

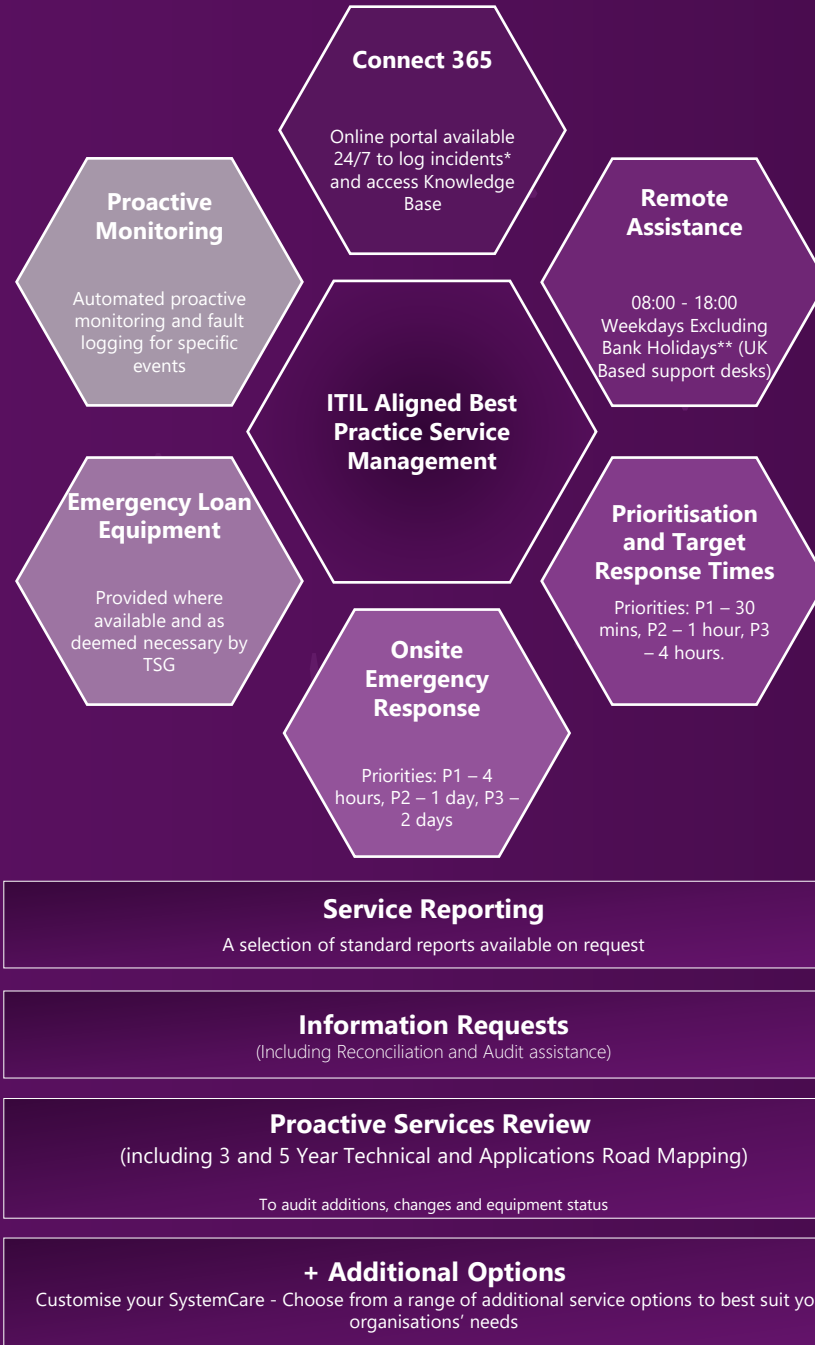


Definition of Service

SystemCare - Infrastructure

Owner	Chief Operating Officer	Issue Date	July 2023	Classification	Client Confidential
Document Reference	DOS0004	Issue Number	004		

SystemCare – Core



*SLAs are only applicable based on standard office hours; tickets logged outside of these hours will not be subject to SLAs.
**Covering standard national UK Bank holidays.

