

TERMS AND CONDITIONS



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RECIPE FOR SUCCESS



HM Government
G-Cloud
Supplier

Crown
Commercial
Service
Supplier

Alkane has been delivering IT services to **public and private** sector clients for over 15 years. Our services integrate seamlessly with existing processes, providing immediate scalability and instant access to specialist skillsets.

What sets us apart is our **deep expertise**, meticulous attention to detail, relentless work ethic and commitment to best practice - demonstrated consistently and shared openly with the community through public forums, our website and other channels.

We **specialise in end-user compute** (EUC) services, designing and maintaining environments that provide continuity, reliability, security, and flexibility. Our services can also be **white-labelled**, enabling managed service providers to expand their portfolios with client-ready offerings that strengthen customer relationships.

We are also **value-added resellers** for some of the most innovative technology platforms, giving clients access to cutting-edge products that enhance and complement our EUC capabilities.

HOW CAN WE HELP?

Our clients benefit from a **simple and transparent engagement** model that enables rapid mobilisation without unnecessary complexity. Engagement can be direct or via G-Cloud, Crown Commercial Service, or the Microsoft Partner Network.

All our services are underpinned by robust service-level agreements and backed by a **12-month warranty** on deliverables - providing measurable assurance that performance and reliability standards will be consistently met.

And by taking the time to understand each client's business requirements, we develop clear strategies and deliver exemplary solutions - combining unmatched support with **highly competitive pricing**.



TERMS AND CONDITIONS



1. TERMS AND CONDITIONS

1.1. These Terms together with each document for the Cloud Support Services expressly incorporated by reference by these Terms or any Call-Off Contract that incorporates them (collectively, the "Documentation") are the complete agreement between the Supplier and the Buyer for the Cloud Support Services.

1.2. Definitions are set out in the attached Glossary. Capitalised expressions that are not otherwise defined have the meanings prescribed by the G-Cloud Framework Agreement or the relevant Call-Off Contract authorised under it unless the context requires otherwise.

1.3. These Terms are supplied for use to enable purchase by a Buyer from the Supplier as Cloud Support Services of time and/or resources for activities that comprise a discrete unit of work, which is required for a limited period and is unlikely to recur on a regular or periodic basis. If more complex requirements arise, then a separate agreement may be required and/or different provisions may apply, as agreed in entering into the appropriate Call-Off Contract or other binding agreement.

2. DURATION FOR EACH ENGAGEMENT

2.1. Each Agreement shall be effective from the relevant Call-Off Contract's Start Date and continue for the period stated in the Call-Off Contract unless and until terminated by either the Buyer or the Supplier in accordance with the Agreement.

2.2. Where a Call-Off Contract sets out an end date for its Cloud Support Services, then the Supplier is not obliged to make its resources available to supply the Cloud Support Services beyond that end date, except to the extent that the Buyer continues to pay for those resources on a time and materials basis.

3. PROVISION AND USE OF THE CLOUD SUPPORT SERVICES

3.1. In entering into the Agreement for Cloud Support Services, the Supplier grants to a Buyer a non-exclusive, non-transferable right during the Term to receive the specific Cloud Support Services described in the applicable Service Definition(s).

3.2. The Supplier shall use commercially reasonable efforts to make the Cloud Support Services available to the Buyer in accordance with the Agreement, exercising all reasonable professional skill, care, and diligence in supplying the Cloud Support Services. The Supplier warrants to the Buyer that the Cloud Support Services will comply in all material respects with the relevant Service Definition. The Supplier shall assign personnel of appropriate skills and experience to perform the Cloud Support Services. The Buyer accepts that it is responsible for verifying that the Cloud Support Services are suitable for its own needs.

3.3. Buyers must access and use the Cloud Support Services: only to the extent of authorisations granted by the Supplier and for the Buyer's own business purposes; and in accordance with any operating instructions, policies and procedures that apply in respect of the Cloud Support Services, as set out or referred to in any of the Documentation or that the Supplier notifies to the Buyer from time to time.

3.4. In ordering the Cloud Support Services, each Buyer will provide to the Supplier contact details for the Buyer Contact, who will act as the Buyer's authorised representative and point of contact for the Supplier for the Agreement and the Cloud Support Services supplied under it. The Buyer may change the Contact Person at any time by providing prior notice to the Supplier.

3.5. The parties will consult and co-operate with one another in respect of the delivery of each agreed order for Cloud Support Services, each using reasonable endeavours to perform allocated tasks and within agreed timelines.

3.6. A Buyer is not authorised to sell, resell, lease or sublicense to any third-party direct access to the Cloud Support Services nor permitted to provide hosting or timesharing services via the Cloud Support Services to others, unless and except as expressly set out in an agreed Call-Off Contract and the Service Definition(s) it references.

4. BUYER RESPONSIBILITIES

4.1. Each Buyer is solely responsible for:

4.1.1. Ensuring that the infrastructure that the Buyer uses to access the Cloud Support Services is compatible with the interfaces provided for the specific Services.

