

Microsoft 365 & Azure

G-Cloud 15 - Service Definition



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Service Specification

As a Microsoft Partner, we offer implementation and ongoing support for the full Microsoft product suite. With a range of licenses on a subscription model, the services are flexible and scalable.

We offer licence provision, enablement of features, implementation of best-practices, consultation, and ongoing support for the entire Microsoft 365 and Azure suite.

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.

Our Charges

Our charges are licence based and are charged per license, per month.

The number of licenses active on the platform will be calculated at the end of each month and you will be charged based on the peak total of licenses issued at any point within the calendar month.

Invoices are raised on or around the 1st day of each month. You will be charged for your usage one month in advance, as well as any adjustments in charges in arrears.

Subscription Period

A Subscription is created when at least one License for a particular product is added. Subscriptions are purchased for a period of 1-month or 12-months from their creation date. Licenses can be increased during the term but cannot be decreased or cancelled until the subscription renewal date.

A Subscription will be cancelled if its license quantity becomes zero.

Licenses that are added or removed from a Subscription part way through the month (where this is possible) will be subject to a full month charge.

Where a subscription is created mid-way through a month, the Subscription end date is rounded up to the last day of the month.

All subscriptions will automatically renew for a further 1-month or 12-month Contract Term respectively on their anniversary date unless cancellation notice has been provided in accordance with our Terms of Business, while any minimum commitment will begin again.



Non-Profit and Education

Microsoft provide discounted subscriptions for eligible non-profit organisations and for education use, if you require any charity pricing for these licences, please speak to your Account Manager who will quote accordingly.

Microsoft Price Reviews

Microsoft evaluate pricing twice a year in order to align pricing globally, and publish the variation on their website.

Pricing is fixed during a subscription period, however any increase or decrease will apply from the subscription renewal date.

Increases or decreases will be applied as the percentage published by Microsoft, to the amount set out on the Order Form.

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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