



TSG System Care Service Definition

We keep your kit working so your people stay productive.

Welcome to System Care

24/7 monitoring of your laptops, servers, and network equipment with SLA-backed response times. We spot problems before they disrupt your business, patch everything automatically, and fix issues while you focus on what matters.

TSG System Care delivers comprehensive managed IT services with proactive monitoring and continuous system optimisation. We monitor your system health around the clock, maintain operational stability, and resolve issues quickly to keep your business running without interruption.

We focus on prevention, not firefighting. Through continuous monitoring, regular maintenance, and strategic IT planning, we identify and resolve potential issues before they affect your users. Our Standard Support operates Monday to Friday, 8am to 6pm, with 24/7 Extended Coverage available as an add-on service. This approach reduces downtime, cuts support tickets, and provides a stable platform for business growth.

The service uses enterprise-grade tools and processes, delivered by certified engineers with proven experience in managing complex IT environments across diverse industries.

PROVISION

We build it, set it up, get it working.

MONITOR

24/7 remote monitoring via OneView.
Instant alerts when problems appear.

MANAGE

Patches, repairs, loan equipment.
Complete lifecycle coverage.

DEVICE SUPPORT

Your kit works.
When it doesn't, we fix it.

PROCURE

System Care clients buy hardware at our cost.
0% markup. Just our buying power.

What You Get

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System Care covers four key areas of your IT setup:



Windows Endpoint Management

We handle your desktops and laptops - patching, monitoring, and user account management across your Windows estate. No more wondering if that critical update got installed or why someone's laptop is running slow.



Server & Infrastructure Management

Your Windows Servers get comprehensive support covering all typical server roles, plus backup monitoring. We keep your critical infrastructure running so you don't have to worry about it.



Network Infrastructure Management

Network device management, connectivity monitoring, and ISP liaison services. When your internet goes down, we're already on it - talking to your provider and getting it sorted.



Service Desk & Support

Multi-channel support with proper escalation management and performance reporting. Your people get consistent, quality help when they need it.

All service components work together to manage your complete IT infrastructure. Our engineers are trained across all service areas, ensuring smooth coordination and consistent service delivery across every technical area of your business.

What's Supported (And What's Not)

If your system isn't on our supported list, we'll tell you straight away.

We Support

Operating Systems

- Windows Professional/Enterprise (all Microsoft supported versions)
- Windows Server (all Microsoft supported versions)

Network Infrastructure

- Business-Grade Firewalls & Security Appliances
- Business-Grade Routers & Modems
- Managed Layer 2/3 Switches
- Managed Wireless Access Points & Controllers

Backup Solutions

- Business-Grade Backup and Disaster Recovery solutions (Veeam, Datto BCDR, Azure Site Recovery Services)

We Don't Support

OUT OF SCOPE

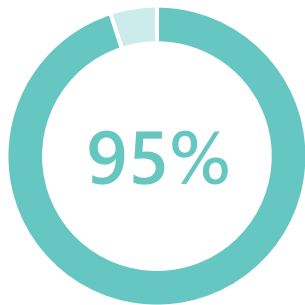
- End-of-life/ unsupported systems
- Third-party line-of-business applications
- SaaS/ public cloud platforms (TSG Cloud Care service can support)
- Cyber incident response (TSG Cyber Care service can support)

We work with standard business platforms and maintain clear service boundaries.
Systems outside our supported platform list may need alternative service arrangements or specialist third-party support.

Response Times That Matter

When something goes wrong, you need to know when it'll be fixed.
Here's what you can expect from our Service Level Agreements (SLA):

Priority	What It Means	Response Time	Resolution Target
P1 Critical	Multiple users affected (server failure, internet down)	30 minutes	4 hours
P2 Critical	Single user affected (laptop hard drive failure)	1 hour	1 business day
P3 Minor	One or more users affected (slow device, printer issues)	4 hours	3 business days
P4 Low Priority	Admin/change requests (new user setup)	24 hours	5 business days



SLA Compliance Target

Minimum performance standard
across all priority levels



Net Promoter Score (NPS)

User satisfaction benchmark for
service quality



Quarterly Reviews

Completion rate for scheduled
business reviews

We hit our SLA targets 95% of the time. The other 5%? Sometimes the unexpected happens, but we'll keep you informed every step of the way.