4.1.2. Its data including for backing up and saving any Buyer Data and any other data registered, stored, or processed by the Buyer and any of its End Users in connection with the Cloud Support Services except (and then only to extent) set out in an agreed Call-Off Contract and the Service Definition(s) it incorporates.

4.1.3. All use and management of the Buyer's user credentials for the Cloud Support Services including any passwords required for their access or use. Any Charges or other liabilities incurred because of the Buyer's, End Users' or any other third party's use of the Buyer's user credentials are payable by the Buyer.

4.1.4. Obtaining all necessary permissions to use, provide, store and process Buyer Data and other data provided or transmitted by the Buyer or its End Users in connection with the Cloud Support Services. In entering a Call-Off Contract, each Buyer grants to the Supplier and its affiliates permission to use such data for the purposes of providing the Cloud Support Services to the Buyer and any End Users.

4.1.5. Taking adequate precautions within the Buyer's own infrastructure to prevent the spread of viruses or malicious software.

4.1.6. Complying (and ensure that End Users must also comply) with licence or restrictions or directions of use in respect of any Third-Party Software provided by the Supplier in delivering any of the Cloud Support Services.

4.1.7. Complying with all statutory and other legal requirements applicable to the Buyer's and its End Users' conduct and operations.

4.2. Each Call-Off Contract may also prescribe other responsibilities or dependencies that a Buyer will need to meet for the Supplier to provide the Cloud Support Services as described. Other dependencies might include, by way of example, requirements for documents and information, as well as requirements for Buyer representatives to attend certain meetings and for access to certain Buyer Data, systems, and resources. The Supplier is only obliged to deliver the Cloud Support Services as described if the Buyer takes the steps identifiable in the relevant all-Off Contract as Buyer responsibilities or dependencies.

5. PERFORMANCE MANAGEMENT

The Supplier will be excused from delay in performing, defective performance and non-performance under the Agreement to the extent each result from an act or omission of the Buyer that unreasonably prevents or delays the Supplier from performing.

Should a delay or defect arise in respect of the Supplier's performance as a result, then the Supplier shall be entitled to amend the affected Cloud Support Services, delivery schedule and/or Charges with no liability and to charge as part of the Charges, at the Supplier's discretion, any additional costs incurred by the Supplier and arising from the Buyer's failure, act, or omission.

The Supplier will take steps to mitigate the impact of any failure.

6. ACCEPTABLE USE

6.1. Each Buyer must not: exceed any usage limits or restrictions set out in any agreed Call-Off Contract or the Service Definition(s) it references; or engage in or allow any End User to engage in any conduct in connection with the use of any of the Cloud Support Services that is unlawful, fraudulent, defamatory, offensive, or obscene, or that may cause harm or damage in respect of any person, network, or system.

6.2. If the Supplier determines that the Buyer has not complied with this obligation, then the Supplier may take any measures that it deems appropriate to resolve the Buyer's non-compliance and resulting risks arising, without prior notice to the Buyer. These steps may include deleting or blocking all or any portion of the information transmitted or displayed by the Buyer or its End Users using the Cloud Support Services, suspending the Cloud Support Services or terminating the Agreement immediately for breach incapable of remedy.

7. MINIMUM COMMITMENTS

Certain Cloud Support Services (in whole or in part) may be subject to minimum commitments, where and as set out in the Agreement or any part of its Documentation or otherwise agreed in writing from time to time.

If minimum commitments apply, then these comprise the minimum volumes and/or duration for which the Buyer agrees to use (or permit the Supplier to use to calculate the amounts payable for using and accessing) the relevant Cloud Support Services (each, a "Minimum Commitment").

If a Buyer terminates use of the Cloud Support Services before a Minimum Commitment has been met, then the amounts payable as part of the Charges in the event of early termination will include the value of the then remaining Minimum Commitment.

8. PAYMENT AND PRICING

8.1. The Buyer shall pay the Charges for the Cloud Support Services within 30 days of the date of invoice ("Due Date"), together with any Value Added Tax and any other applicable sales taxes at the prevailing rates.

8.2. The Supplier may invoice the amounts payable for the Cloud Support Services monthly from the Call-Off Contract's Start Date. Charges are invoiced monthly in arrears, except where otherwise stated in a Call-Off Contract. For Buyers this means that each invoice for Charges that are payable in arrears will cover the Charges incurred during the month immediately preceding the month of invoice.

8.3. Where the Charges are calculated based on daily or hourly rates:

8.3.1. Rates apply for a professional, working day of eight hours of chargeable time. Additional hours are available as required by the Buyer, except that overtime will apply in calculating the Charges for time

worked by an individual more than eight hours during any working day and for hours required by the Buyer for non-working days. These Charges will be calculated by applying multipliers to the applicable rates of 1.25 for Saturdays and for hours more than eight hours on any working day, 1.5 for Sundays and 2 for public holidays, or as otherwise agreed in entering the Call-Off Contract.

