

Managed Service Definition

Private Managed Cloud (PMC)

Fully managed cloud on dedicated hardware

MSD-PMCaaS-01

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Document Purpose

Internal

- To enable Synapse 360 or agent sales & account management to accurately convey the available managed service to our customers
- To provide the basis for marketing teams to create truly representative and inspiring messaging to introduce our managed service to new audiences
- To provide the basis for the NOC and contracts team to scope and provide the best quality managed service
- To enable the Service Delivery Manager (SDM) to evolve the managed service to continuously improve the customer experience

External

- To convey to customers what the managed service will deliver and when
- To eliminate ambiguity of the managed service and set accurate expectations around service levels and deliverables

Document control

Status:	Internal for Review
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Date of Issue:	

Amendment Summary

Issue	Date	Commentary	Initials
1.0	28/02/2019	Initial draft document	SD
1.1	11/02/2020	Removal of DG 7.2	SD

1 Managed Service Overview

Preamble

Cloud computing promises to transform IT into a utility flowing into businesses in the same way as electricity or water. Someone else owns and runs the underlying infrastructure allowing IT to turn on a switch or tap to allow resources to flow into the business.

This approach has advantages particularly around speed to value, flexibility and elasticity without the need for capital investment or involvement in individual infrastructure cost centres.

Synapse 360 recognises that it may not be the right choice for UK businesses, or that there is another transformation phase between fully on-premise traditional IT and a utility model.

Customers may also be experiencing a combination of indirect cloud marketing influence, cloud bounce back, shadow IT and overall cloud fatigue. The flexibility offered by a cloud enabled, cloud supplemented or entirely cloud based infrastructure can bring huge benefits; but equally isn't suited to many workloads, and doesn't deliver, migrate, manage or support itself!

Synapse 360 has designed Private Managed Cloud (PMC) as a Service around our customer's IT teams and business needs leveraging the cloud pay-as-you-go cost model, blended with trust, safety, service and convenience.

PMC allows businesses to take advantage of the cost model and elasticity of cloud, whilst addressing the privacy and management challenges that public or shared cloud doesn't.

What is PMC?

Private Managed Cloud (PMC) is an entire trusted cloud like infrastructure as a service, managed and monitored by Synapse 360 experts 24 hours a day 7 days a week. The service completely replaces the need for customers to buy, own or operate an IT infrastructure, disaster recovery (DR), and data protection. PMC is delivered from our data centres on hardware dedicated to each customer with the highest possible levels of trust and security.

What's included in PMC?

The monthly subscription completely replaces the customer's primary infrastructure, optionally including end user compute (EUC/VDI), as well as disaster recovery and data protection.

Everything below is included in the subscription:

- Live dedicated infrastructure built on Dell EMC & VMware hyper-converged (HCI) architecture
- Infrastructure hardware, software & support
- Disaster recovery with Synapse 360 DRaaS powered by Zerto
- Data protection with Synapse 360 BaaS Atmosphere
- Optional secondary site with replication to dedicated infrastructure⁽¹⁾
- Assess, architect, build and migrate services
- Monitoring & management by the Synapse 360 ISO 20000 accredited network operations centre (NOC)

⁽¹⁾ Dedicated replication offered at additional cost in place of DRaaS powered by Zerto.

Why is this different to public cloud?

The public cloud offers a number of key benefits that has made it popular and hugely profitable for the big players in that space: utility computing that allows customers to truly pay as they go, global reach, almost unlimited scale, and native support for cloud developed apps. Where the model falls down is running always-on, virtual machine workloads, trust and control, and doing anything outside of the standard offerings.

With PMC customers are seeking to address a different set of challenges. What if my business wants or needs to have physical separation; who is going to manage my cloud journey; what if my team doesn't have the specialist skills or the time to manage our infrastructure; what if my auditors or business owners insist on physical separation from other businesses?

Key Financial Facts

Key Financial Facts
Customers are enabled by PMC to move away from a traditional purchase or leasing cycle of fixed infrastructure whilst still with the assurance and trust that a private stack brings. Truly the best of both worlds:
■ Predictable costs throughout the subscription term ■ Zero up front capital expenditure ■ Flex and scale on demand as the business grows ■ All inclusive: Disaster recovery, management, monitoring, support
As a fully managed service customers will also benefit from freeing up IT staff to work on other things and they will not need to become skilled in the infrastructure or its delivery.

