



Service Definition

Technical Assurance, Support & Escalation Services

G-Cloud 15
January 2026

Copyright © OGEL IT LTD 2026



Table of Contents

1.1 Service Description	3
1.2 Service Features	3
1.3 Service Benefits	3
1.3 Service Benefits	3
1.5 Incident Priority Definitions	4
1.6 Service Constraints & Requirements	4
1.9 Service On-boarding	5
1.9 Service Off-boarding	5

1.1 Service Description

We provide a technical escalation service giving our customers the peace of mind that they have access to experienced support personnel to assist with the more complex issues that may arise during day-to-day service operations.

There are two levels of cover provided by our Technical Support & Escalation service: fully managed and escalation only. Fully managed provides our customers with the confidence that their infrastructure services are managed and maintained, and their service teams provided internally or via another 3rd party have access to our technical support capability. Our escalation only service provides both internal and 3rd party organisations infrastructure support teams with access to our resources to assist in the resolution of complex issues.

We can provide technical support on a rate card basis however we are unable to guarantee an SLA in this situation.

1.2 Service Features

- Access to experienced technicians.
- UK based and security cleared staff.
- Online portal and telephone support.
- Remote access tools.
- Support for Microsoft products & services.
- Support for Fortinet, HP, Aruba, Ruckus(Brocade) & Cisco products & services.
- Support for other third-party products and services.
- Escalation to vendor support.

1.3 Service Benefits

- Flexible based on included services.
- Reduced costs compared with maintaining capability in-house.
- Peace of mind for internal staff.
- Reduced business risk.

1.3 Service Benefits

Support Type	Escalation Only	Fully Managed
Charge	See Pricing Document	See Pricing Document
Minimum Spend	N/A	£2000 pcm
Support Hours	8am to 6pm Monday to Friday	8am to 6pm Monday to Friday
24/7 Support	Available - See Pricing Document	Available - See Pricing Document
Server Patching	✗	✓
Server Monitoring	✗	✓
Level 1 Support	✗	✗
Level 2 Support	✗	✓
Level 3 Support	✓	✓

Support Type	Escalation Only	Fully Managed
Online Portal	✓	✓
Online Chat	✗	✗
Email	✓	✓
Telephone	✗	✓
Response Targets	✓	✓
Resolution Targets	✗	✓

Support Tier	Description
Level 1 Support	Helpdesk Agent, taking calls from end user. Triaging incidents.
Level 2 Support	Technical Support, 2nd line. Providing initial troubleshooting and investigation.
Level 3 Support	Technical Support 3rd line. Providing escalation of technical issues from 2nd line. Interacting with vendors for support.

1.5 Incident Priority Definitions

Severity	Response Time	Resolution Time
Priority 1 (P1)	30 Minutes	4 Hours
Priority 2 (P2)	1 Hour	8 Hours
Priority 3 (P3)	4 Hours	3 Days
Priority 4 (P4)	1 Day	5 Days

1.6 Service Constraints & Requirements

- All services to be covered by SLA must have a vendor escalation point for bug fixes and fault investigation. In the event that vendor escalation is not available there may be restrictions on the support that can be provided, and associated SLA offered.
- To be able to proactively monitor services as part of the fully managed offering we need to be able to access or integrate with the buyers monitoring platform or implement our own. We do not charge extra for the software however there maybe costs for the design and implementation based on our advertised rate card.
- To be able to deploy and manage windows security patching a suitable deployment solution must be in place. We are able to support buyers in deploying a suitable solution using our resources on a rate card basis.
- Fully managed services are offered with a minimum term of 1 year.

1.7 Staff Clearance

All staff are UK Based, BPSS cleared as a minimum and we have 3rd line resources and consultants available that hold Security Clearance.

1.8 Service Reporting

All our support services include a monthly service report detailing our KPI targets and performance against those targets. For fully managed services we also provide additional infrastructure reporting to show security and patching compliance and where required automated system alert information.

1.9 Service On-boarding

If you are onboarding following one of our design, migration and implementation services then the process is simple and there are no additional setup costs.

If we were providing an escalation only service, then we need to perform a short onboarding process which includes access to designs and operational procedures or a handover from your existing support teams. This process varies depending on the size of your organisation and scope of services and charges are based on our published rate card.

On-boarding to our fully managed support service requires the same steps as the escalation only service however we need to agree whether we are using your existing monitoring and management infrastructure, implementing one for you or onboarding to ours. Please get in touch for a quotation or estimate based on your preferred option.

1.9 Service Off-boarding

Off-boarding from our escalation service is simple as there are no infrastructure dependencies, just provide us notice as agreed within the framework & associated call-off.

For our fully managed support service depending on the buyers chosen monitoring and management solution there may be a charge for removing some configuration or should the buyer or new provider wish to do this themselves there will be no charges. All additional rates are detailed within our published rate card.