How We Work

Everything you need to know about getting in touch

Standard Support Hours

Monday to Friday, 8am-6pm UK time



24/7 Support

Available as an add-on service (excluded Christmas Day and New Year's Day only)

Ways to Reach Us:



Connect 365 Portal (preferred)

Ticket tracking, appointment booking, secure communication.

connect365.tsg.com

Security Notice: Submit all high-risk security requests through the Connect365 portal. This ensures proper authentication and maintains audit trail compliance.



Phone

Direct access to our engineers for urgent issues.

0333 220 0777

Please Note: A PIN is required to connect to us via phone. This will be issued during onboarding and available to authorised contacts in the Connect 365 portal.

Responsibilities

Clear responsibilities ensure effective service delivery and establish accountability for both your team and TSG.

What You Need to Do

We can't do this alone. Here's what we need from you:

- **Administrative access** to your systems so we can manage them
- **A primary contact** who can make technical decisions and coordinate with your team
- **Participation in quarterly reviews** where we'll show you what we've done and recommend improvements
- **Approval for maintenance windows** and coordinate internal communications on your end when we need to update or fix things
- **Valid Windows licensing** - we'll help you stay compliant, but you need the right licences and documentation for compliance audits

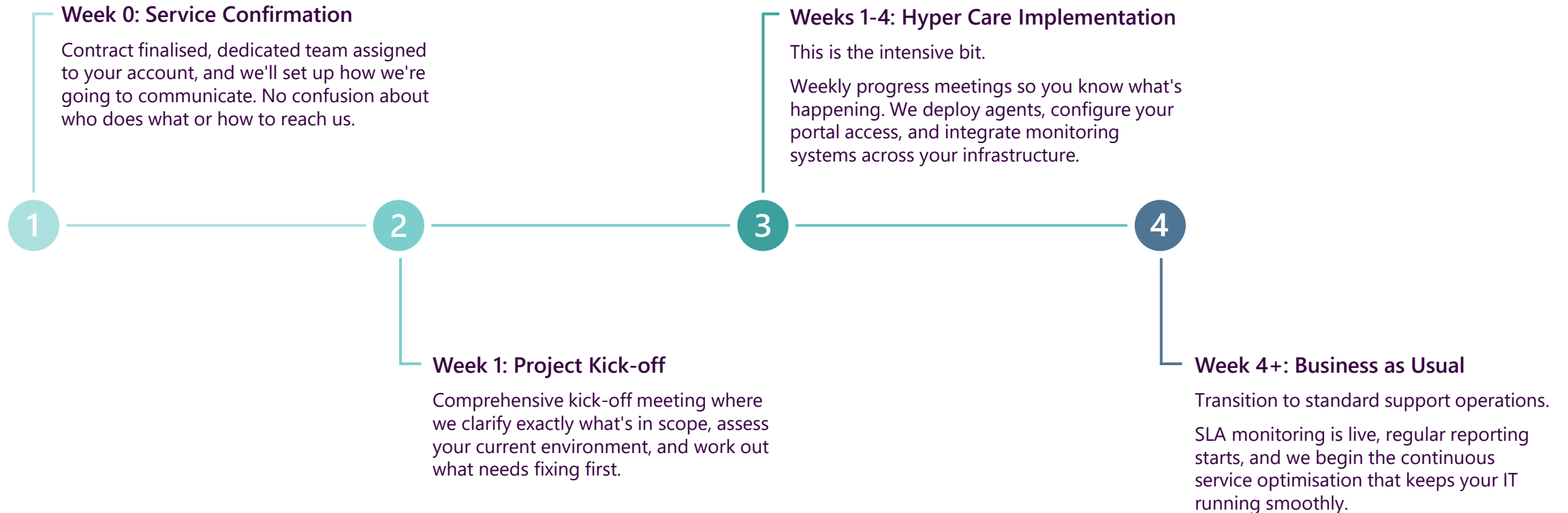
What We'll Do

Our commitment to you. We will:

- Deliver everything in this service definition consistently across all technical domains
- Meet our SLA targets through proactive management and improvements
- Provide strategic recommendations and mitigate risks based on what we see in your environment
- Maintain the Connect365 portal so you can see what's happening
- Assign you a dedicated Operations Manager as your main point of contact

Implementation Timeline

From Day One to Full Operation - Getting Your IT Support in Place



Commercial Terms

36

Months Minimum

Service commitment period with 20+ users

£8

Per User

Monthly pricing for endpoint management

£200

Per Site (Servers)

Monthly server infrastructure management

£50

Per Site (Network/ Connectivity)

Monthly connectivity monitoring

Onboarding Investment: Approximately £5,000 setup fee covering initial discovery, agent deployment, configuration, and documentation creation.