Definitions – Core

What does this mean?	Explanation	
Connect 365	You can access the client portal to raise new support requests as well as monitor and update existing tickets. The portal is often the easiest method of contacting our team for assistance and is the primary route when reporting P2 – P3 priorities. You can also track incidents, log requests for change (items not included in this DoS) and access the Knowledge Base for self-serve issue resolution. The Portal can be accessed via https://Connect365.com and you will be issued a login during support onboarding.	
Remote Assistance (Priority Based Response Times)	Remote assistance will be provided to help investigate and resolve issues, service degradation or outages based on assigned priority levels. The definition of each priority level is included below together with our response SLA. Any stated resolution/fix times stated are targets only and, due to many factors outside our control cannot be guaranteed. For the avoidance of doubt, Resolution/Fix times will not be included when assessing performance versus contracted service level arrangements. You should always use Connect 365 to report any issues in the first instance unless it is a P1 Priority call. Should you have a P1 priority, then authorised personnel should contact the TSG Support line on 0333 2200 777 for assistance during contracted hours and enter your supplied PIN Number. Note: We recommend our TSG Remote Application is loaded onto the server(s), supported workstations and relevant access / logins and passwords should be supplied.	
Remote Support	Remote Support These are our core business support hours and are Monday to Friday 0800 – 1800 excluding bank holidays. Tickets can be logged outside of these hours will be actioned in line with the hours you have selected for cover. Onsite Business Hours are Monday to Friday 0900 – 1730 excluding UK national bank holidays.	
Remote Support Priority Level	Response	Definition
P1	30 mins	• Full system failure • All employees (90%+) affected/unable to work • Mission critical services impacted • All sites or critical sites impacted • Potential reputational impact • Legal/regulatory/compliance impact risk.
P2	1 hour	• Service impaired/intermittent • More than 50% of users affected
P3	4 hours	• Service Impaired/Intermittent • Less than 50% of users affected

Definitions – Core

What does this mean?	Explanation
Emergency Loan Equipment	TSG carries stock of the most common components involved in hardware failures. Where practical we will provide emergency loan equipment (models and specs may vary) whilst we get you back up and running again. This covers the likes of end user equipment, firewall routers etc. Provided subject to availability. Delivery of end user equipment will be via courier and charged separately.
Proactive Monitoring	Automated proactive monitoring and fault logging for specific events, provided via the Ninja RMM agent. The Ninja agent must be running in order to receive this service. TSG is not responsible for proactive monitoring where the agent has been disabled.
Service Reporting	To ensure you understand where you stand with your business IT infrastructure on a regular basis, we provide a quarterly executive summary that details how your systems are currently performing. The executive summary also gives you information on any outstanding issues and other potential improvements to consider implementing.
Information Requests Reconciliation/Auditing Assistance	We can assist with basic enquiries regarding your supported systems. This can be helpful for example when you are working with third parties, auditors or for internal compliance purposes. We will provide low risk information requests taking up to 1 hour to implement free of charge. These requests must be submitted with at least 1 weeks' notice. Insurance and Cyber Security Questionnaires will be charged.
Proactive Services Software Review	We will provide recommendations for improvements to ensure your system is operating to its optimum level. This includes but is not limited to: • Reviewing upcoming major releases of software* • Discussing the benefits of new features • Recommendations to take advantage of new features • An assessment summary of existing features, including customisations impacted or deprecated by the update** *Major software updates are as per Microsoft release cycle (where applicable). **If changes to customisations are required to ensure continued functionality, then such changes would be deemed as chargeable and subject to quotation and lead times.

SystemCare – Infrastructure Core

Systems Software and Platform Support

Basic User Account Management

Install / Re-install software

Applications / Services supplied by other providers

Microsoft Applications, Services Support and Patching

End User Device Support

Microsoft Operating System Support

M365 Support and Administration

Standard Patch Management

Hypervisor Support

Virtual Desktop Solutions

Microsoft Azure Support

Security, Backup and Disaster Recovery

TSG Backup Solutions

Monitoring and Alert Management

Malware and AV Protection

TSG Email / Web Content Filtering

File Recovery

Platform Cover

Internet and Connectivity

VPN Management

Network and WiFi Support

Printing

Smartphone Setup

All products, services and solutions are provided in line with the definitions outlined in this document. Those listed under 'Additional Options' are not included unless specifically agreed as part of your contract / MSA agreement with TSG. TSG reserves the right to change, add or remove products, services and solutions listed in this document at any time.