8.3.2. These Charges exclude (and each Buyer will also on request reimburse to the Supplier) expenses in categories authorised for reimbursement by a Call-Off Contract, where actually incurred by the Supplier or its staff in providing the Cloud Support Services. The Supplier will provide the Buyer with reasonable evidence of expenses incurred, where chargeable to the Buyer and reasonably required to verify a claim for payment.

8.4. Where the Cloud Support Services are priced on a consumption basis, unless otherwise stated in the Call-Off Contract, the rates used to calculate the Charges will apply in the event of any usage during a measurement period (not only for usage for the entirety of the measurement period).

8.5. If the Buyer has not paid an invoice by its Due Date, then the Supplier may charge and the Buyer will pay upon receipt of invoice interest calculated daily, from its due date until the payment in full, at the rate of 4% per annum over the base rate of Barclays Bank in force from time to time. The Supplier may also at its option and without prejudice to this or any other right or remedy suspend performance of the Services until amounts then outstanding for them are paid.

8.6. The Buyer is responsible for and agrees to pay directly to the appropriate government authority any withholding tax prescribed by applicable law. The Buyer will consult and cooperate with the Supplier in seeking a waiver or reduction of such taxes, to the extent these arise in respect of any amounts paid or payable under this Agreement.

9. TERMINATION RIGHTS

Termination rights as prescribed by the Call-Off Contract and the applicable service Definition(s) will apply. In addition, except as otherwise prescribed in an agreed Call-Off Contract, either the Buyer or the Supplier may end a Call-Off Contract for Cloud Support Services at any time for convenience on 30 days prior written notice to the other party or, at any time, by mutual written agreement.

10. TERMINATION CONSEQUENCES

10.1. Upon termination for any reason:

10.1.1. The Buyer's rights under the Agreement to use or access any of the Cloud Support Services supplied under it will also end.

10.1.2. The Buyer will remain responsible for and must promptly pay to the Supplier all amounts incurred for all the Cloud Support Services then rendered up to the date of termination, including for tasks in-process that complete after the date of termination, together with any termination fees prescribed by the relevant Call-Off Contract as payable when the Agreement ends.

10.1.3. In the event of early termination by the Buyer or for the Buyer's breach, these Charges may, at the Supplier's discretion, include those costs reasonably incurred by the Supplier in anticipation of performance of the affected Cloud Support Services as planned to the extent these cannot reasonably be eliminated, including any early termination costs the Supplier incurs in connection with cancelling any Third Party Software licences and other secondary contracts entered into in anticipation of performance in respect of the Buyer.

10.2. Rates that apply to calculate the Charges payable in a Buyer's final invoice are not discounted in the event of termination part way through a unit measurement period.

10.3. In meeting its obligations to destroy or return to the Buyer any Buyer Confidential Information, the Supplier shall be entitled to charge on a time and materials basis for returning or destroying any Buyer Data, as its retrieval is the Buyer's responsibility unless otherwise expressly stated in the relevant Call-Off Contract; and the Supplier shall not be obliged at the end of a Call-Off Contract to return copies of any computer records or files containing Confidential Information that are not readily identifiable and/or retrievable and created as a consequence of automatic backup procedures; or documents and other data incorporating or based on Confidential Information where retention is required by law or any applicable governmental or regulatory authority. Any information that is not returned or destroyed remains subject to the obligations of confidentiality arising under or in connection with the Call-Off Contract.

11. POST-TERMINATION

11.1. The Supplier is not obliged to continue to provide the Cloud Support Services or to host or store any Buyer Data after the Agreement ends. Post-termination assistance and any requirements for hosting, storage or other services after the Agreement ends are instead subject to mutual agreement by the parties before the Agreement ends about the specific requirements and the applicable charges. If for example, an exit plan and any handover to a replacement supplier is proposed for a Buyer in an Order Form, then the Supplier will supply this assistance as Additional Services as agreed in finalising the Documentation.

11.1.1. Where post-termination assistance is agreed in the Documentation or otherwise in writing as a requirement for a particular Buyer, then for 30 days following termination (or such other period as the relevant Documentation prescribes):

11.1.2. The Supplier will not erase because of termination any of the Buyer Data or the Buyer's account credentials.

11.1.3. The Buyer may retrieve from the Cloud Support Services any Buyer Data, if not already retrieved, where and to the extent that the Buyer has paid to the Supplier any charges for post-termination use of the Cloud Support Services and all other amounts due.

12. SOFTWARE INSTALLATION

12.1. To the extent that the Cloud Support Services involve the installation, implementation, integration, maintenance or upgrade of Third-Party Software, the Buyer acknowledges that:

12.1.1. The Supplier is not the author, developer, provider, or seller of the Third-Party Software and instead has been retained solely to install, implement, integrate, maintain, or upgrade the Third-Party Software in the Buyer's current computing environment.

12.1.2. The Supplier will not be liable for any defects, flaws, programming errors, inefficiencies, or malfunctions in any the Third-Party Software, or for any lack of functionality in or non-performance of the Third-Party Software, unless otherwise expressly agreed in the applicable Service Definition(s).

