

G-Cloud 15 Service Definition

Aspire RealCare Infrastructure & User
Managed Support Services
Aspire Technology Solutions

Service Overview

Aspire's RealCare Infrastructure & User service is designed to provide comprehensive support for both on-premise and cloud infrastructure, as well as end-user devices and applications. This service ensures that all aspects of a client's IT environment are covered, from physical hardware to software and networking equipment, and extends to end-user support.

RealCare Infrastructure & User provides comprehensive support for both on-premise and cloud infrastructure, as well as end-user devices and applications. It includes 24/7 systems monitoring, giving you access to specialist teams like Quick Fix, Infrastructure, and 3rd Line Support. The service covers on-premise infrastructure support for server and networking equipment, and cloud infrastructure support for services delivered from Azure, AWS, GCP, and Aspire Cloud Services. Additionally, it offers end-user support, ensuring that all user-related issues are addressed promptly.

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
IT Service Desk with 24/7 Systems Monitoring	Access to specialist teams, including Quick Fix, Infrastructure and 3rd Line Support. 24/7 systems monitoring 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.
End User Support	Remote and on-premise support (via field) for your businesses end users
PC, Laptop & Workstation Support	Remote and on-premise support (via field) for your businesses end users PCs, Laptops and Workstations.
Dedicated Service Management Team	RealCare customers are assigned a Service Account Manager to work on technology goals and build relationships.
Backup & Anti-Virus Management	Assumes Aspire hosts anti-virus solution as well as the Backup & Recovery tooling.
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.
IT Moves, Adds and Changes (MACs)*	A single move, add or change affecting a single user.

Delivering technology like no other.



Microsoft Updates	To be configured with our automation platform as per your design.
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.
SSL Certificate Installs	Installing security certificates to websites that customers own.
On Site Support	RealCare customers have access to our pool of Field Engineers who can resolve issues at your location if required.
On-premise Infrastructure Support	Support and management for on-premise server and networking equipment.
Cloud Infrastructure Support	Support and management for services delivered from Azure,AWS, GCP and Aspire Cloud Services.

Responsibility Matrix

Service Task	Aspire	Client
Service onboarding and initial configuration.	✓	
Inform Aspire of any changes or updates to their environment where this may impact Aspire's ability to provide RealCare Infrastructure 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..		✓
IT Service Desk	✓	
Provide a list of key stakeholders and contacts. For our service key contacts for staff available during these hours will also be required.		✓
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.		✓

Delivering technology like no other.



Liaise with 3rd parties that a RealCare customer is engaged with to find a solution to tickets raised	✓	
---	---	--

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.	12 Hours

Delivering technology like no other.

