



SERVICE DEFINITION

G Cloud 15 Application

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Microsoft Partner



ORACLE | Partner

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1. Service Overview

Xynomix provides managed service support for various cloud database services such as AWS, Azure, and Oracle (OCI). We do this either on a 09:00-17:00 or 24x7 basis. We also define whether the cloud provider manages the instance, as this will affect the level of involvement Xynomix can have. Please note that you can mix service levels for your estate and have managed and non-managed instances supported. This is illustrated in Section 10 of this document.

Xynomix monitors, supports and manages the agreed customer estate, freeing their customer's IT resources for strategic use.

All monitoring, support and management activities are performed through secure internet and WAN connectivity, so no onsite presence is required (though onsite presence can be accommodated if required).

Xynomix's proven monitoring support and management solution delivers:

- 24x7 Xynomix Service Desk
- 24x7 automated monitoring of databases
- A named Client Services manager with a Client Services team to coordinate delivery and reporting
- Break-fix fault coordination and resolution
- Incident management and resolution
- Problem management through trend analysis and proactive environment management
- Change and configuration management to maintain the service in line with business needs and best practice.

2. Consultancy

Xynomix's consultancy services cover every aspect of Cloud database management, whether you need support with a new configuration, advice on carrying out a migration, or our expertise in optimising your system performance. If you need support with any upcoming cloud project, Xynomix's technical experts can help in whatever capacity you require. By working with us, you can ensure you have the appropriate resources and depth of knowledge available to achieve the best possible result.

Our consultants can assist with a wide range of projects encompassing everything cloud-focused, which we have outlined below. Please be advised that some services may not be applicable if you are looking at a managed instance, for example, upgrades and patching, which would be handled by the Cloud service provider.

- Upgrades & Patching
- Cloud backup - Backup, Restore, RMAN, Recovery Manager, Cloning, Refreshing
- Cloud Disaster Recovery - Planning, Setup, High Availability, Failover, Replication, Testing
- Cloud Assessment - Licensing, Performance, Applications, Capacity
- Cloud Migration - Scope, Build & Configure, Hybrid, PaaS, IaaS
- Cloud Readiness report
- Performance Tuning - including identification of issues and improvements
- Health checks
- Investigation work
- Cost optimisation

3. Available Service Levels

3.1 Hours Of Support

There are two levels of support offered by Xynomix:

- 24 x 7 (advised for business-critical systems) P1 incidents Out of Hours only
- 9:00-17:00 support excluding UK bank holidays

3.2 Service Level Agreement

The below table illustrates the service level measures applicable to the service described in section 1.

INCIDENT SEVERITY	RESPONSE SLA	DEFINITION
P1	Within 30 mins	System down, users have no access, or critical impact to business
P2	Within 1 hour	Major impact to the features, or function of the environment
P3	Within 4 hours	Issue not impacting business availability; although assistance/resolution is required
P4	Within 8 hours	Issue not impacting business availability; although assistance/resolution is required

3.3 Performance

Performance, such as uptime guarantees, can be discussed and agreed upon with the customer during the contract negotiations.

4. Service Constraints

The Managed Service Schedule (MSS) itemises full details of the elements included within the Xynomix Service. Elements such as vendor patching are considered outside the scope of the service but can be included within the contract as additional consultancy days. Support patches are included, subject to verification from the vendor and cloud provider.

5. Service Penalties

Xynomix do not currently offer service penalties to our customers. Through effective internal tools such as our Freshdesk solution and our technical, client services and account management teams, we are able to identify issues before a response SLA is missed.