Key Facts & Ordering

Key Facts
Private Managed Cloud (PMC) is a 100% subscription based service that includes all storage, compute, networking and virtualisation resources to run a customer's business, wrapped by Synapse 360's flagship Foresight v2 service for management and predictive monitoring. Every customer has their own stack of technology meaning the benefits of cloud, with physical separation.
■ 100% subscription service provided by Synapse 360 ■ Hosted from Synapse 360's racks in our partner UK only data centres ■ Specifically sized to each customer then elastic to track the growth and success of their businesses ■ Cloud infrastructure that is 100% private on its own dedicated hyper-converged stack (HCI) ■ It is a subscription service so the customer need not be aware of the technical details of the HCI stack that underpins it ■ Built exclusively on enterprise technology from Dell EMC and VMware ■ Fully managed by Synapse 360 Foresight ■ Proactively monitored by Synapse 360 Foresight ■ Includes Synapse 360 Disaster Recovery (DRaaS) service powered by Zerto ■ ISO 20000 accredited NOC with our own qualified experts
Optionally integrates with the following Synapse 360 managed services:

- Virtual Desktop environment hosted alongside live infrastructure and accessed from anywhere
- Dedicated second site with replication in place of DRaaS
- Backup with Synapse 360 BaaS Atmosphere
- SDWAN as a Service with Synapse 360 Office Secure & Connect

Vendor Terms

All hardware and software that is provided as part of the service is owned and supported by Synapse 360 at all times during, and upon termination, or expiration of the service.

The customer is responsible for insuring any equipment that is hosted on their sites or data centres and will behave responsibly in ensuring the ongoing good condition of that equipment by providing a good environment and taking due care to ensure it is not misused, stolen, damaged, mistreated, disposed of, sold, leased or rented.

In the event that equipment or licensing that is supplied as part of the service becomes end of service life (EOSL) Synapse 360 will, at our discretion, replace it like for like to bring it back into support.

Ordering Information

This is a custom service for each customer that includes the managed service, hardware & software licenses designed to their specific requirements. Minimum term is normally 36 months during which time additional capacity and features can be added elastically.

It is not currently possible to reduce / downsize the service during the minimum term. Service covers PMC cloud infrastructure and not any local office infrastructure. Exclusions can be covered under a separate Synapse 360 Foresight support & monitoring contract.

The default managed service level is defined as 'Foresight Business Critical' that includes 24/7 automated response.

2 Service Scope

Synapse 360 strives to delight customers and provide the best in class managed services every day. Please review this section to understand the components of the service.

- Service Package – Defines the service and options.
- Preparation Services – Activities that will be carried out during acceptance or on-boarding.
- Managed Service Level Comparison – The included service elements provided from within the Synapse 360 NOC, hardware and licenses.
- Service Platform Components – The software, hardware and Cloud components provided within the service.

Services outside of scope will require prior agreement and will be charged for.

2.1 Service Package

The ongoing configuration management, change management, monitoring and remediation are provided by the Synapse 360 ISO 20000 accredited NOC under the Foresight Business Critical level service. Please refer to the Foresight document 'MSD-Foresight-xx.docx' for information on the service scope⁽¹⁾ of Foresight Production level support.

Office Connect & Protect	
Objective	To provide a fully managed, monitored and hosted private cloud platform. Customers are able to take advantage of a cloud-like subscription with the additional benefits of peace of mind, outsourced management and monitoring, zero capital costs and migration services. To provide a flexible and elastic Private Managed Cloud (PMC) with the option to include complimentary Synapse 360 services including: ▪ SDWAN as a Service ▪ End User Compute (EUC/VDI) ▪ Private Managed Replicated data centre with at a second site ▪ Additional data retention with DRaaS Atmosphere To support the growth and success of our customers and allow them to add to the service at any time to meet their needs, without them having to add to their own IT team. Deliver true “achieve more with less” and release customer IT team to work on business or customer facing projects.
Supported From	All support and management is provided remotely from the secure ISO 20000 accredited Synapse 360 Network Operations Centre (NOC). No work is ever outsourced. Vendors may, from time to time, provide remote support for hardware or software faults.
Access and Security	Connection will be via encrypted site-to-site VPN or desktop share. All user credentials are stored encrypted and only used to provide Foresight support. Where customers have specific security requirements, policies or procedures Synapse 360 will always look to comply.⁽²⁾
Support Level	Ability to raise infrastructure support tickets and gain support within the SLA during office hours. Support is provided specifically and exclusively for the infrastructure elements that are provided in the contract. Manually raised tickets are accepted at the priority that the customer sets and triaged by the Service Desk Manager who reserves the right to re-prioritise tickets that do not meet the criteria for urgent response (P1 & P2), or arrange pre-agreement to charge for work that is not covered by a valid Synapse 360 PMC agreement.