Definitions -Systems Software and Platform Support

What does this mean?	Explanation
Basic User Account Management	Whether this involves new employees or existing employees, we will deal with the following user administration: • Password Reset • Disabling User Access on request We'll also provide guidance and recommendations for role-based security including user permissions / system usage and security. Multiple/high volume user setups, migrations or access changes will be subject to our fair value criteria and may be referred to our professional service team.
Install/Re-Install Software	We will support the installation of TSG supplied application software on to a PC that was supplied by TSG. Complex/high volume installations will be subject to our fair value criteria and may be referred to our professional services team.
Applications/Services supplied by other providers	If explicitly covered under the agreement, TSG will work with third party to attempt to resolve faults on applications/services supplied by other providers. Any cover provided will be in good faith, this is subject to our fair value criteria and will not form part of our service level arrangements. If necessary, with prior agreement from you, these tickets may need to be referred to our professional services team. Note: Requires applications that are not considered End of Life by their vendor and may require a valid support contract be in place with the application vendor.

Definitions - Microsoft Applications, Services Support and Patching

What does this mean?	Explanation
End User Device Support	We will provide remote assistance for problems with devices running supported Microsoft Operating system. Devices purchased via TSG will be onboarded onto your contract free of charge. Devices bought from alternative suppliers will incur an onboarding charge to install TSG SystemCare Requires manufacturer supported hardware and Operating Systems Note: Cover for hardware failure can be covered as an additional option.
Microsoft Operating System Support	We will resolve problems with the Microsoft Operating system and escalate to Microsoft where necessary. This requires a manufacturer supported OS. Non-Microsoft provider operating systems such as Apple Mac or Linux derivatives are excluded from support.
M365 Support and Administration	We resolve program operational problems with M365 but not user training issues. Please note, this excludes functionality issues such as macros or formulae and configuration and customisation of applications.
Standard Patch Management	Operating Systems and Microsoft Office desktop applications that support automated security updates via our remote agent will be updated in line with TSG's Patch Management Schedule. Third party applications are excluded and are the responsibility of the customer to patch. TSG reserves the right to exclude systems from Standard Patch Management if patches cannot be deployed safely on an automated or remote basis. Bespoke patching arrangements, including manual patching of systems and bespoke schedules can be agreed via our Advanced Patch Management offering. Service packs, feature updates or firmware that require manual or on-premises implementation will incur a surcharge
Hypervisor Support	We resolve problems with HyperV and VMWare and escalate to Microsoft or VMWare where necessary. This requires manufacturer supported application.
Virtual Desktop Solutions	We will resolve problems with Microsoft Remote Desktop and escalate to Microsoft where necessary. This requires manufacturer supported application and support contract.
Azure Support - Active Directory Management	We resolve operational incidents with Azure Active Directory and escalate to Microsoft, where necessary.
Azure Support - Active Directory Group Management	We will manage the Creation, Deletion, Modification of Groups in Active Directory.

Definitions - Security, Backup and Disaster Recovery

What does this mean?	Explanation
TSG Backup Solutions	We will monitor and resolve problems with backups and escalate to you or your provider where necessary. You must have the relevant service/software subscription with TSG and the product must be under vendor support and recommended procedures followed. Failure to follow TSG advice will result in backup being removed from SystemCare. There is no RPO/RTO agreed as part of a SystemCare contract. Note: Excludes tapes and removable media.
Monitoring & Alert Management	We provide proactive monitoring of server resources and hardware to anticipate and prevent IT incidents before they occur. We also ensure the maximum availability based on TSGs standard monitoring set and thresholds. While monitoring will be in place 24x7, TSG are only obliged to respond to any events within agreed service hours.
Malware and Antivirus Protection	We resolve problems with Malware and Antivirus software where you have the relevant service/software subscription with TSG, we will escalate to the vendor where necessary. This excludes creation of reports and bespoke configuration requests. Note: Requires manufacturer supported application.
Email/Web Content Filtering	Resolve problems with email and web filtering security solution, where you have the relevant email/web content filtering service/software subscription with TSG and escalate to Vendor where necessary. Excludes creation of reports and bespoke configuration requests.
File Recovery Support	TSG will assist in data recovery during a data loss event. Significant data loss arising from user error, malware or failure to follow TSG advice will be subject to our fair value criteria and may be referred to our professional services team.

