

G-Cloud 15 Service Definition

Aspire RealCare Complete
Managed Support Services

Aspire Technology Solutions

Service Overview

RealCare Complete is Aspire's flagship Managed service offering. Our package is supported by a team of over 100 service desk agents located at our headquarters in Gateshead, as well as in Leeds, Glasgow and London. These agents are dedicated to providing world-class support, as evidenced by our Net Promoter Score (NPS).

Aspire's RealCare Complete has had a significant and industry defining refresh for 2024. We have transformed the way businesses undertake IT support harnessing the finest Microsoft ecosystem components as well as aligning with Microsoft best practices to provide a flawless & fail-safe solution for the modern workplace. Inclusive of our Modern Work update we now ensure that all baselines deployed by Aspire are Cyber Essentials certification compliant when they begin their Complete journey. Lastly, we enable efficient device management with hardware delivered directly to your employees set up and ready to use immediately.

Service Details

The table below details the key components of the service. For a breakdown of the service roles and responsibilities, please see the next section.

Service Component	Description
24/7/365 IT Service Desk	Access to specialist teams, including Quick Fix and Modern Work Support team. Telephone, Email, Teams Response and Aspire Customer portal for IT issues.
24/7 IT System Monitoring (Remote Monitoring & Management)	Available for supported products & devices. Tickets addressed during contracted hours, includes automated fixes.
Aspire Customer Portal	Read service reports, manage your incidents, requests and quotes via our easy to use online customer portal.
Dedicated Service Management Team	RealCare customers are assigned a Service Account Manager to work on technology goals and build relationships.
Access to Emergency Loan Equipment	If a remote fix is not possible RealCare customers have access to stocked replacement technical hardware.
Live Service Reports	Incident & KPI reporting, change & service requests, metrics.
Backup Monitoring	Included for Aspire Online Backup and supported third party solutions). Services are delivered via Aspire's bespoke, intelligent backup platform via the Aspire Customer Portal.

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IT Moves, Adds and Changes (MACs)*	A single move, add or change affecting a single user. The creation, edit or removal of a single AD account, Exchange account or distribution group. A single file or folder restore. A single NAT, VLAN, ACL, static route or interface change. Map existing printers. Queries. The install of free Microsoft and Adobe products such as browser plugins.
Microsoft Updates	To be configured with our automation platform as per your design.
Workstation software installations & software upgrades End User workstation deployment	Installing software such as 365 for example to end users workstations Upgrading the above software as updates are released. Build and Field resources ensuring end user work stations are set up and ready for use.
Cloud Infrastructure Support	Support and management for services delivered from Azure, AWS, GCP and Aspire Cloud Services.
Liaising with 3rd Parties	Aspire will liaise with 3rd parties that a RealCare customer is engaged with to find a solution to tickets raised. However Aspire will not liaise with 3rd parties in relation to connectivity as this has not been provided by Aspire.
End User Support & PC, Laptop and Workstation Support	Remote and on-premise support (via field) for your businesses end users. Remote and on-premise support (via field) for your businesses end users PCs, Laptops and Workstations
SSL Certificate Installs	Installing security certificates to websites that customers own.
Security Vulnerability Assistance	Vulnerability assessments including assessing and remediating vulnerabilities on a customer's environment.
Hardware Cover	Policy to cover your businesses and end users hardware. Available on request.

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Responsibility Matrix

Service Task	Aspire	Client
Service onboarding and initial configuration of Intune and 365 deployment.	✓	
Manage and maintain service platform as well as ongoing maintenance to deployed 365 baseline. Device Management for all end users' machines.	✓	
Correct Microsoft licensing to ensure feature set is available for the above deployment (Licensing required is here)		✓
Inform Aspire of any changes or updates to their environment where this may impact Aspire's ability to provide RealCare Complete services	✓	
Provide a list of key stakeholders and contacts. For our 24/7 service key contacts for staff available during these hours will also be required..		✓
24/7/365 IT Service Desk	✓	
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Provide Aspire with appropriate level user accounts to effectively manage any software or licensing relating to a customer's infrastructure and users.		✓
The customer will then aid with facilitating the onboarding of this hardware and software.		✓
Advise Aspire on the appropriate personnel to contact in the event of a major service incident.		✓
Liaise with 3rd parties that a RealCare customer is engaged with to find a solution to tickets raised	✓	✓

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Service Levels

Measure	Definition	Value
Service Hours	The hours during which the service and Service Level Agreement is provided.	24/7/365
Service Availability/Uptime	% of the service hours during which the core platform availability is guaranteed (Excluding planned maintenance outlined below).	99.9%
Service Maintenance Window	The defined period the service will unavailable / degraded for planned maintenance.	Ongoing
Emergency Maintenance	Work that needs to be performed outside of any planned maintenance windows.	Affected customers notified by email.

Priority Level	Service Hours	Response Time
P1 – Critical Incident 100% of your M365 services have failed, all users affected, and business severely impacted.	24/7/365 Support	30 Minutes
P2 – High Incident A single M365 production service has failed and all users are impacted.	24/7/365 Support	60 Minutes
P3 – Medium Incident Repeated failed backup jobs.	Business Hours (M-F, 08:00 – 18:00) 24/7 Support for customers with RealCare Complete.	4 Hours
Priority 4 – Low Impact Low Incident - One or two users affected with known work around	Business Hours (M-F, 08:00 – 18:00) 24/7 Support for customers with RealCare Complete.	16 Hours
P5 – Restores & Changes Restores, Request Moves, Adds & Changes. General instruction and configuration changes.	Business Hours (M-F, 08:00 – 18:00) 24/7 Support for customers with RealCare Complete.	24 Hours

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