	Out of hours support is available for critical P1 and P2 incidents only. Other support tickets may be raised via email out of hours and will be queued for normal working hours.
Engagement	- Customers will be notified about planned maintenance and upgrades. - The customer has the ability to raise faults relating directly to the operation of the PMC. - Engagement out of hours is available via the 24x7 phone number and automated monitoring only. - Customers are asked not to contact engineers directly via mobiles as they may not be on call and may not be the best person to provide a response within the SLA.
Supported Products	The infrastructure is sized and designed around each individual customer's needs on private infrastructure. PMC is modular cloud like infrastructure designed around software defined principles and commoditised hardware from our key vendor partners: - Dell vSAN Ready Nodes - All Flash disk technology - VMware vSphere, vSAN, NSX and software defined data centre (SDDC) - TOR switches or other network equipment including firewalls may be provided or consumed from the Synapse 360 data centre depending on agreed design. Please refer to the following documents for supported products where optional accompanying services will be utilised: MSD-SDWAN-xx Managed Service Definition.docx MSD-BAAS-xx Managed Service Definition.docx xx represents the current published version of the document.
Service Boundary	The Synapse 360 Foresight service covers all aspects of the supported PMC infrastructure, while the customer is responsible for the virtual machines, applications, operating systems, LAN, load balancers and firewalls located outside the data centre.
Infrastructure Requirements	Delivery of the PMC will require the customer to provide some or all of the following: - Suitable internet connections in each office location - Local connectivity at each location (local switches & WAN termination devices) - Secure VPN capabilities from each office location or private circuit - End user devices to access the PMC - Wifi or other connection to user devices - Connectivity and access to legacy infrastructure to support migration of workloads to the PMC Customers can choose to subscribe to SDWAN as a service using the Office Secure & Connect service. This includes all components required to create software defined WAN connections between PMC and customer premises.

Review and Update	Our Customers are our most important asset alongside our own experts and it is important for us to build post sales relationships whilst demonstrating value with our managed services. Customers will interact with the Synapse 360 NOC, and in addition quarterly remote Skype updates are provided to review the service and discuss any recommendations or remediation.
Out of Scope	■ Provision or subscription of internet connections including (but not limited to) DSL, 4G, 5G. ■ Contract negotiation with ISP ■ LAN, endpoint management, TOR switching or any device not supplied by Synapse 360 as part of the service

⁽¹⁾ Level of service including SLA and ticket priority are provided by Synapse 360 under the Foresight Production level service. Foresight Production for Office Connect & Protect excludes vRealize licensing and functionality as this is provided by the Meraki cloud. All other aspects of support are defined under Foresight Production.

⁽²⁾ Speed of response may be affected by Customer security and access requirements. Synapse 360 is not responsible for failure to meet SLA where this has had a demonstrable impact on service.

2.2 Preparation Services

Managed service success is derived through trust, exceeding expectation, along with the skills and service (values) of the individuals and service provider. In order to demonstrate the knowledge, experience and skill of Synapse 360 the following services are provided free of charge (FOC) prior to contract:

- Assessment and sizing – Using our toolset to assess current connections, WAN connectivity, user needs and desires, baseline and what ‘good’ looks like
- Design and right-sizing – Understanding access types, performance, growth and workload suitability
- Understanding business requirements – What is the connection and security policy; what business challenges should be considered; compliance & regulatory requirements
- Report of recommendations, presentation or quotation
- ROI demonstration

Post contract services and managed service on boarding will be governed by the Foresight ‘Business Critical’ level of service as defined in the managed service definition ‘MSD-Foresight-xx.docx’.