12.1.3. Its exclusive remedies with respect to the Third-Party Software will be against its vendor or provider. Therefore, the Buyer will not assert against the Supplier any claim based on or related to the Buyer's use of any Third-Party Software, which will be governed solely by the terms of the Buyer's licence agreement with the Third-Party Software's provider.

13. BUYER DATA

13.1. Each Buyer acknowledges and agrees that the Supplier makes no representations whatsoever regarding the Buyer Data and is in no way responsible or liable for monitoring or otherwise ensuring the integrity, completeness, or accuracy of any of the Buyer Data or any other data transmitted or processed by or for the Buyer except where and as expressly stated in a Service Definition. The Buyer will, on demand,

indemnify and hold the Supplier harmless against and resolve any losses, expenses, damages, or costs incurred by the Supplier and arising in relation to any third-party claims or proceedings in respect of the Buyer Data and any other data provided or transmitted by the Buyer using any of the Cloud Support Services.

13.2. Where any Buyer Data remains in an environment owned or operated by the Supplier after the Agreement ends, then the Supplier may unilaterally delete such data at any time. However, if the Supplier and the Buyer have expressly agreed prior to termination a requirement for the Supplier to provide for the Buyer any post-termination assistance, then the Supplier will not exercise this right while any agreed post-termination assistance continues.

14. OWNERSHIP AND LICENSING

14.1. The Buyer and the Supplier each acknowledge and agree that:

14.1.1. There shall be no change because of the Agreement appointing the Supplier to supply the Cloud Support Services in the ownership of the Intellectual Property Rights in any material or items existing as at the Start Date.

14.1.2. The Intellectual Property Rights that exist in respect of the Cloud Support Services (including related software and content) and any modifications to the same are owned and shall continue to be owned by and vest in the Supplier and/or its licensors.

14.1.3. All Buyer Data shall be and remain the property of the Buyer and neither the Supplier nor any of its licensors or subcontractors shall obtain any Intellectual Property Rights or other rights in relation to such Buyer Data.

14.1.4. Except as stated in an agreed Call-Off Contract, the Supplier in entering a Call-Off Contract grants to the Buyer a non-exclusive, perpetual licence to use, reproduce, adapt, and enhance, for the purposes of the Buyer's ongoing business operations, those aspects of the Deliverables specifically created or adapted for the Buyer by the Supplier while performing the required Cloud Support Services.

14.2. Where the Cloud Support Services will involve the Buyer accessing or using Third Party Software (which may include open source software), the Buyer agrees that use of the software is subject to (and the Buyer must abide by) any then current Third Party Software terms and conditions of use, as notified to the Buyer in the applicable Service Definition(s) or otherwise by the Supplier in writing, which will prevail over these Terms to the extent of the inconsistency. The Documentation may also specify policies, rules or restrictions that apply to how the Cloud Support Services may be used and how any web or other applications that use or interface with the Cloud Support Services may be built, with which the Buyer and its End Users must comply.

14.3. The Supplier may terminate the provision of Third-Party Software due to, among other reasons, the expiration or termination of the applicable licence. The Supplier shall endeavour to notify the Buyer prior to such expiration or termination and the Buyer must cease use of such software by the applicable expiration or termination date, and where technically possible, delete such software. If the Buyer fails to promptly cease using and delete such software, then the Supplier may unilaterally delete or block access to any Supplier owned or licensed component or resource in which such software is stored.

14.4. Each Buyer must not do anything and must not permit any End User or any other person that it is responsible for to do anything to jeopardise the Supplier's or its licensors' Intellectual Property Rights. Except to the extent that such restrictions are expressly prohibited by applicable law, the Buyer shall not (and shall not permit End Users to) create any derivative works based on any aspect of the Cloud Support Services or otherwise adapt, publicly transmit, make transmittable, reproduce, copy or reverse engineer (including by reverse-compiling, reverse-assembling or engaging in any other act of analysing undisclosed

internal structures in respect of) any part of the Cloud Support Services, the Supplier environment (computers, servers, networks, systems) or its or their components.

14.5. In interpreting the Call-Off Contract's provisions, in no circumstances will the Supplier be liable or responsible for any claims in respect of Intellectual Property Rights to the extent based on non-Supplier owned or licensed products and/or services, items not provided by the Supplier as part of the Cloud Support Services or for any violation of law or third party right caused by Buyer Data or the materials, designs or specifications of the Buyer's End Users.

15. CONFIDENTIALITY

15.1. Confidentiality obligations as prescribed by the Call-Off Contract will apply to Confidential Information. In interpreting these provisions, in choosing to order any of the Cloud Support Services, each Buyer consents and agrees that: the Supplier may access and inspect (and, where required by law or with permission, disclose to third parties) Buyer Data, only for the purposes of and to the extent necessary to:

15.1.1. Operate the Cloud Support Services and perform the Agreement.

15.1.2. Comply with applicable law including to respond to any allegation of non-compliance or infringement arising from any third party.