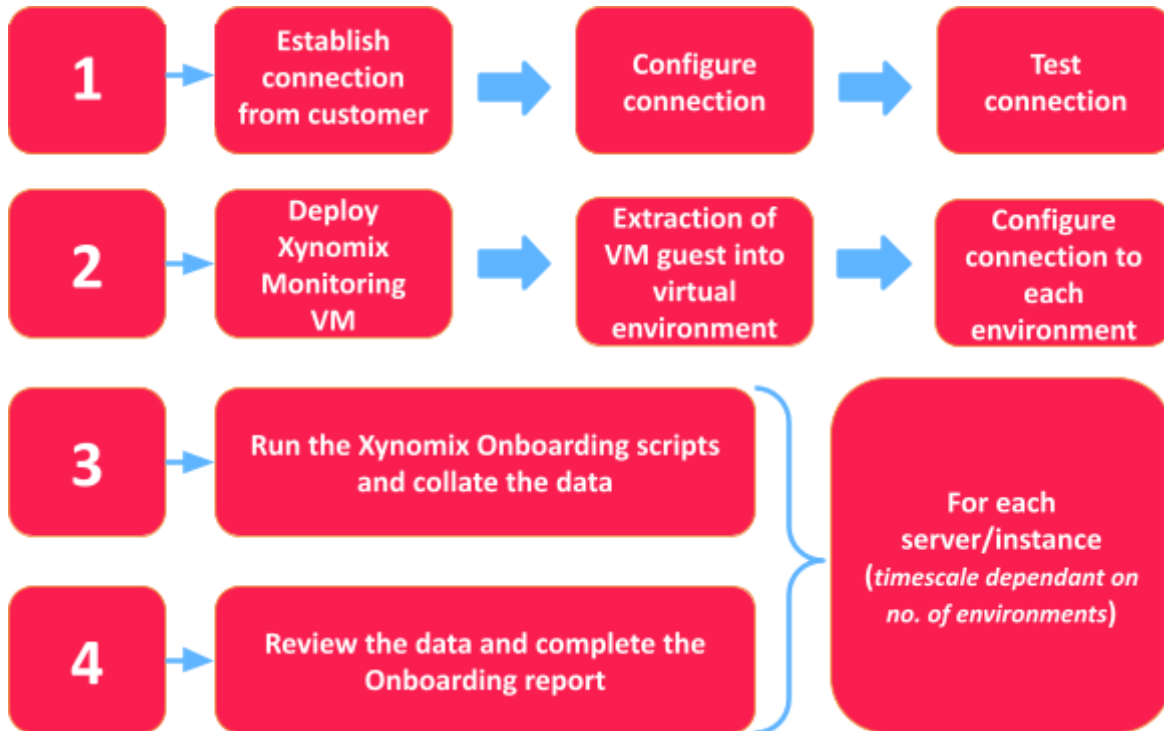
6. Disaster Recovery

Xynomix can assist in designing (based on customer RTO & RPO) and then implementing customer backup, High Availability (HA), and Disaster Recovery (DR) strategies. However, this is considered outside the scope of the managed service offering and is subject to the cloud provider.

7. Onboarding & Offboarding

Xynomix Onboarding

The following process details the prerequisites for installation, deployment and configuration of the Xynomix proactive monitoring Managed Service:



- **NOTE:** The following are estimated timescales for the review process:
 - Server = 0.5 of a day per environment (4 hours)
 - Database (Oracle) Instance (MSSQL) = 0.25 of a day per environment (2 hours)
- Customer/Xynomix to address any issues which may affect environments from being added into the monitoring (Approximate Timescales: *Dependent upon issues identified*)
- A bedding in period of two weeks is set before certified environments (subject to point 4) go into 24x7 alerting to ensure there are no spurious alerts.
- On average environments go into 24x7 support with a deployment time between 2-4 weeks.
- **IMPORTANT:** The above timescales are based on no delays and full assistance from the customer in establishing VPN connectivity, provision of domain/environment accounts, and the deployment of the Xynomix monitoring server.
- Xynomix fully supports the customer environments as of the agreed contractual date. Monitoring may not be fully configured upon commencement of the support agreement.

Xynomix Service Removal (Offboarding)