2.2.1 Service Onboarding

Customers are provided with a fully managed and deployed private cloud service that includes the following elements or actions during the on boarding process:

- Migration plan in conjunction with the business
- Customer testing plan and go-live plan
- Understand the criticality, timescales and working practices
- Contingency plans for any one-way actions

- Workspace design and testing (customer is responsible for all applications, anti-virus, endpoint management agents, operating system licenses)
- Deployment schedule and high level migration schedule
- Procurement, installation, patching and configuration of hardware and software to build the customer's PMC
- Provision of associated optional Synapse 360 services
- Coordination of PMC delivery via the Service Delivery Manager
- Demonstrate and test initial workload migration

The customer will be responsible for some aspects of the deployment and migration unless otherwise agreed:

- Migrating workloads to the PMC
- End user communication
- Configuration of end user devices to access the PMC
- Provide access as required to allow the project to proceed to schedule
- Project sponsorship within the business, feedback and participation in the feedback loop from the business and users
- Licensing for apps & operating systems
- 3rd party support as required to enable application transition to the PMC
- User acceptance
- Ongoing triage of incidents and all end user support

2.2.2 Migration Services

As defined above in section 2.2.1 Synapse 360 will assist with the creation of a migration design and carrying out test migrations in order to prove both the methods chosen and the PMC functionality. The Synapse 360 NOC is also on hand to support the migration of server workloads and users into the PMC.

- Create and maintain the top level migration methodology
- Assist customers with the execution of the migration plan
- Ensure server workloads are protected as they are migrated to the PMC
- Monitor and tune the PMC as migration occurs

2.3 Managed Service Level Comparison

Only one level of service is supported with PMC as it is designed to be a fully production ready infrastructure. Synapse 360 will provide hosted monitoring, configuration assistance, infrastructure support, incident management and vendor support management during normal working hours and 24/7 with our own in-house team.

PMC is a Foresight Business Critical level service as shown in the table below with 24/7 response for P1 & P2 events that are generated automatically by our monitoring platform, or raised by our customers.

synapse 360	Business Critical
Cloud service, flex pricing and no capital costs	✓
Upgrade Foresight editions	-
Graphical dashboard	-
Built on Dell EMC & VMware	✓
Integration to Synapse 360 NOC	✓
Add Synapse 360 experts to your virtual IT team	✓
Alert to Synapse 360 NOC	✓
Fault management and resolution	✓
Quarterly reviews (capacity, performance, reliability)	✓
8x5 Infrastructure support from Synapse 360 with SLA	✓
24x7 Critical (P1) infrastructure support from Synapse 360 with SLA	✓
24x7 Disruption (P2) infrastructure support from Synapse 360 with SLA	✓

Support SLA will default to 'best endeavours / next business day (NBD)' where a 3rd party such as an ISP is deemed by the Synapse 360 engineer to be required for troubleshooting or resolution, and they are not contracted to out of hours' support.

2.4 Service Platform Components

The PMC service will evolve over time and Synapse 360 reserves the right to umbrella (include) additional backup technology from any vendor and twilight (retire) others. Currently the following infrastructure technology can be included the designs:

- Dell vSAN Ready Nodes
- VMware vSphere & vCentre Server
- VMware NSX software defined network
- Dell TOR switches
- Citrix workspace or VMware Horizon
- Hosting, power, cooling
- Bandwidth to other Synapse 360 services

Services included in PMC:

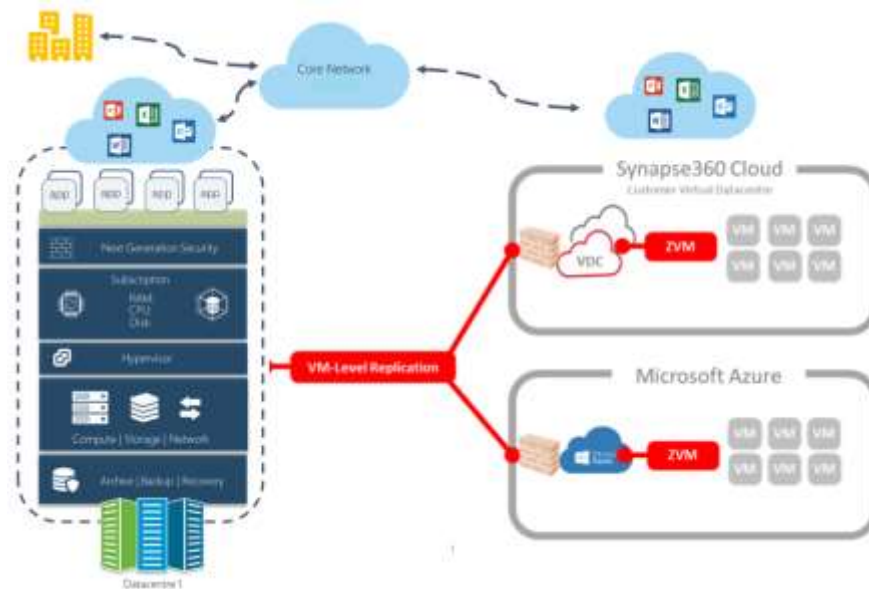
- Synapse 360 Foresight Business Critical
- Synapse 360 DRaaS powered by Zerto

