

Managed Cloud Firewall

G-Cloud 15 - Service Definition

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Service Specification

We offer a range of Managed Cloud Firewalls, including Basic Firewalls providing standard functionality through to advanced, industry-leading Next-Generation Firewalls.

For more information on our datacentres, see our [Datacentre Specification](#).

Communicating with us

Authorised Contacts

We keep a database of authorised contacts. Contacts can be assigned access to the technical or financial aspects of your account; standard users are able to log support cases.

We won't liaise with any person unless they are on this list. You can modify the list yourself via Supportal, or you can contact your Account Manager.

Each contact can have various permissions set, the table below explains what this means. A user can have a combination of permissions:

Role	Description
Account Admin	Full access to all razorblue services and the ability to authorise any request
Site Admin	Can view all cases and authorise change requests relating to users located within their site
Support	Can log support cases for themselves
Finance	Can view all contracts, view invoices, make payments and manage direct debits
Orders	Can place orders or authorise chargeable work on the account
Technical	Can view graphs and perform self-service technical functions through Supportal. Recommended only for users with IT knowledge
Cloud Portal Access	Access to administer cloud servers via our online portal, including power on/off/delete/snapshot functionality.

It is recommended that all standard users within the organisation be granted the "Support" role.

To protect your security, it is important to let us know if your contacts change jobs or leave your organisation.



Getting in touch

Your Account Manager is your main point of contact for commercial and sales related enquires, as well as your liaison for any project work you may be carrying out which requires our strategic input.

For routine Support and Change Requests there are three key ways of contacting us:

- ✦ Via telephone to our Service Desk on 0333 344 5600
- ✦ Via e-mail to servicedesk@razorblue.com
- ✦ Via our online Client Supportal at <https://supportal.razorblue.com>

We always recommend that clients utilise the Supportal wherever possible as it provides a more intuitive way of managing existing requests and raising new ones.

Should you have any problems from a support perspective, you should raise an escalation. Contact details for escalations can be found below.

Service Level Agreement

Categorising your requests

We use industry standard 'ITIL' categorisation for all cases received into our Service Desk. This allows us to prioritise our workload ensuring that clients with business impacting outages get the urgent help they need as quickly as possible.

The following definitions apply to this product:

Definition	Description
P1 Incident	Total systems outage affecting whole business/platform.
P2 Incident	Partial systems outage or intermittent fault affecting a group of users.
P3 Incident	Issue preventing an individual from working.
P4 Incident	Minor issue/annoyance affecting individual or group.
Complex Change	A change which will take more than 15 minutes to action, often involving changes to system-wide or network-wide configuration.

Incident Responses

We will respond to incidents in accordance with the table below:

Definition	Response Time	Target Resolution Time	Cover Hours
P1 Incident	30 Minutes	4 Hours	24x7
P2 Incident	1 Hour	6 Hours	24x7
P3 Incident	4 Hours	12 Hours	9am-5pm, Mon-Fri
P4 Incident	8 Hours	48 Hours	9am-5pm, Mon-Fri

Change Request Responses

We will respond to change requests in accordance with the table below:

Definition	Target Completion Time
Complex Change	Not available under the EXTEND service.



Service Credits

Service Credits are due to you where we have failed to meet the service levels we promised in this section. They will be calculated in accordance with the table below.

To obtain a service credit, you must make a request in writing to your account manager within 60-days of the end of the month to which the claim relates.

No credit will ever exceed 100% of the amount you pay us for that particular service or contract in any given month.

KPI	Expected Performance	Failure Levels	Credit Due
Incidents	90% of all incidents handled within SLA <i>(where there are more than 10 incidents recorded in any given month)</i>	Marginal: 90-85%	10% of the monthly service charge
		Minor: less than 85% but 75% or more	25% of the monthly service charge
		Major: 75% or less	50% of the monthly service charge
Change Requests	90% of all service requests handled within SLA <i>(where there are more than 10 incidents recorded in any given month)</i>	Marginal: 90-85%	10% of the monthly service charge
		Minor: less than 85% but 75% or more	25% of the monthly service charge
		Major: 75% or less	50% of the monthly service charge
Platform Availability	Platform available 100% of the time	Marginal: 99.9% or above	5% of the monthly service charge for each 15-minute window of downtime encountered
		Minor: 99.9% - 99%	
		Major: 99% or less	

Consistent Underperformance

In the event we consistently fail to meet our service levels, you are entitled to terminate your contract with us.

This will only occur when we have recorded a major failure as described in the Service Credits table, in the last three consecutive months.

Maintenance

We may from time-to-time need to carry out scheduled maintenance on the platform and will provide at least 5 working days' notice of the maintenance we intend to carry out.

The platform by its very nature is highly resilient and most elements can generally be maintained without downtime, however there may be rare circumstances in which we need to make changes which are service impacting.

This maintenance will be carried out at a time which is deemed to cause the least interruption to clients. This will always take place outside of the hours of 6.00am and 8.00pm on any UK working day.



Our Charges

Our charges are fixed and agreed on the Order Form.

Licensing

Each named user within the Office 365 tenant requires a license. This means each user in the Office 365 subscription (or on-premises deployment) that has been granted access to team, communication, collaboration and other non-personal SharePoint sites that you plan to back up must be licensed.

Shared mailboxes do not require a separate license, however as these and other shared content (SharePoint Online Sites etc) can be accessed by multiple people all users within the tenant must be backed up.

VAT

All of our charges exclude VAT.

Escalations and Complaints

We hope we'll always deliver an excellent service, but in the event that we don't we have established escalations and complaints procedures for you to follow.

Your Escalation Path

In most cases we hope that your first point of contact will be able to assist, however should you feel the need to escalate – please follow the below escalation plan.

You can access the latest version of our escalation plan at:

<https://supportal.razorblue.com/document-hub/Support-Escalation-Plan.pdf>

Please note that emails are only monitored between normal working hours, in the event you have an urgent issue, please call us.

Our Complaints Procedure

We take complaints seriously and have an established process in place to ensure that we learn from our mistakes.

In the event you wish to make a complaint, you should do so in writing to your Account Manager.

We'll acknowledge your complaint within one working day and will endeavour to fully review and respond to your complaint within 5 working days.

Legal

Our service is provided in accordance with our Terms of Business as well as this Service Manual.

In accordance with the Terms of Business, this document can be updated upon 30 days written notice.

Any Professional Services we carry out are provided in accordance with our standard Terms of Business, a copy of which is available upon request.

More of a partner than a provider

● Scotland Office

● Newcastle Office

● Teesside Office

● Catterick Office (HQ)

● Leeds Office

● Manchester Office


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