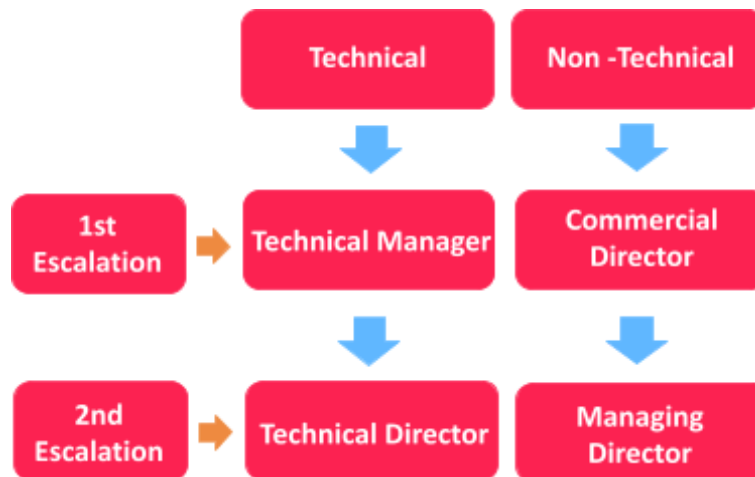
8. After Sales Support

During the period of database support, you have access to our expert database administrators, the Account Management team (see section 8.3 'Account Management' for further details) and the Client Services team (see Section 8.3 'Client Services' for further details). These teams collaborate to deliver a high-quality customer experience. Should a customer become unhappy with the service received, we have a simple escalation process outlined in this section.

8.1 Escalation Process

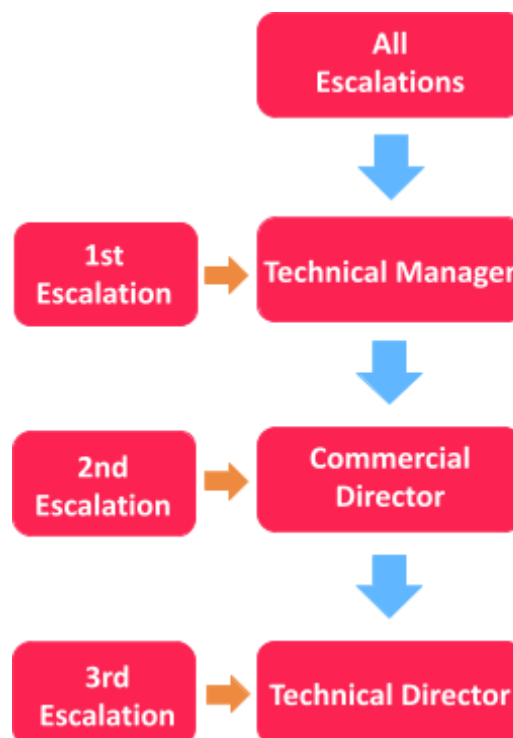
In Hours

There are two types of escalation: technical and/or non-technical (ie customer complaint). The appropriate internal escalation path is followed as illustrated below:



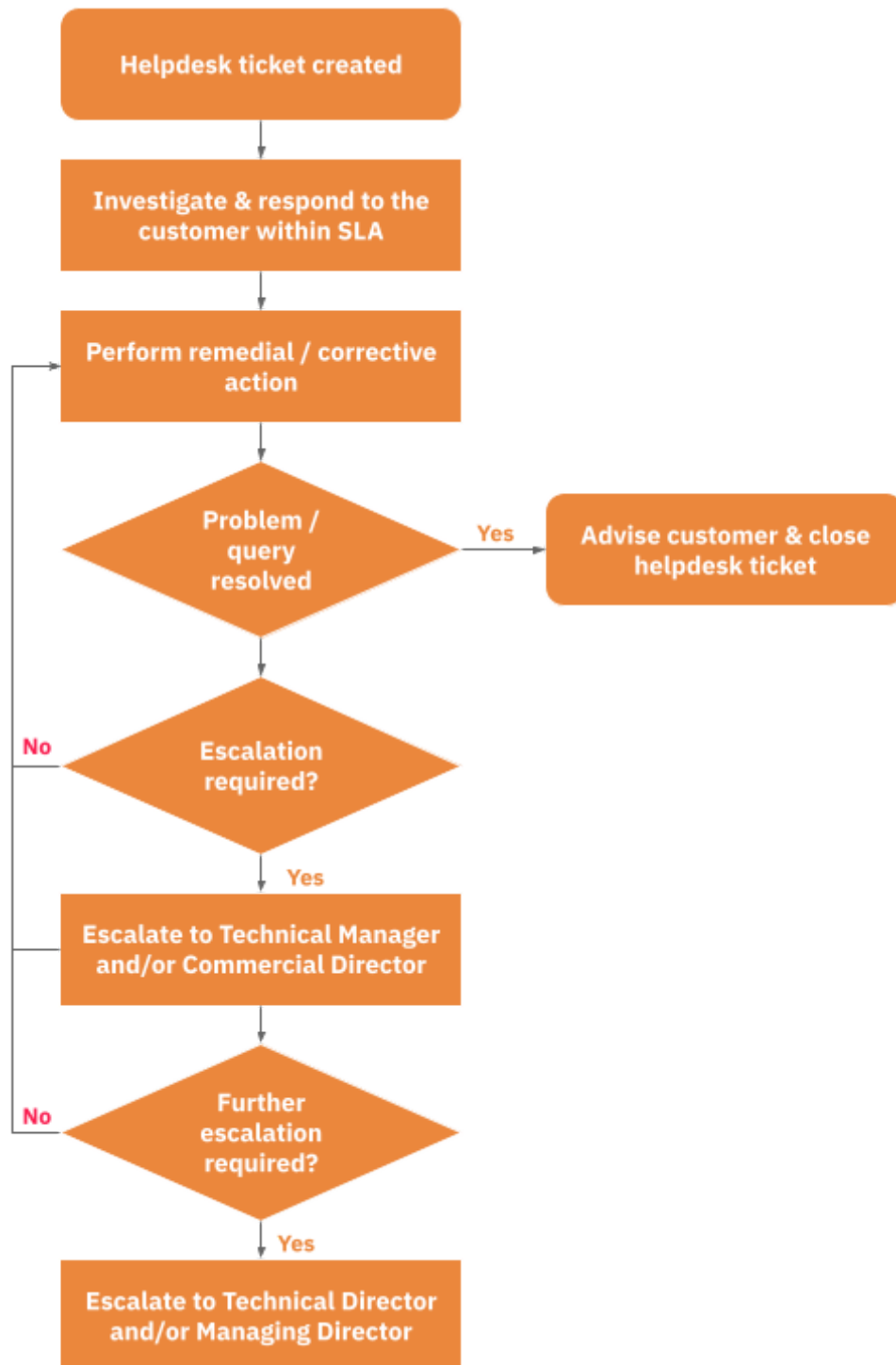
Out of Hours

The escalation process is amended to reflect the alert generated at P1 level (please see section 3.2 'Service Level Agreement' for an explanation of the Priority types). As an urgent ticket, the escalation process is simpler to ascertain a solution. Should our specialist support team be unable to resolve this on their own, they will contact the Technical Manager in the first instance, and if they are unavailable for any reason, the second port of call is the Commercial Director, followed finally by the Technical Director. The following diagram demonstrates this process at a high level:



Escalation Process Flow

The following diagram demonstrates how we resolve issues internally, to whom we escalate, and at which point.