Optional services customers can add at any time:

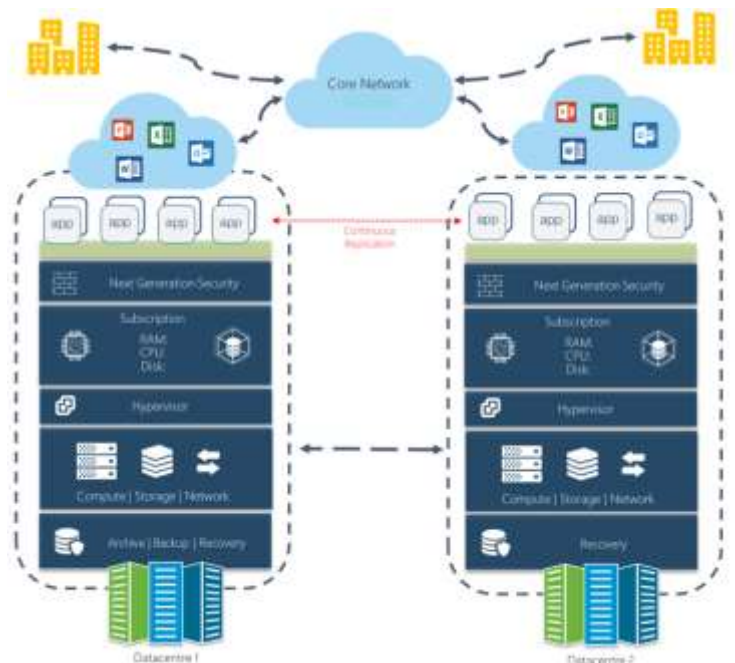
- Synapse 360 BaaS Atmosphere
- Secondary Replicated PMC
- Synapse 360 Office Secure & Connect

The customer can choose from a number of optional complimentary services including SDWAN. The products included in those services are not in scope for the PMC managed service definition. Please refer to the correct document for each service.

PMC implemented by default protected by Synapse 360's fully managed DRaaS that is powered by Zerto:



PMC optionally implemented with highly resilient 2 data centre private cloud:



Synapse 360 Technical Architects (TAs) will design the service for each customer using the most appropriate technology.

No version information is included in this document but Synapse 360 reserves the right to run the service on a specific version of software and to perform or insist on an upgrade where it would be detrimental to the service not to do so.

2.5 Managed Service In-Scope

The unique benefits to the customer are the cloud-like subscription and scale, married to the fully managed service, all unique to PMC from Synapse 360.

PMC completely allows customers to retain control, trust and agility within the IT department, utilise skills they already have in house whilst remaining responsive to user's needs. This is achieved entirely within a cloud-like subscription service that delivers a standardised application and desktop experience across the business.

The service includes:

- Primary private cloud infrastructure
- Hyper Converged Infrastructure (HCI) hardware & software including compute, storage and hypervisor
- Disaster Recovery as a Service powered by Zerto
- Remote desktop / end user compute environment
- 24/7 PMC support for P1&P2 incidents with Synapse 360 Foresight
- Monitoring, management, fault resolution and change management from the Synapse 360 ISO 20000 accredited NOC
- Vendor support for the PMC hardware & software components

The service optionally includes:

- Secondary private cloud infrastructure with replication
- Backup as a Service with extended retentions with Synapse 360 BaaS Atmosphere
- Fully managed SDWAN⁽³⁾ as a service with Synapse 360 Office Secure & Connect

⁽³⁾ Our experts are experienced, qualified and dedicated to providing exceptional service. The customer simply needs to provide the agreed service provider links in each location. During the design process the Synapse 360 TA will advise on appropriate link types, quantity and bandwidth. These would normally be local DSL or consumer Internet links, and the service can also support mobile connections where other services are limited.