15.1.3. Permit access for the purposes of an audit or regulatory or criminal investigation where access is expressly ordered by an authority of competent jurisdiction, mandatory under applicable law or regulations or required by a regulator or regulatory body to which the Supplier or any member of its group is subject.

15.1.4. Act in a manner that the Buyer has expressly authorised in writing.

16. LIABILITY

16.1. In interpreting the liability provisions prescribed by each Agreement, the Supplier and the Buyer acknowledge and agree that, in respect of the Supplier's Cloud Support Services:

16.1.1. If any service credits or other pricing adjustments ("Service Credits") apply, as prescribed by the relevant Service Definition, then application of the Service Credits to an invoice will: comprise the Buyer's sole remedy in respect of any failure by the Supplier to meet the service levels triggering the Service Credit; and be received by the Buyer in full and final satisfaction for any claim arising as a result of the failure to achieve the relevant service level.

16.1.2. The Supplier shall not be liable in any circumstances for any damages, costs, expenses, or other liabilities arising from any reasons that are not directly attributable to the Supplier, whether foreseeable by the Supplier or not.

16.1.3. The Supplier is not responsible for backing up or restoring any Buyer Data, unless and to the extent expressly described in the applicable Service Definition.

16.1.4. The extent of the Supplier's liability for the types of loss listed at clause 4.5 of the G-Cloud Framework Agreement will be only to the extent such losses directly arise as result of the breach giving rise to the specific claim.

16.1.5. Each party has a general duty to mitigate any loss or damage that it suffers.

16.1.6. Nothing in the Agreement affects or restricts the liability of the Buyer to pay the Charges or any other sums falling due for payment by the Buyer under the Agreement nor the liability of the Supplier to apply to the Charges any Service Credits.

17. GENERAL

17.1. Warranties: Except as expressly provided in these Terms, the Supplier, excludes to the full extent permitted by law all express or implied warranties, representations, terms, and conditions regarding the Cloud Support Services, the Service Portal and their use (including any warranty that the Services or third-party services will be uninterrupted or error-free or free from security vulnerabilities, or that the Buyer's data will not be maliciously attacked or accessed). To the fullest extent permitted by law, all warranties and conditions which might have effect between the parties or be implied or incorporated into the Agreement for any reason are excluded, except for those set out in these Terms. Warranties will not apply if there has been misuse, modification, or damage to any component of the Cloud Support Services or its underlying environment which is not caused by the Supplier; or any failure by the Buyer or End Users to comply with instructions issued by the Supplier in respect of the Cloud Support Services.

17.2. Data Analytics: By using any of the Cloud Support Services, each Buyer consents to the Supplier collecting and using technical information about the devices the Cloud Support Services are accessed and used on and from and related software, hardware and peripherals to improve the Supplier's products and to provide any Cloud Support Services to the Buyer and any other Buyers.

17.3. Intrusion Detection: The Supplier may install any intrusion detection system ("IDS") in the Supplier's equipment to help detect communications attempting to disrupt or disable any of the Cloud Support Services, hack into the Supplier's equipment, or perform hacking using the Supplier's equipment, including equipment installed for providing the Cloud Support Services (collectively, "Offensive Communication"). The contents of any communications with the Supplier's equipment or using the Supplier's equipment may be verified by the Supplier through the IDS to determine whether such communications are Offensive Communications. The Supplier may tabulate and analyse the records of Offensive Communication obtained with the IDS, create statistical data and use and process the same, only for purposes of improving the security of any of the Cloud Support Service and the Supplier's other products and services. Such statistical data may be publicly announced where anonymised (meaning to the extent that it does not identify the Buyer or any security vulnerabilities in respect of its data) for the research, development, improvement, enlightenment, or other purposes related to enabling information security. By accessing any of the Cloud Support Services, the Buyer acknowledges and consents to proceeding in this way.

17.4. Access and Audit Rights: Buyers shall not have any automatic right to enter or gain access to the Supplier's premises in connection with the use of the Cloud Support Services, except to the extent permitted for the purposes of audits that are mandatory under G-Cloud and then only in compliance with: the express provisions of a Call-Off Contract executed under it; and the Supplier's instructions regarding access, at all times taking steps to protect and maintain the security of the Cloud Support Services and minimise disruption. Audit rights under any Call-Off Contract do not extend to permitting access to the Supplier's servers or technology stacks.

17.5. Data Protection and Compliance: The Buyer and the Supplier shall each comply with the requirements of Data Protection Legislation in connection with any Personal Data passed by the Buyer to the Supplier in connection with the Supplier's provision of the Cloud Support Services. The parties acknowledge that the Buyer is the Controller (and authorised to appoint the Supplier to provide the Cloud Support Services) and the Supplier is the Processor, if and to the extent that any Personal Data is processed in connection with these Terms. By permitting any access to Personal Data, the Buyer consents to the Supplier's Processing and represents and warrants that the Buyer has the rightful authority to lawfully entrust such data to the Supplier for Processing. Where the Supplier aids the Buyer in accordance with clauses 12.2, and Schedule 7 of the G-Cloud Call-Off Contract, the Supplier may charge the Buyer on a time and materials basis at the Supplier's standard applicable rates for time spent in providing this assistance unless otherwise stated in the Call-Off Contract

17.6. The Supplier Group: The Supplier and its affiliates and their subcontractors may process and store business contact information of Buyer personnel wherever they do business in connection with performing the Agreement and enabling the provision of the Cloud Support Services in accordance with these Terms.

