



Health Checks

Service Definition Document

December 2025



Document Control

Document Type	Confidential - Customer Facing		
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Revision History

Issue Date	Author	Version	Revision Description
15/12/2025	Calum Hodgetts	0.1	Initial Draft
08/01/2026	Graham Tetley	0.2	Technical QA



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1. Service Overview

Maple Networks are next generation Digital and IT service provider in the UK with skills in various areas across the digital landscape. Maple Networks have developed a range of services to support customers in their digital, data and business transformations.

This Document provides overview service definition information for the Maple Networks Health Checks services.

Maple can provide health checks for the following IT services:

- Hardware
- Cloud (AWS/Azure)
- Storage
- Hypervisor
- Networking
- Firewall
- Backup
- DR
- SCCM
- Intune
- Patching
- Microsoft Licensing
- Microsoft Sentinel
- Microsoft Defender Suite

For any given service, Maple's health checks will provide a detailed breakdown of the current state of the service or environment, any risks identified in the current configuration and implementation and will identify opportunities for improvements and optimizations based on the organization's goals. Health checks will be tailored to focus on any known issues or desired areas of focus.



2. Service Description

Health Checks

Service Package

Objective	Provide a health check to identify issues, risks, and opportunities for improvements in supported services.
Description	This service provides a tailored health check of the required system(s) including recommendations for remediations, improvements, and future optimisations. A detailed report will be provided and the results presented back to the customer. The output will be tailored for each system in scope of the health check, and Maple will focus on specific aspects of each system if required, for example where known challenges exist.
Hosted-in	Maple provide health checks for services and solutions hosted on-premise and remotely.
Supported from	All work is delivered by technical experts from within the UK
Supported Technologies	The following technologies are supported: • Hardware • Cloud (AWS/Azure) • Storage • Hypervisor • Networking • Firewall • Backup • DR • SCCM • Intune • Patching • Microsoft Licensing • Microsoft Sentinel • Microsoft Defender Suite This list is not exhaustive, and other technologies can be added as required.
Support level	The Maple Networks service includes support in the form of: • Reporting on current configuration of the service or solution • Identify and prioritise areas of concern • Identify remediation actions • Identify potential improvements and optimisations The level of support per customer will be customised and specific to each individual customer to fit specific needs.
Required connection types	The Maple Networks service requires internet connectivity. Maple will establish a remote session to customer environments by a pre-determined method suitable for both parties.



All connections are encrypted over the public internet.



Service Features

	Description	Standard / Optional / Customisations
Rapid onboarding	A key pillar of the Maples Health Check Service is for organisations to be able to take advantage of, and gain value from the service as quickly as possible. Upon completion of implementation and signature of the support contract Maple will aim to complete the health check within agreed timeframes, typically within 2 weeks. Maple will work with each organisation to identify priorities during onboarding.	Standard
Account CTO	Maple Health Checks Service will provide each organisation with an aligned Account Team. The account CTO will be there for multiple purposes which includes: • Maple contact in the event of a major incident • Technical escalation point for any incidents, changes and service requests • Direct point of contact for any queries and guidance regarding major changes and projects with the customer • Vendor updates for systems within the supported environment. Account Team will be assigned during the onboarding.	Standard
Support Portal	All customers will be provided with access to an online custom support portal where incidents, changes and services requests can be logged. The support portal will be available 24x7 and calls will be picked up 24x7 in accordance with their priority and the aligned SLA.	Standard
Escalation Path	Maple's Health Check Service comes with multiple escalation paths as standard within the service. • Technical Escalation Path • Commercial and Operational Escalation Path Escalation paths and contact details will be clearly defined and onboarding.	Standard



24x7 Availability	Maple's health check service is delivered out of the UK. The health check would normally be performed in core business hours. Some checks may need to be performed out of hours. Operational processes and procedures will be agreed and documented during the onboarding process, allowing for a bespoke service for each organisation.	Customisations

Supporting services

Maple Networks Service Desk	- Provides 24x7x365 support and management of the service and supporting infrastructure - The team can provide 24x7x365 on going support or specific point in time support for any remediation activities
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