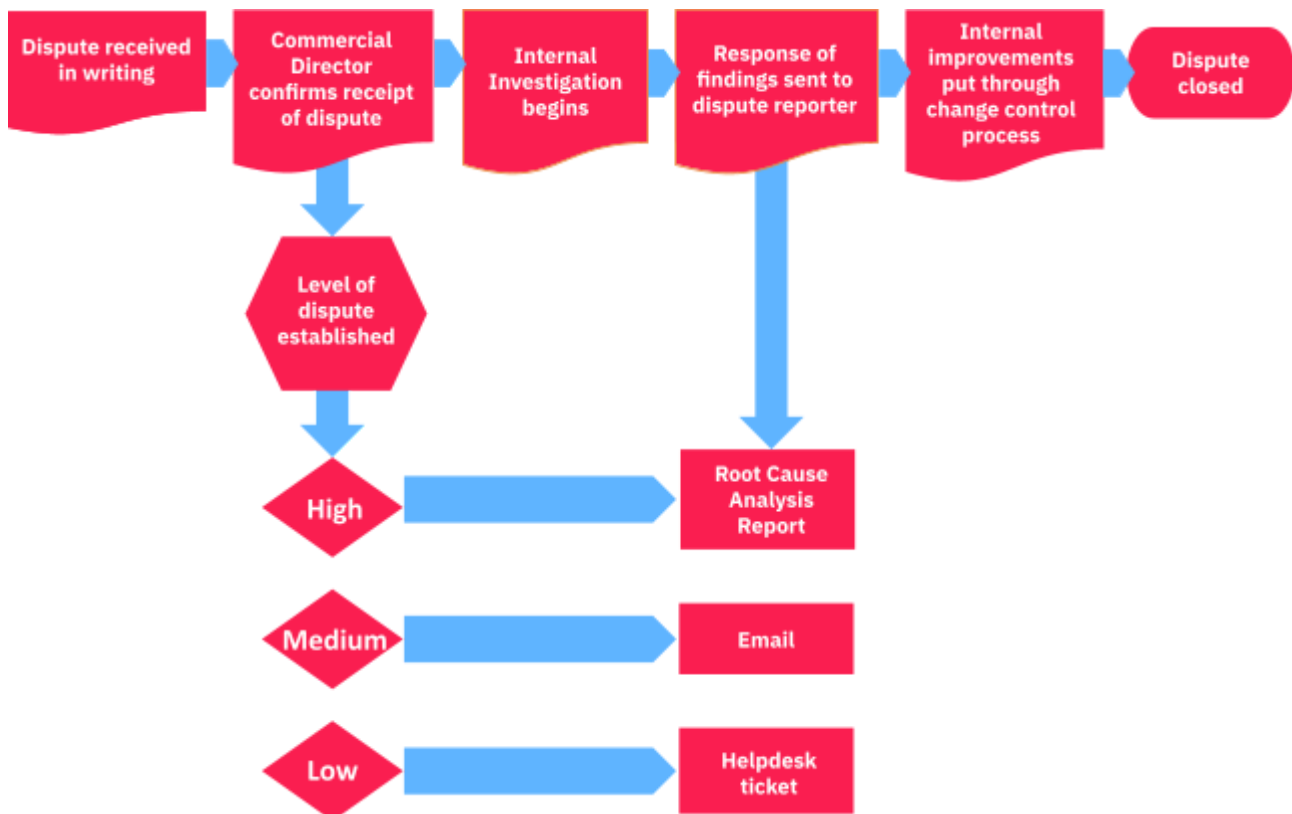


8.2 Complaints Process

If a dispute arises out of or in connection with the performance of the service received from Xynomix, the following procedure occurs:

- (a) the customer shall give the other written notice of the dispute, setting out its nature and full particulars, together with relevant supporting documents, directly to the Commercial Director. On receipt of the written notice, the customer, Commercial Director and relevant third parties shall attempt in good faith to resolve the dispute;
- (b) if, for any reason, there is an inability to resolve the dispute within 14 days of the written notice, the dispute shall be referred to a Director who shall subsequently attempt in good faith to resolve it.

The following flow diagram illustrates the process Xynomix perform:



8.3 Account Management

Customers will have a dedicated Account Manager, who is further supported by the Sales and Client Services teams. The Account Manager can assist with any requirements throughout the contract period and also act as an escalation point.

Our aim has always been to promote open and honest dialogue between Xynomix and our customer base. The dedicated Account Manager will be assigned to both support and consultancy customers. As a supported customer, to ensure clarity and promote effective communication, Xynomix holds quarterly service review meetings to review the previous 3 months, identify any possible areas of improvement, and ultimately, determine how we can work more effectively together. It is also a great time for our customers and ourselves to update each other on any new developments, such as recruitment, strategy change, new accreditations or qualifications and new supporting technology. If possible, Xynomix will also provide assistance to customers around cost optimisation of cloud costs and efficiency if we have access to the cloud provider portal. This will be discussed during account reviews.

Please note that for consultancy-only customers, these review meetings are ad hoc, depending on the type and duration of the project.

8.4 Client Services

We have a dedicated Client Services team working 09:00-17:00, ensuring the delivery of a high-quality service to our customers and working to meet your business needs.

We have a Commercial Director and Technical Manager who together oversee the running of each department and are instrumental in effective communication, keeping you informed of the progress of any incidents, problems or service requests.

9. Technical Requirements

Xynomix will provide, on request, a full list of all prerequisites for the consultancy service (Statement of Work) and all monitoring requirements to deliver the Managed Service. Section 7 (Onboarding) gives an overview of the implementation process, which may vary depending on the chosen cloud provider.

9.1 Connectivity

In order to provide database services to your business, Xynomix will connect securely to your environment(s) through a dedicated Microsoft Azure jump host. Each jump host is segregated for each customer using multi-factor authentication (MFA) to connect, and Xynomix utilises a dial-up VPN connection, with access and login requirements configured to meet your policies and procedures.