Definitions – Platform cover

What does this mean?	Explanation
Internet & Connectivity	Fault management for internet and connectivity that is provided by TSG. Fault diagnosis on non-TSG provided connectivity solutions is not included. Note: Some faults may need to be escalated to BT and will fall under the BT standard terms and conditions.
VPN Management	Resolve problems with remote users connecting to their VPN when using hardware/software approved by TSG. Note: Excludes new user setup and configuration.
Network and WiFi Support	TSG will provide remote support of TSG approved or supplied hardware and escalate with the manufacturer as required. Devices include TSG approved firewalls, security appliances, switches, routers, and wireless access points. Note: Devices must be supported by their manufacturer

SystemCare – Infrastructure (Additional Options)

All products, services and solutions are provided in line with the definitions outlined in this document. Those listed under 'Additional Options' are not included unless specifically agreed as part of your contract / MSA agreement with TSG. TSG reserves the right to change, add or remove products, services and solutions listed in this document at any time.

Definitions – Additional Options

What does this mean?	Explanation
Early Hours Cover	Remote assistance can be provided between 6am and 8am
Evening Hours Cover	Remote assistance can be provided between 6pm and 8pm
Weekend Hours Cover	Remote assistance can be provided between 9am – 5:30pm
24/7 Remote Cover	This is 24 hour, 7 days a week remote only support cover (excluding Christmas and New Years Day)
24/7 Onsite Cover	24-7 Onsite Assistance available as a bespoke option
Database Performance Tuning and Maintenance	Where you have selected this option, we will work with you upon request or set up scheduled reviews to ensure your critical databases, that are covered under your agreement with us, are performing at an optimum level and/or are maintained to an appropriate level.

Definitions – Additional Options

What does this mean?	Explanation
Training	Ad-hoc courses to assist users with basic / advanced level training. Train the Trainer workshops are also available.
Floorwalking/Onsite Visit	Quarterly onsite floorwalking with a TSG Consultant: • Discuss your day-to-day practices. • Discuss any system concerns and explore solutions. • Onsite one-to-one guidance from an experienced Support expert • Providing your Power Users with best practices, help and guidance • Explore FAQ's. Note: On-site visits will be pre-booked and can be re-arranged with min 4 weeks' notice.
Managed Service Proactive Days	Pre purchased and scheduled annually, both on-site and/or remote. Delivering a range of service options and tasks, tailored with each client. Typical tasks could include; Review and administration tasks associated with Azure/M365. User and license management, service health, Intune compliance etc. Review and administration tasks associated with Endpoint Security - Sophos Central, Defender for Cloud. Management and advice of on-premise infrastructure hardware - WAN, Firewalls, Wi-Fi, switches, UPS, servers. Management and advice of end user devices - Desktops, laptops, re-patching, desk moves. Review and advice of backup solutions, status health and suitability, small PoC test restores, basic DR documents. Bi-annual basic security review. User account review, technical debt, best practices, review password policies etc. Desk side user support, advice and basic MS Windows and Office training. Process and documentation work. New starter/leaver process and guides, network diagrams etc. Carry out minor installation work during scheduled days - Desktops, laptops, additional software* *Subject to license & support with 3rd party vendors where required.

Definitions – Additional Options

What does this mean?	Explanation
Microsoft SQL Server	We can help resolve problems with Microsoft SQL Server and escalate to Microsoft where necessary. This support does not extend to third applications not purchased from TSG. Escalation to Microsoft regarding On-premise versions of SQL will incur a surcharge. Services such as performance tuning, consultancy and backup management are available as chargeable extras. This requires a vendor supported version of SQL Server and does not cover Database information.
Microsoft Exchange	We can help resolve problems with Microsoft Exchange and escalate to Microsoft where necessary. Escalation to Microsoft regarding On-premise versions of Exchange is not covered and will incur a surcharge. This requires vendor supported version of Exchange
Advanced Patch Management	TSG can manually patch critical equipment, when doing so on an automated basis is considered high risk. This includes but is not limited to Hyper-V/VMWare hosts and clusters, On Premise SQL and On-Premise Exchange Servers and system firmware. In addition, we can deploy custom patch and reboot schedules to operate around each customer's unique needs
Advanced Monitoring	In addition to our standard monitoring offering, we can offer a range of advanced network, infrastructure and security monitoring. As well as helping resolve incidents quicker, advanced monitoring can assist with trend analysis and complex problem resolution. While monitoring will be in place 24x7, TSG are only obliged to respond to any events within agreed service hours.
Disaster Recovery Testing	Working in co-ordination with you, we will manage and implement scheduled disaster recovery testing as per those included in your agreement and subject to having the relevant disaster recovery service/software subscription with TSG.
Assist with Recovery of Ransomware	Included on the equipment covered by SystemCare where you have the relevant anti-ransomware and backup service/software subscription with TSG. Note: Requires manufacturer supported application. Note: this does not include remediation following a ransomware attack, additional professional services time will need to be purchased.
Removal of Virus/Spyware	Included on the equipment covered by SystemCare where you have the relevant mail protection, antivirus security and UTM service/software subscription with TSG, excludes infection based on vendor product failure. Note: Requires manufacturer supported application and this does not include remediation following a virus or spyware incident, additional professional services time will need to be purchased.
Printing	Resolve problems with users unable to print due to connectivity issues. Note: Excludes new printer setup and configuration