17.7. Advisory Services: The Supplier shall not be liable for the Buyer's take up, non-take up or other discretionary use of the information provided by the Supplier or of any of the recommendations or options generated from work under a Call-Off Contract.

17.8. Force Majeure: 'Force Majeure Events' and the operative provisions as prescribed by G-Cloud apply. In interpreting these provisions, the parties agree that causes beyond a party's reasonable control include, by way of example, attacks and illegal acts by any third parties or for delays or failures arising from natural disasters, war, riots, conflicts, acts of terrorism, power outages or defects or malfunctions in networks, equipment, or software.

17.9. Severability: If at any time any provision of this Agreement is found by any court or other competent authority to be illegal, invalid, or unenforceable in whole or in part, it shall not affect or impair the legality, validity, or enforceability of all other provisions of this Agreement.

17.10. Website Terms: Access to and use of any Service Portal associated with the Cloud Support Services may be subject to terms of use and any policies that these incorporate by reference. Buyers must also comply with these requirements, or the Buyer and its End Users will not be authorised to use (and must not use) the relevant Service Portal for the Cloud Support Services.

17.11. Interpretation and Conflicts: Any words following the terms 'including', 'include', 'in particular', 'for example' or any similar expression will be construed as illustrative and not limit the sense of the words preceding those expressions. These Terms have been developed for the purposes of G-Cloud only. If other terms of use for the Cloud Support Services are notified to a Buyer as part of applying to register for access to any of the Cloud Support Services, then these Terms will prevail, to the extent and for the duration of any consistency and then only in respect of orders placed using a Call-Off Contract.

17.12. Non-Solicitation: Neither party will (except with the other's prior approval) while an Agreement is in effect and for a period of six months after it ends solicit the employment or services of any of the other party's personnel engaged in connection with the provision of the Cloud Support Services or any of them. This does not prevent a party from hiring a person who has applied for a role because of a national advertising campaign open to all-comers and not specifically targeted at the other party's personnel.

17.13. Governing Law: These Terms and any dispute or claim arising out of or in connection with them or their subject matter or in respect of the formation of each Agreement under them (including any non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of England. In entering into each Agreement, each party irrevocably agrees that the English courts shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms and their subject matter or formation (including non-contractual disputes or claims).

18. GLOSSARY

In these Terms, unless the context requires otherwise, the following expressions have the following meanings:

Agreement

Each Call-Off Agreement entered for the Cloud Support Services, as modified by these Terms.

Buyer

The UK public sector body or other Contracting Authority purchasing the Cloud Support Services, as identified in its Call-Off Order Form.

Buyer Contact

The person the Buyer appoints as its point of contact for the Call-Off Contract and in respect of the Cloud Support Services, as updated by notification to the Supplier from time to time.

Buyer Data

For the purposes of these Terms, 'Buyer Data' comprises all data, information, and material, including application software and any data, text, audio, video, images, or other content, that the Buyer or End Users provide, transmit or store using any of the Cloud Support Services.

Deliverables

Any documentation, reports, designs, specifications, works, and original software supplied by the Supplier for a Buyer as a specific deliverable in performing the Cloud Support Services, excluding any Supplier Intellectual Property.

End User

Any person or entity that the Buyer permits to access or use any of the Cloud Support Services or any Buyer Data.

Supplier

For the purposes of these Terms, any member of the Supplier group of companies may fulfil the obligations that apply to the Supplier

Supplier Intellectual Property

Any templates, software, methodologies, tools, compilers, specifications, concepts, techniques, documentation, works and/or data and any similar material utilised by the Supplier in the performance of the Cloud Support Services (including any modifications, improvements or enhancements of the same) which originated from or has been developed by the Supplier, its affiliates or third parties outside of the scope of the Cloud Support Services or which is purchased by or licensed to the Supplier, together with the IPR related to any of the foregoing. 'Confidential Information' includes the Supplier Intellectual Property.

Service Definition

Each description for the Cloud Support Services which, for the purposes of G-Cloud, is as published at the Digital Marketplace, as may be updated, or replaced from time to time in accordance with the Framework Agreement.

Service Level Specification

A document made available by the Supplier to the Buyer designated as a 'Service Level Specification' and describing the service levels applicable to any of the Cloud Support Services. For the purposes of G-Cloud, information about service levels may be supplied within a Service Definition.

Service Portal

Any website or pages operated by or for the Supplier and accessed by a Buyer using its credentials in accessing and using the Cloud Support Services it orders under these Terms.

Cloud Support Services

The cloud products and/or technical, business or consultancy services made available by the Supplier to a Buyer as G-Cloud Services for Lot 4 under or in connection with these Terms.

