



A2Z Cloud Ltd - Zoho Managed Services (A2Z Guardian)

Service Definition Document

Service Overview

A2Z Cloud provides managed services for organisations using the Zoho suite. The service supports day-to-day operational needs, minor configuration changes, issue investigation, and guidance on using existing Zoho applications. Work is completed within the organisation's available support hours and delivered remotely through the A2Z Cloud service desk. The service covers applications already in use, including Zoho CRM, Zoho Desk, Zoho Books, Zoho People, Zoho Projects, Zoho Inventory, Zoho Analytics and Zoho Creator.

Included Services

The service includes support for issues affecting existing Zoho applications, investigation of errors, access issues and unexpected behaviour, minor configuration updates such as field changes and layout adjustments, small workflow corrections, guidance on user access, profiles, roles and permissions, support for existing integrations including log checks and advice on corrective steps, small updates to existing reports or dashboards, testing support for minor adjustments and clear notes on all completed work.

Excluded Services

The managed service does not include new system builds or major reconfiguration, complex automation or custom development, large data changes or data cleansing, creation of new integrations, rebuilds of existing integrations, Zoho Creator development, system redesigns or migrations, or any project work requiring structured scope, delivery and testing. These activities are carried out as separate project work.

How the Service Is Delivered

Support is delivered remotely. All requests are raised through the service desk for correct tracking and prioritisation. Each request is reviewed and assigned a priority level. Time spent is recorded against the organisation's support balance, and progress updates are provided through the service desk portal. Support is available during standard UK business hours.

Service Levels (SLAs)

Response targets are: Priority 1 within two working hours, Priority 2 within four working hours, Priority 3 within one working day and Priority 4 within two working days. Resolution times depend on the nature of the request and the available support hours. Weekend and bank holiday support is not provided.





Onboarding

Onboarding includes confirming named contacts, setting up service desk access, reviewing any known issues and confirming support hours purchased. No on-site work is required.

Offboarding

Offboarding includes closing outstanding tickets, providing a summary of work completed if requested and removing access to the service desk. There is no charge for offboarding.

Responsibilities

A2Z Cloud is responsible for providing remote support during business hours, reviewing and responding to tickets within SLA targets, completing in-scope work within available support hours, maintaining communication through the service desk and identifying any out-of-scope requests. The customer is responsible for providing accurate information, ensuring users have service desk access, approving clarifications when required, maintaining sufficient support hours and notifying A2Z Cloud of system changes that may affect behaviour.

Pricing Structure

Pricing is based on an annual allowance of support hours. Costs vary depending on the number of hours purchased. Time is deducted from the available balance at the relevant hourly rate. Unused hours are not carried over unless separately agreed.

Service Constraints

All work is delivered remotely. Requests must fall within the managed service scope. Some issues may require input from Zoho due to platform limitations. Work cannot proceed without available support hours. Larger requirements may need separate scoping as project work.

Security and Data Handling

All support activities follow A2Z Cloud's internal security controls. Staff screening is carried out but does not conform to BS7858:2019. Customer data is accessed only when required to complete support tasks and only by authorised personnel.

Technical Account Management

A dedicated technical account manager is not included. Support engineers review previous tickets and system notes to maintain continuity.

