response times are the maximum expected duration for providing a response to a logged ticket.
- Response times are not fixed or implementation times.
- Response time is triggered when a Levett Consultancy staff member responds to your ticket, not when you get an automated system reply.
- If a quicker response to a ticket is required please call the service desk with your logged ticket ID number. If you call without a ticket ID, this will have to be created first by the service agent before working on the issue.
- If the ticket requester doesn't respond within 48 hours of a resolution being provided, the system will automatically close the ticket.
- ^[9]Hardware and Software installations are all subject to our change management process to ensure appropriate testing is undertaken only by Level 3 engineers. This is done to ensure any changes to an organisation system or infrastructure are fully tested.



If a change cannot be implemented due to system incompatibility or risks then your organisation nominated key contact will be informed.

Cloud Support Excluded Items

- ^[9]Any activity not outlined in this service description
- Configuration or adaptation of any systems currently under a support contract maintained by another party; unless specific permission to proceed is obtained from the other party
- Any instruction that contravenes the Health and Safety at Work Act 1974
- Any instruction that contravenes the General Data Protection Regulation (UK GDPR)
- Any instruction that contravenes the 2018 Data Protection Act
- Any instruction that contravenes the 1990 Computer Misuse Act

Note:

- ^[9]Installation or deployment of Google Workspace and Microsoft 365, as this is provided by our deployment solution services. Training is also not provided within the support agreement as this is covered by our training services.

Cloud Support Prerequisites

- A signed service contract is required before commencement of technical support as described within this service description
- Delegated access is required to your organisation cloud platform to allow Levett Consultancy to provide Enterprise level administrator support. However, although support staff can do most administration tasks, there are some limitations on full access to services and apps in place to protect a customer's security and privacy, in such cases where support is restricted your nominated contact will be notified.

Google Workspace

- Using a valid Google Workspace edition subscription
- Health check of your Google Workspace Domain primary domain and any sub domains
- Accessibility, to manage your domain name records
- Enablement of at least one designated administrator user
- Required ports and protocols enabled on the local firewall as published by Google [here](#)
- End users are using current and updated supported browsers to access Google Workspace e.g. Google Chrome, Firefox, Safari and Microsoft Edge
- A minimum of 20 Mbps upstream and downstream Internet connection is required to support more than 30 concurrent connected ChromeOS devices



Microsoft 365

- Using a valid Microsoft 365 edition subscription
- Health check Microsoft 365 tenant
- Accessibility, to manage your domain name records
- Remote access to an on premises network device with admin credentials to run the Microsoft Assessment and Planning Toolkit for Microsoft 365 to ensure there are no site issues
- Required ports and protocols enabled on the local firewall as published by Microsoft [here](#)
- End users are using current and updated supported browsers to access Microsoft 365 e.g. Google Chrome, Firefox, Safari and Microsoft Edge

On Boarding & Implementation

To on board to our Cloud Support we have implemented a simple 8 step process to make using our support service as simple as possible:

On Boarding

1. Contact Levett Consultancy asking to purchase Cloud Support as defined within our published Cloud Support service description
2. A quote will be issued by our commercial team based upon the customer requirements
3. On acceptance of the quote the customer will receive a Levett Consultancy contract to sign using a digital signature system
4. Once the Levett Consultancy contract has been signed this will trigger the implementation phase of the service

Implementation Phase

5. The Project Management Office (PMO) will contact the 'customer lead stakeholder' who is defined within the service agreement to arrange for a pre service readiness assessment of the customer Cloud infrastructure to set a baseline of what initial support may be required. The readiness assessment team may also provide recommendations to the customer based on the results of the assessment to help improve the customer experience.
6. The PMO will run a pre service overview session to the customer key contact and stakeholders how to use service desk and log incidents
7. Once the a pre service overview training has been completed the customer will have access to Levett Consultancy service desk to raise incidents and view self-help documents
8. On the agreed 'Go Live' day of the support service the customer will be invoiced for the support service as per Levett Consultancy terms and conditions



After Sales Support

Once a service has been delivered, a member of the Customer Relationship Team will contact the customer to confirm their satisfaction with the service and ensure that their expected outcomes have been met. Furthermore, customers will be able to contact their dedicated account manager for any post-delivery advice or future requirements.

Note: If the organisation nominated contact leaves or changes roles, the organisation is obliged to make us aware to ensure service continuity.

Service Schedule

Our Cloud Support is offered as a 36-month contract, which includes a 10-hour support allowance for each 12-month period. These allocated hours are available for technical support during our standard working hours: Monday to Friday, 9 AM to 5 PM GMT, excluding UK public holidays. Any assistance required outside of these times will incur additional costs based on our out-of-hours rate.

The hours within your annual allowance must be used within that 12-month period. Unused hours cannot be carried over, transferred, or converted into financial credits. If you need additional support hours after exhausting your allowance, extra hours can be purchased in 5-hour block units. Please note that hours are deducted from your purchased time allowance when support is provided remotely.

If you opt for a monthly payment plan instead of an annual plan, your support allowance is calculated as one-twelfth of your total annual hours. Unused hours will carry over to the following month. However, any hours remaining at the end of each 12-month period are non-transferable, cannot be carried over, and hold no financial credit value.

Bespoke contracts are also available upon request, allowing you to select only the services required by your organisation to create a custom-designed support package. Support contracts automatically renew for a subsequent term of thirty-six (36) months upon the expiry of the initial term, unless either party gives written notice of non-renewal in accordance with the termination clause within the signed service contract.