Monitoring as a Service

Service Definition Document

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Document Control

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Company	Maple Networks		
Address	The Print Rooms 164/180 Union Street London SE1 0LH		
Primary Contact	Graham Tetley	**Role**	CTO/Lead Consultant
Phone Number	020 3858 0048	**Email address**	gtetley@maplenetworks.co.uk

Revision History

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14/05/2022	Rebecca Gilmour	0.1	Initial Draft
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01/05/2024	Jonny Zammer	1.01	Updates for G-Cloud 14
05/05/2025	Jonny Zammer	1.02	Updates for G-Cloud 15
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Service Overview

Maple Networks 24x7x365 Monitoring service is built on a next generation monitoring platform offered to improve customer visibility of their infrastructure and applications.

The service provides our customers with complete visibility over their environment using multiple methods of monitoring such as agent deployment, SNMP traps, network discovery to name a few.

The service simplifies the monitoring of your infrastructure by providing a holistic view over your environment using standardised checks across all operating systems and tailoring checks to your individual application and organisational requirements.

The service can monitor the following key areas:

- Windows, Linux and OSX Operating systems
- Physical Servers and Workstations
- Virtual Environments
- Network Devices
    - Switches
    - Firewalls
    - Access Points

The service performs the following checks as standard and can be tailored to your own specific infrastructure:

- Processor performance
- Memory performance
- Disk space
- Operating system Services
- Antivirus definition versions
- Patch versions
- Failed logins
- Availability
- Pings
- Log Files
- SNMP checks

Maple Networks 24x7x365 monitoring service provides monitoring of your critical IT infrastructure. Monitoring of your environment is centralised to provide you with a “single pane of glass” view of daily and ongoing checks to show you which area of your environment needs addressing.

Service Scope

This section identifies and describes the high-level components that make up the service, which comprise the:

- Service package – which defines the service, capabilities and options
- Service platform infrastructure – which defines the service delivery mechanism
- Supporting services – any processes or resources hat support the delivery of the service.

Service Package

Objective	To provide the remote monitoring and alerting of customer infrastructure using next generation monitoring solutions, automating tasks to resolve alerts where possible (infrastructure dependent).
Description	The service centralises the monitoring of diverse, disparate, and widely dispersed infrastructure across an organisations environment to provide a single pane of glass for monitoring and delivers: • Monitoring of server infrastructure • Standard checks across all operating systems • Tailored thresholds based on your requirements • Alert for checks outside of pre-defined thresholds • Automated tasks based on failed checks • Automatic start of services if found to be stopped • PING checks of infrastructure • Alerting to customer IT teams • Reporting to customer IT teams
Hosted-in	SaaS management platform, agents deployed on devices to be monitored.
Supported Monitoring OS	The supported operating systems for the monitoring agent are detailed below: • Monitoring of Windows Server 2008 R2, 2012, 2016, 2019, 2022, 2025 • Monitoring of Windows 7, 8.1, 10, 11 • Support of macOS 10.12, 10.13, 10.14, 10.15, 11, 12, 13, 14, 15, 26 • Support of Linux Distributions – RHEL, CentOS, Fedora, SLE, openSUSE, Debian, Ubuntu, Kali In addition to the above, the service can monitor via SNMP where enabled on devices such as storage arrays, firewalls, switches, access points. ***A complete list of supported monitoring sources is available on request.***
Supported from	All support and management are delivered remotely from the Maple Networks 24x7x365 IT Operations Centre
Support level	The Maple Networks service includes the following support levels on the platform: • System Onboarding • Proactive monitoring

	• Alerting • Automated tasks • Threshold adjustment The level of support per customer will be customised and specific to each individual customer.
Required connection types	The Maple Networks service requires internet connectivity. All connections are encrypted over the public internet.

Service Capabilities

Server monitoring	• The Maple platform monitors customer servers 24x7x365.
Workstation monitoring	• The Maple platform monitors all customer workstations in scope 24x7365
Performance checks	• The service checks the performance of CPU, memory, storage and reports back when set thresholds are exceeded.
Connectivity Checks	• The service can test connectivity between key devices on your network to ensure your services can be accessed. Failure on this check alerts the IT team.
SNMP checks	• SNMP checks can be used where an agent cannot be deployed to a customer server. For example, a Linux based appliance where agent deployment is not recommended.
Alerting	• Where a check fails, alerts will be sent to the Maple team and relevant customer team to ensure all parties are aware of the failure.
Automated Tasks	• Where required, automated tasks can be set up to restart stopped services if found during a check or to perform connectivity tests to other devices should a check report one as being offline.

	Maple IT operations specialists are available to provide advice to the customer under the following circumstances.
	
	• The Investigation of alerts:
	  ○ The Maple IT operations team will work with the customer IT team to understand all alerting that is received through the service.
	  ○ The Maple team throughout the onboarding of the service will work with the customer to ensure alerting thresholds are set correctly.
	
	• Remediation of alerts
	  ○ The Maple IT operations team will provide recommendations to remediate alerts seen throughout the environment. This may be antivirus, memory, storage, or networking related depending on the types of alerts received.
	  ○ The Customer is responsible for implementing recommendations provided by Maple.

Supporting services

Maple Networks Service Desk	• Provides 24x7x365 support and management of the service and supporting infrastructure • Handles events, requests, queries, and incidents raised by authorised users only, whether by phone, e-mail or self-service support portal • Handles Change Requests (CR) in accordance with Maple Networks' Change Management process. • Resolves problems with, applies changes to and maintains the patch state of the service platform in accordance with Maple Networks' change management process • Makes configuration changes on request (for example, changes to monitored devices).
Maple Networks Self Service support portal	Maple Networks will provide customer-nominated administrators with access to a Self-service support portal through which they can: • Request additional devices to be monitored • Create new and update existing incidents for investigation • Create new and update existing changes from a change catalogue • See additional services that can be onboarded

Available Service Levels

This chapter identifies the service level measures applicable to the service.

Customers should consider these measures in the context of the general terms and conditions described in full in the Maple Networks Service Level Agreement document (available on request).

Response time	• Incidents
	  ○ P1
	  ○ P2
	  ○ P3
	  ○ P4
	• Changes
	  ○ Standard
	  ○ Normal
	  ○ Emergency
	• Service Request