



UEM (Unified Endpoint Management) Service Definition Document

December 2025



Document Control

Document Type	Confidential - Customer Facing		
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

The information contained herein is the property of Maple Networks and may not be copied, used, or disclosed in whole or in part except with the prior written permission of Maple Networks.

Revision History

Issue Date	Author	Version	Revision Description
14/05/2022	Rebecca Gilmour	0.1	Initial Draft
18/05/2022	Rebecca Gilmour	1.0	Final Release
01/05/2024	Jonny Zammer	1.01	Updates for G-Cloud 14
05/05/2025	Jonny Zammer	1.02	Updates for G-Cloud 15
17/11/2025	Calum Hodgetts	1.03	Updates for G-Cloud 15 2025
27/01/2026	Graham Tetley	2.0	QA and Release



Table of Contents

Contents

Document Control	3
Revision History.....	3
Table of Contents	4
1. Service Overview.....	5
2. Service Scope.....	6
Service Package.....	6
Service Features.....	7
Supporting services	9
Available Service Levels	10



1. Service Overview

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

Through their passion for cost effective, highly secure infrastructure and their ability to simplify and care fiercely Maple can provide sophisticated AI driven, Support Services. The Maple UEM (Unified Endpoint Management) Service, including both Intune SCCM and other Endpoint Management solutions are delivered across both on-premises, cloud and hybrid cloud infrastructures to provide customers with the confidence that their UEM is supported and available 24/7, while also having the assurance in the rapid recovery from an incident and root cause analysis.

Maple UEM Service is a bespoke support service that allows organisations to have rapid response and recovery from any potential issue. Maple UEM Service is delivered through the support of highly skilled engineers and consultants with a wealth of knowledge and experience in both troubleshooting and planning technical challenges.



2. Service Scope

This chapter 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 that support the delivery of the service

Service Package

Objective	Provide bespoke, ongoing proactive support within a shared responsibility model of our customer's environment by highly skilled and experienced technical engineers
Description	This service provides bespoke proactive support of customer's IT infrastructure 24/7 including response, troubleshooting and resolution. Our technical team have a wealth of knowledge and experience to help troubleshoot, recommend, and plan technical implementation and resolve technical challenges.
Supported Technologies	The supported technologies and solutions within this service include: • SCCM • Intune • Apple Business Manager • Apple School Manager Any other Unified Endpoint Management Solution
Hosted-in	Maple provide support for UEM solutions hosted both on premise or remotely as a Service.
Supported from	All support and management are delivered remotely from the Maple Networks 24x7x365 NOC
Support level	The Maple Networks service includes the following support levels on the platform: • Remediation support 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. 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 Maple UEM 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 have critical business services/solution on board within days. Maple will work with each organisation to identify priorities during onboarding.	Standard
Account CTO	Maple UEM Service will provide each organisation with an aligned Account CTO. 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 CTOs 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 UEM 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
Health Checks	Maple UEM Service will carry out regular health checks on the environment which is supported. The default will be for annual health check to take place, however, the frequency can be customised and made bespoke per environment.	Customisations



24x7 Support	Maple UEM is a 24x7 support service delivered out of the UK. Every organisation is different therefore the support service can be customised to meet the requirements of each individual organisation. This can include: - Subject Matter Expert (SME) Support • Maple becomes an extension of the internal IT team and delivers an additional layer of support. • Maple expects that initial triage will have been carried out by the internal IT team. Proactive Support • Maple will proactively support triaging, troubleshooting, and resolving issues to negate the need for the internal IT to carry out any of the mundane tasks. • Maple proactive support will come with AI based monitoring built in • Maple proactive support will also include SME support in the event escalation is required. Hybrid • A combination of both SME and proactive support • Some organisations may deliver 24x7 but only provide IT Support during core business hours. Maple will perform SME support during the core business hours and proactive support 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
Custom SLA's Definitions	Maple UEM Service provides a standard set of SLA's identified within of this Service Definition Document. Maple will work with each organisation to customise the definition of each service level. For example, a P1 incident could be a total loss of service. However it may also include VIP contacts who whenever an issue occurs impacting them and their systems, the incident is treated as a P1.	Customisations
Monitoring	Maple UEM Service can be added and delivered with 24x7 AI and ML based monitoring. A Maple UEM hosted solution that the customer can also have visibility of for assurance of system and service availability.	Optional
System Upgrades	Maple UEM Service System Upgrades at the following key layers within the organisation's technology stack: • Application • Agent • Infrastructure	Optional



	Frequency and additional systems to be upgraded are bespoke to each customer and agreed during the onboarding.	
Custom SLA's Definitions	Maple UEM Service provides a standard set of SLA's identified within of this Service Definition Document.	Customisations

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 in scope infrastructure).
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 log sources to be configured • 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