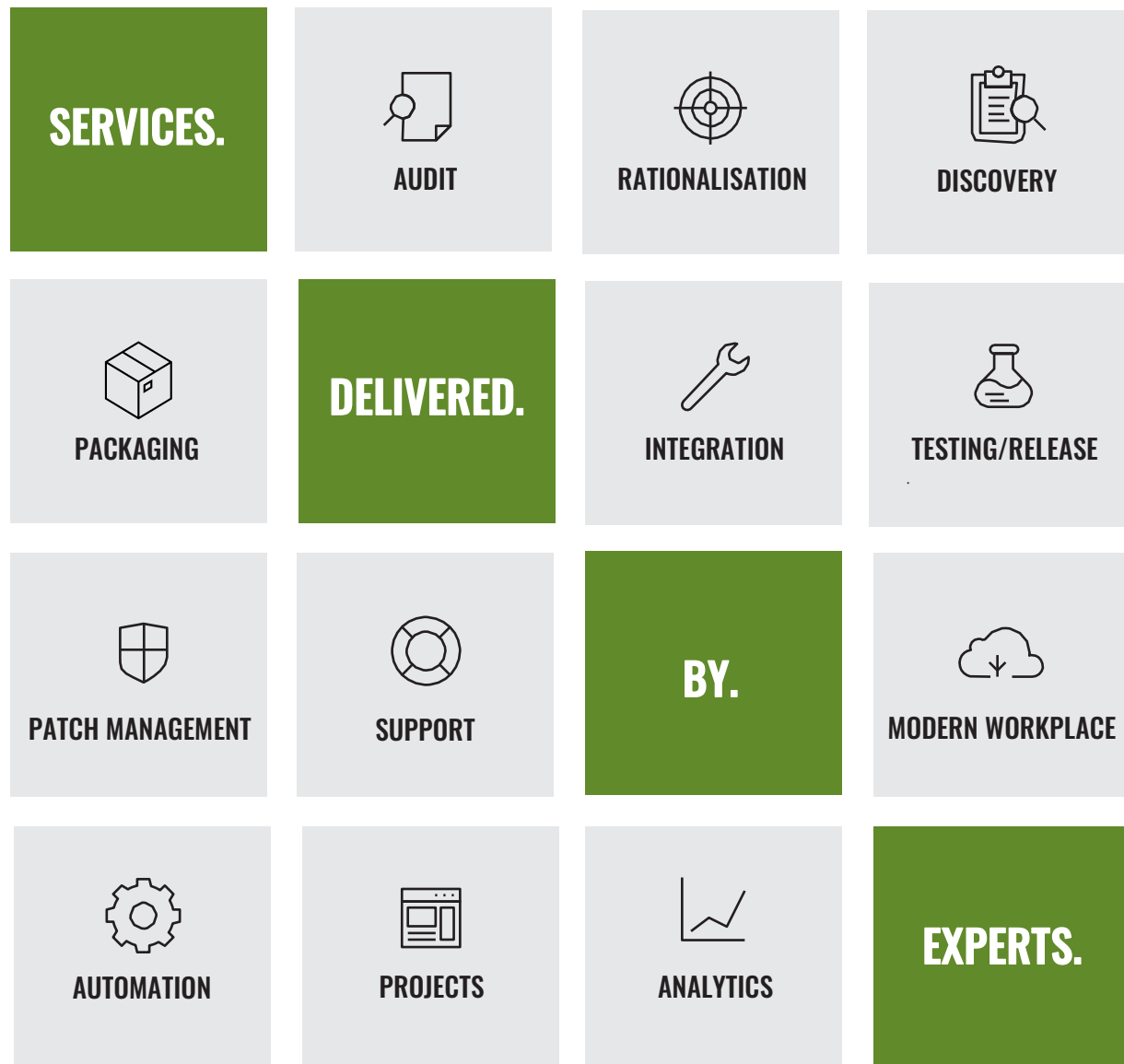
Term

The term of the Call-Off Agreement from its Start Date until expiry or termination, in accordance with these Terms or the Call-Off Contract that incorporates them.

Third Party Software

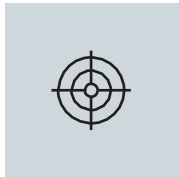
Any third-party software programme or application.

SERVICES DELIVERED BY EXPERTS



**WORK
WITH US**

READ OUR CASE STUDIES



01 // WINDOWS 10 MIGRATION END CLIENT: NHS TRUST

BRIEF:

1. Windows 7 to Windows 10.
2. 6,500 devices. 13,000 users.
3. 277 application packages.
4. Delivery inside 3 months.

Alkane was engaged to manage and implement the migration of 6,500 devices to Windows 10, while replenishing and repurposing existing hardware. The environment supported approximately 9,500 users across a VMware/Omnissa Horizon/vSphere virtual desktop infrastructure (VDI) with 12 pools of 250 non-persistent desktops.