9.2 Outage And System Maintenance

All unplanned database outages are deemed business critical and managed as a “P1” incident as described in section 3.2 ‘Service Level Agreement’. For any planned outages of the database(s), Xynomix requires advanced notice to ensure monitoring blackouts are in place. For any specific maintenance, we follow a simple and agile approach, for example, patching, as shown in the diagram below:



10. Security

As an ISO27001 and Cyber Essentials certified company we maintain the highest standards for information security, continuously highlighting risks, assessing the implications and putting in place systemised controls to limit any damage to the company and our clients.

11. Pricing Overview

Xynomix has separated our costs into Managed Service Costs and Cloud Consultancy Costs, and further information is available in the Pricing Definition document.

Managed Service - this has been split into “Gold Service Level” and “Silver Service Level” and again for a “Managed Instance” and “Non-Managed Instance”. With a Managed Instance, the cloud provider is more involved in areas such as patching and upgrades.

Gold Service - Managed and Non-Managed Instance

24x7 Monitored proactive support -normally for business-critical systems

Silver Service - Managed and Non-Managed Instance

9-5 Monitored proactive support - normally for key systems and will include Test, Development and Disaster Recovery

For each service, there is a base cost and then a range of instances that allows you to take the base cost and then add the number of instances you require, whether that be for the “Gold” or “Silver” service level and “Managed” or “Non-Managed” instances. We have provided volume discounts, as the more instances you require support, the lower the per-instance costs.

Please note that if you require a mix of managed and non-managed instances, you need only apply one base cost—the higher figure is the non-managed instance base cost.

Cloud Consultancy

Xynomix has split all of the consultancy offerings on the pricing definition document. This has a cost per database and is based on our day rate.

The Xynomix day rate is £960 per day for all Cloud Consultancy services, and this is based on conducting the work remotely and in hours 9-5, Monday- Friday. If work is required outside of 9-5 Monday- Friday, please apply a x2 multiplier to the day rate. For example, if the work takes 0.5 days out of hours, the charge would be 1 day. If the work takes 1 day, then the charge would be 2 days, and so forth.

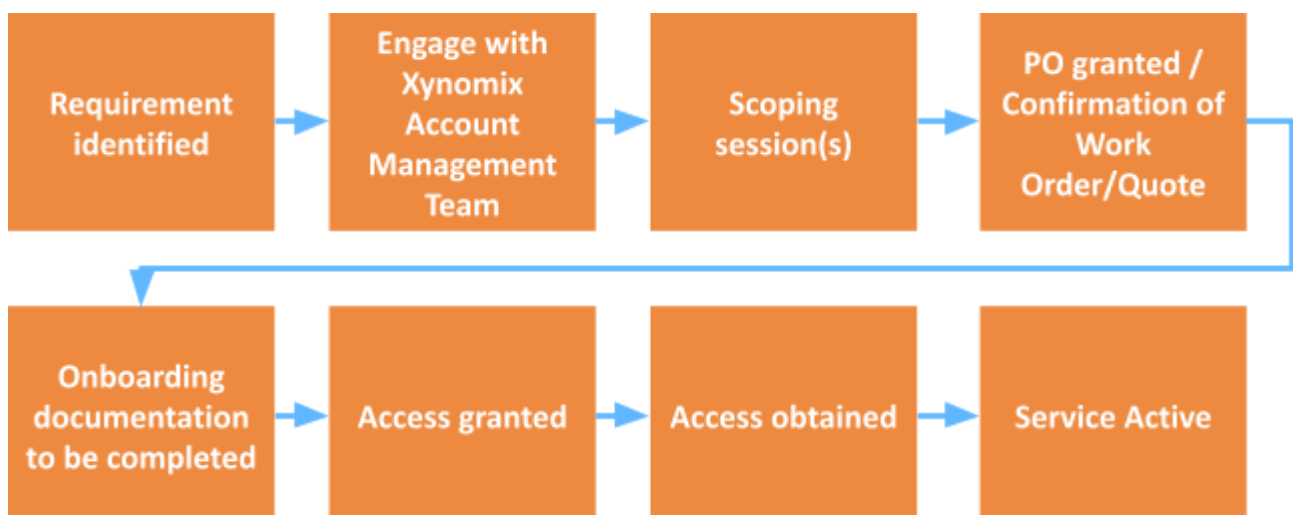
Xynomix is able to work on-site if required. Any expenses incurred will be charged in addition to the consultancy service.

