SERVICE DEFINITION

INTELLIGENT REMOTE HANDS IN THE CLOUD

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SERVICE OVERVIEW

X-net's Intelligent Remote Hands in the Cloud provides a means whereby a Customer may engage X-net to do things in a Cloud context that they might normally be expecting to do themselves but where, for whatever reason, they are unable to (e.g. no budget for permanent staff, long-term sickness absence, hiatus while new starter works notice at current employer etc).

Additionally, far from the rosy picture of easy, always-on, never-failing, universally-available services that we might believe to be the case in for the Cloud model, as markets mature and Cloud adoption proliferates, the need for operational assistance in managing the increased complexity that is inevitably developing is leading organisations to seek help. Pressure on budgets also means that Customers are already finding themselves unable to invest in the wide range of skills that Cloud computing can require - especially when several different Clouds may be involved. X-net is well-placed to provide help, whether it be in moving data around between structures, in running scripts, perhaps indeed creating scripts in the first place etc etc, businesses will often be (indeed, already are) in need of Intelligent Remote Hands.

There is no pre-requisite that the Customer take other services from X-net. Use of the Intelligent Remote Hands service is exclusively determined by the technology skills needed, not by where the target service(s) is/are hosted, or by whom. A "Cloud of Clouds" world is inevitable, and X-net is ready to help customers take full advantage.

The service is based on a subscription model. At service inception, the Customer and X-net agree the minimum monthly amount of assistance envisaged, in man-hours, at an agreed skill level. Each month thereafter, for as long as the Customer requires such assistance, X-net bills the Customer for that amount, plus any hours consumed against the service over and above that amount, based upon the day-rate for the skill level deployed as listed in the attached SFIA rate table, divided by 8. All support/assistance requests are logged as tickets in X-net's sophisticated CRM/Service Management toolset, and the parties agree at that time whether the subject of the request falls within the scope of the support bundled into the affected service (if it is the subject of a contract with X-net), or if it is a request for assistance under Intelligent Remote Hands.

The representative list of technology areas covered by X-net's engineering teams is wide-ranging, as below:

- Operating Systems: LAMP (Ubuntu, Debian, Red Hat,), Windows Server
- Virtualisation products: VMware, Docker engine, Docker Swarm
- Databases: MySQL, SQLServer, PostgreSQL, Oracle
- Backup/replication products: Veeam
- Collaboration tools: MediaWiki, Alfresco, Discourse, Slack, Signal, Teams
- Software management tools: Subversion, TRAC, GitLab

- DNS management: BIND, Nginx
- Access management: LDAP, SRA (Secure Remote Access).
- Email handling: Dovecot, Postfix, Malilcow
- Website development and management: Apache Webserver, Wordpress, Drupal, Joomla
- Web services: nginx, Apache, Tomcat

INFORMATION ASSURANCE

X-net is certified against the ISO 27001 Standard for Information Security. Furthermore, X-net is able to deliver this service, whilst ensuring the protection of data that can be classed as 'Official' or 'Secret' - as defined within the Government Security Classifications that came into force on 2/4/2014. X-net is also certified under the Government's Cyber Essentials Plus scheme.

DATA RESTORATION/BACKUP/RESTORE AND DISASTER RECOVERY

X-net has five facilities across Dorset meshed over high-capacity dedicated fibre, including the Bournemouth and Dorset LAIX sites. Its primary centre is on The Dorset Innovation Park (DIP), Winfrith Newburgh, Dorset with the 4 other sites also in Dorset. Data never exits the UK. Systems and services are backed up both locally and remotely among the sites

ON-BOARDING AND OFF-BOARDING

After initial contact, an order will be raised, fully detailing the service that will be provided. Upon agreement to the order the service will be provisioned. Our target time for the whole process is 2 working days. The standard minimum contract length is one year. After that time if the customer wishes to terminate his service he will provide 1 month's notice, after which further time the service will be suspended. The customer will be liable for any outstanding charges incurred over the term of the contract. There is no termination charge. However, experience has shown the value of prudence in this regard; we allow a 1-week period following the date of service termination during which the customer may request us to reactivate it. Only after this time will X-net purge and destroy all customer data related to the service.

PRICING

The cost of this service is based upon the agreed required skill level, as described in the SFIA Rate table document.

SERVICE MANAGEMENT

By assigning to the customer a specific, named support engineer, we are able to ensure that they build a deep knowledge of the service, as well as understanding how important each component of the service is to the success of the customer's business. These forward-facing engineers work

hard to ensure that they gain that knowledge. Without understanding this, the provider cannot effectively prevent customers from facing problems

Our engineers are intent on providing customers with what they need in an efficient manner. If the assigned engineer does not know the solution to a problem, they will ask a colleague who does. Our engineers do not pass the problem on to somebody else, and then assume that it has been resolved. The customer's nominated engineer remains involved throughout any restoration processes, thus acquiring relevant knowledge. This allows the engineer to becoming ever-increasingly able to help during the initial call, should the issue be seen again.

Essential to our culture of a 'people-centric service', we insist that the engineer who started the support dialogue (by taking the call or picking up the email/SMS) maintains the position of sole contact with that customer. The dialogue will end when the customer is completely satisfied that the issue has been fully resolved.

SERVICE CONSTRAINTS

Scheduled maintenance will be carried out in agreement with the customer, of which notification will be given 14 days in advance. However, in the case of emergency maintenance, the customer will be informed as soon as the issue/problem has been detected.

SERVICE LEVELS

X-net's hosting facility meets the requirements of both the Uptime Institute's 'Tier 3' band, and the Telecommunications Industry Association's TIA 942 standard. When delivering services, X-net customarily contracts to provide an Availability level of 99.99%, measured on a monthly basis. The minimum percentage of availability that Datacenta contracts for is 99.982%, however, the typical level of availability that Datacenta provides is 100%. Support hours run 24/7/365.

FINANCIAL RECOMPENSE MODEL

X-net offers service credits to customers who have suffered a serious loss of service. This is always negotiated with the customer on a case-by-case basis.

TRAINING

No formal training is offered for this particular service. However, X-net engineers are perfectly happy to answer customer queries via e-mail, telephone, or SMS, and guide customers through complex and difficult processes.

ORDERING AND INVOICING PROCESS

X-net bills its services either on a one-off or re-occurring basis, as agreed with the customer. Invoices are produced against either an order or purchase order, and are delivered electronically on a set date each month. Our terms are 14 days.

TERMINATION PROCESS

Customers may terminate their service by giving 30 days' notice after the initial contract term has elapsed. This initial term is always agreed with the customer before signing the order.