Definitions – Additional Options

What does this mean?	Explanation
PC/Laptop Hardware	Includes parts and labour on equipment that is less than 4 years old but excludes laptop batteries and power supplies. Note: TSG recommends a device refresh every 3 years
Thin Client Hardware	TSG will manage replacement under manufacturer's warranty if applicable and return to service. Note: where available TSG will provide suitable loan equipment.
Tablet Hardware	TSG will manage replacement under manufacturer's warranty if applicable and return to service. Note: Windows Operating Systems only. Tablet devices are excluded from emergency loan equipment.
Handset Hardware Support	Handset support covers hardware failures and reconfiguration of TSG supplied equipment; however, it excludes user damage or incorrect use. Note: Set up of the replacement handset will be the customers responsibility, if required, an optional onsite engineer is available chargeable at TSG rates.
Server Hardware	Includes parts and labour on TSG supported equipment that is less than 5 years old. Note: Equipment older than 5 years will incur a surcharge.
Network Hardware	TSG will manage replacement of TSG approved hardware under manufacturer's warranty if applicable and return to service. Includes reconfiguration where necessary when using hardware/software approved by TSG. Devices include TSG approved firewalls, security appliances, switches, routers, and wireless access points. Note: Devices must be listed in the additional items section of the contract and have active manufacturer care packs or equivalent. Equipment older than 5 years will incur a surcharge.
UPS Hardware	TSG will manage replacement under manufacturer's warranty if applicable. Note: Excludes UPS batteries.
Cabling	TSG will resolve issues caused by the patch cabling in the cabinet and from the floor/wall box to the desktop. Does not include structured cabling or replacement of patch cables. Note: Excludes cabinet maintenance.

Principles of Our Managed Services and Definition of Service

The Core principles of our Managed Services and Definition of Service are as follows:

- Incident Management and Prevention – allowing you, and your people, to concentrate on the things that add value to your business.
- Ensuring your IT systems are robust and secure - the options that are included as standard under your agreement are those that we believe are fundamental to you maintaining a robust and secure IT environment.
- Flexibility – additional options are available that enhance your managed services agreement and allow a tailored approach to meet your needs

On occasion certain points covered in our definition of service (DoS) may not fit into the operational practicalities of IT when doing day-to-day business, we've intentionally not tried to cover every scenario, instead where this is the case, we will take a pragmatic, fair value approach, always trying to meet your needs without compromising priority service overall.

Principles of Our Managed Services and Definition of Service

To enable us to do this we have created this DoS, which creates clarity for you and us, at its core it:

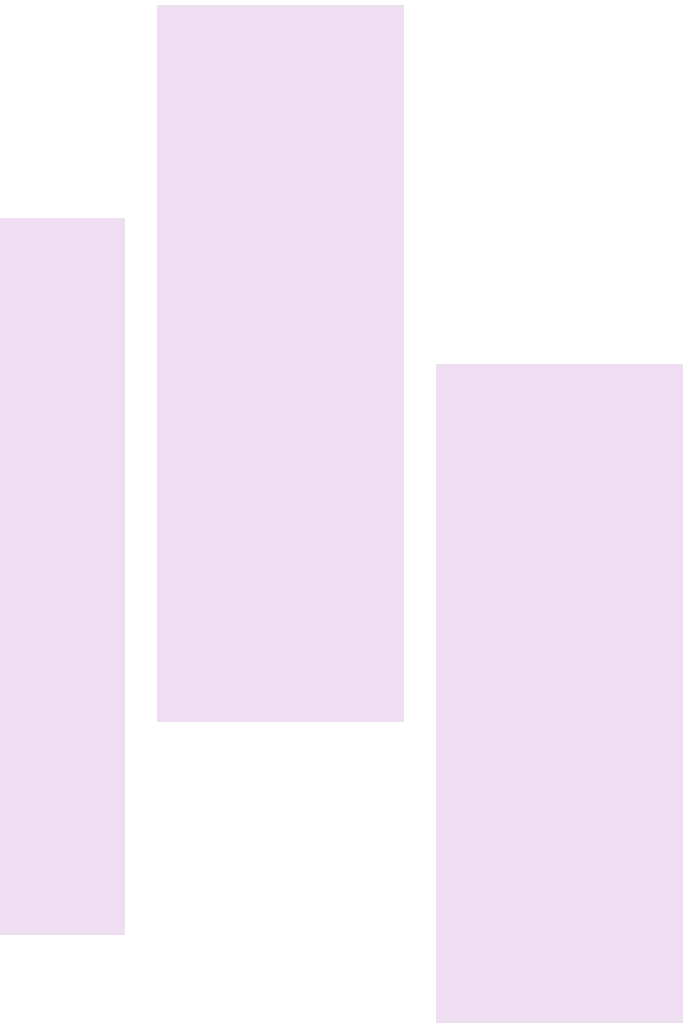
Focus's our skills to meet your needs:

- Focus on incidents that impact your business the most through a priority SLA based approach.

Promotes a Help first approach through transparent Fair Value:

- First and foremost, we are here to help, customer experience is at the heart of everything we do.
- Our skilled people will adopt a 'help first approach' when engaging with you, looking to resolve your issues quickly and to the highest levels of satisfaction. We will not adopt a rigid contractual approach, but to deal with genuine incidents and be fair to all clients, we also are not able to facilitate every ticket request where they fall outside of the agreement.
- We will always look to address your requirements when you log a ticket with us. In order to help us create transparency and distinction between what we would class as a ticket covered under your managed service agreement (MSA) and one which would not be, we adopt the principle of change and service requests versus incidents, this is defined by ITIL as follows:
 - An incident as an unplanned interruption to or quality reduction of an IT service.
 - A change request is considered any item which falls outside of the ITIL definition of an incident.
 - You can, and are encouraged to, select items that would normally be defined as change requests to form part of your agreement with us.
 - Should you log a ticket with us that is not covered under your agreement or falls outside of the principles set out above, we will communicate this to you and explain why it is not covered, we will endeavour to remedy the ticket either as a chargeable support ticket or separately as a project depending upon complexity and risk.
- All Change and Service Requests will be charged for (unless explicitly covered in your MSA) based on the time required to fulfil the request in an open and transparent way.

Principles of Our Managed Services and Definition of Service



Creating transparent fair value also means that we employ ticket caps. All managed services agreements will include a mutually agreed ticket cap. These ticket volumes help us form part of the assessment of contract pricing and enable TSG to plan and model resource and skills to deliver services to you when you need them.

IT environments and users are complex, as are those who may look to exploit your people and systems, in order for us to protect you and for you to protect yourselves there will be times when the following apply;

- We may ask you to make changes to your systems.
- We ask you to inform us of changes you make to your systems.
- We ask you to always ensure our remote agents are installed on your end user devices and servers.
- You should ensure you maintain necessary end user licence agreements where applicable (ensuring vendor support where necessary)
- We will offer advice on systems that may be nearing or have become end of life (EOL), in certain circumstances if these areas remain unaddressed, we may have to remove them from cover under the managed services agreement. This is because the risk associated with such scenarios is too great and pose significant threats to you and us if left unaddressed.

Exclusions

EXCLUSIONS	Cover
TSG Remote Agent	The service is provided subject to a user not disabling or uninstalling the TSG SystemCare Agent
Consumables	Mice, Keyboards, Patch Cables, UPS Batteries, Laptop Batteries & Power Supplies, Tapes, Toner etc.
Installations & Application Upgrades	All products are excluded Note: Also applies to SSL certificates.
Managed Service Proactive Days	Major project installation work or changes to infrastructure. Full DR documentation / Full DR testing.



Contact Us

Technology Services Group Limited
Kingsway (North)
Team Valley
Gateshead
NE11 0JZ

www.tsg.com | <https://connect365.com> | 0333 220 0777(PIN Only)