Xynomix provides volume discounts for consultancy. Further information on each particular cloud consultancy service is available on the Pricing Definition Document

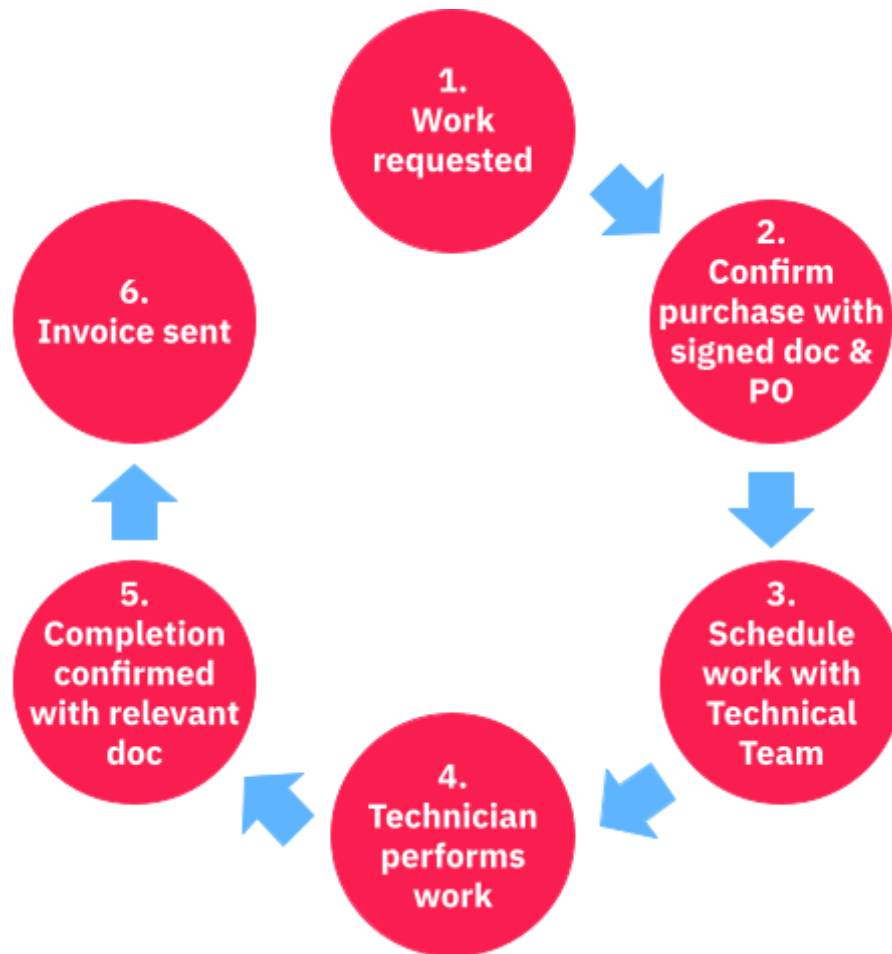
When Xynomix undertakes cloud migrations, data extraction and transfer are included in the project scope.

12. Ordering & Invoice Process

12.1 Xynomix Ordering Process



12.2 Xynomix Invoicing Process



- Procurement of any of the works is agreed upon within a Managed Service Schedule (MSS) or a Statement Of Work (SOW).
- Licencing prices will be sent through on a quote
- Cloud subscriptions will be sent through on a quote (please note Google Cloud is excluded as all purchases are made directly with the vendor)
- Purchase Orders for works must be sent to purchasing@xynomix.com
- The Customer shall pay each invoice submitted within 30 days of receipt to a bank account nominated in writing by us.
- Xynomix technicians follow standard change control procedures and test wherever possible before implementing any changes.

13. Contract Termination

The works set out in the MSS will last for a minimum of 3 months as specified in the agreed MSS on a fixed-term basis. If a customer decides to terminate the agreement early, the customer will be obliged to pay for the remainder of the contract term.

We will contact the customer prior to the expiry of the fixed-term contract to discuss any changes to the contract and to issue a new fixed-term agreement. Should either party wish to terminate the contract at this stage, 3 months' notice is required.