The project presented several challenges: aggressive timescales (just three months including planning), four geographically dispersed sites, an unrationalised and unmanaged application portfolio, manual and undocumented installations, increased home working due to Covid-19, and the critical need to maintain uninterrupted healthcare services.

As part of our audit and rationalisation services, Alkane reduced over 1,000 applications down to 277 based on usage data and business criticality. We then identified, packaged and remediated all core business applications through our application packaging service.

We developed a Power BI dashboard that integrated data from multiple sources including LanSweeper, App-V Reporting, SCCM, Active Directory, and ManageEngine - enabling a data-driven strategy and a highly efficient Windows 10 rollout schedule.

In addition, Alkane designed a stable operating system image with secure baseline policies and performant core business applications. We supported the VDI implementation and established user support clinics including device swap-out sessions.

Our detailed planning and collaboration with the Trust and departmental leads resulted in one of the fastest and most efficient operating system migrations in healthcare.

**DELIVERING PROJECTS ON TIME.
EVERY TIME.**



02 //

MICROSOFT SUBJECT MATTER EXPERTS

END CLIENT: BANK

BRIEF:

1. Debug Microsoft Edge.
2. Debug Microsoft Teams.
3. Debug App-V Performance.
4. Package SAP.

Alkane was engaged by the client to resolve ongoing issues in a live environment where blank pages were randomly appearing in Microsoft Edge, and Microsoft Teams was failing to authenticate. The issue was impacting thousands of users, and the previous service provider was unable to identify the cause after three months of investigation.

We were also asked to virtualise a complex suite of SAP applications for use within a non-persistent virtual desktop environment, supporting over 1,000 users. The previous service provider had spent several months attempting to deliver a working solution without success. Alkane was required to complete the work within five business days.

In addition, the client was experiencing slow App-V streaming performance. Alkane was tasked with monitoring, diagnosing, and remediating the issue.

We began by using Wireshark and Process Monitor to analyse API calls and network traffic, identifying the root cause of the Edge and Teams issues. Within a week, we discovered a conflict between a Sophos Antivirus policy and a ForcePoint Endpoint DLP policy, which we remediated successfully.

We then investigated the SAP App-V packaging issue. Through detailed process monitoring, we identified components that were not executing within the virtual subsystem. By decoupling specific elements and optimising policy settings, we enabled the package to run successfully and integrate seamlessly with Microsoft Excel as part of the Office 365 suite.

Finally, we analysed the App-V streaming performance and found that all sites were streaming from a single content share. We implemented a Distributed File System (DFS) namespace, replicated the content to remote sites, and updated the packages in the App-V management console, significantly improving streaming speeds across the organisation.



Alkane provided an exemplary service. Their knowledge and attention to detail enabled us to resolve environmental issues quickly and efficiently. The team were friendly, plain-talking, hard-working and extremely knowledgeable in the field of application packaging and related technologies.”

Chief Technology Officer.

**EXEMPLARY SERVICE.
SIGNIFICANT COST SAVINGS.**



03 //

WINDOWS 11 MIGRATION

END CLIENT: LOCAL COUNCIL

BRIEF:

1. Windows 10 to Windows 11.
2. Office 2016 to Microsoft 365.
3. 3,000 devices/users.
4. 85 application packages.

Alkane was engaged to assist the internal team in migrating approximately 3,000 devices from Windows 10 to Windows 11, while simultaneously upgrading Microsoft Office 2016 to Microsoft 365.

The project presented several challenges: devices predominantly operated over wireless or VPN connections, making network performance a critical factor. We needed to proactively identify devices with incompatible software, hardware, or disk space limitations, and facilitate orderly testing of critical applications.

The transition from Office 2016 to Microsoft 365 (M365) was complex too - many applications relied on macros and ActiveX plugins incompatible with modern baseline security configurations, and the Office architecture was shifting from 32-bit to 64-bit.

We utilised Microsoft Bookings and SharePoint to facilitate user acceptance testing (UAT) and remediation tracking, supported by a bespoke PowerShell toolset that automated SharePoint updates and communications. We also orchestrated virtual machines to streamline and accelerate the UAT process.

We collaborated with key stakeholders to design a rollout strategy using dynamic deployment rings, allowing us to scale deployments instantaneously based on network latency or other unforeseen issues.

A total of 85 critical business applications were tested, packaged and remediated, with macros rewritten and Microsoft Access forms reauthored to replace legacy components, ensuring full compatibility with Windows 11 and Microsoft 365.

The migration was delivered four weeks ahead of schedule, thanks to close collaboration with a proactive, forward-thinking internal team.



Alkane came at just the right time to ensure the rollout of Windows 11 and Microsoft 365 across the whole of the organisation was a success. They brought a wealth of knowledge and expertise which was applied to all aspects of the project, offering advice and suggestions to the in-house team, with respect and understanding of the organisation's aims. Their help was invaluable in achieving the target delivery 4 weeks ahead of the original planned date."

Service Delivery Manager.

**KNOWLEDGE AND EXPERTISE.
AHEAD OF SCHEDULE.**



THANK YOU



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