2.6 Managed Service Level Upgrade

The customer can choose to upgrade a number of components at any time during the service and the monthly additional cost will be simply added to the subscription at the next billing period.

Service Upgrade	Supported	Description
Capacity Upgrade	✓	As customers grow they can increase the capacity of their private cloud environment to take into account CPU, flash storage and RAM needs.
Replicated Secondary Private Cloud	✓	PMC includes Synapse 360's DRaaS powered by Zerto in our secondary DC. Customers can choose to

		upgrade to a second dedicated managed cloud with replication during the subscription. This may require the minimum contract term to be extended.
24/7 Business Critical Support from Synapse 360 Foresight	-	PMC is delivered as standard with the highest available level of Foresight support. P2&P1 incidents where users are experiencing substantial or major disruption, will be responded to 24/7 ⁽⁴⁾
SDWAN as a Service to connect offices to PMC	✓	Synapse 360 offers SDWAN as a service which, like PMC is a subscription fully managed service with no upfront costs. Customers often find that SDWAN as a Service represents not only high levels of security and resilience, but also a significant cost saving when compared to dedicated lines or MPLS. SDWAN as a service can make use of the latest technology as well as load balancing on low cost consumer grade DSL. ⁽⁵⁾

⁽⁴⁾ Definitions of service level, priorities and scope for Foresight Business Critical can be found in MSD-Foresight-xx.docx

⁽⁵⁾ Definitions of options, service level and scope for Office Secure & Connect can be found in MSD-SDWAN-xx.docx

The cost for the upgrade may be affected by the remaining minimum contract term, and customers can choose to extend the term at any time.

2.7 Licenses & Vendor Support

The ownership and responsibility for the hardware, software, licensing and vendor provided support is shown below:

Software & License Ownership	The service includes all hardware, software licenses and support required to operate the PMC. Vendor support will be maintained by us throughout the service to allow the Synapse 360 NOC to escalate breakfix as needed. All software licenses and support are provided for sole use of the service, and remain in the control of Synapse 360. At no time will any license transfer in ownership to the customer. Customer supplied and therefore owned licenses or support supplied or obtained outside the PMC contract, used, deployed in or otherwise associated with the service, such as Azure license, remain the property of the customer. In that case the responsibility for their renewal, payment, support and ongoing management remains with the customer at all time.
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2.8 Hardware Ownership

Hardware Ownership	The use of hardware is rented to the customer under contract for the duration of the service and remains the property of Synapse 360 at all times during operation and after termination of the service.
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2.9 Service Security

The security of the customer's data is of paramount importance to Synapse 360. At all times in operating the service the customer retains full and unconditional ownership of their data.

Synapse 360 NOC Security	The Synapse 360 NOC has been awarded ISO 20000 standard for IT service management covering the following aspects of security: ▪ Physical swipe-card access ▪ Synapse 360 employees only ▪ Procedures & change process ▪ Qualified & experienced engineers
Anti-virus & Malware	All management access from Synapse 360 NOC personnel is performed via the controlled remote desktops that incorporate enterprise anti-virus and anti-malware protection. External email is secured using a 3rd party gateway. Synapse 360 will ensure the protection tools on the management machines within the NOC are updated regularly.
Encryption	The service is managed via secure VPN from NOC machines only meaning that all traffic between the management client and PMC management tools is encrypted.

Synapse 360 has a data protection policy in place and complies with GDPR regulation. The Synapse 360 allocated data owner is our Technical Director who will deal with enquiries or notify in the event of a data breach.

3. Operating the Service

The service is designed to be resilient and to report directly to the Synapse 360 NOC in the event of a service event or failure. Customers can raise support tickets for events that are not automatically detected by the service monitoring and alerting. Out of hours support tickets can be raised at any time 24/7.

3.1 Operating Synapse 360 Foresight

Once deployed and live PMC is operated entirely by Synapse 360 Foresight with the exception of requesting upgrades that should be done via the account executive.

For all aspects of raising calls, service inclusion, 24/7 support and operating the Foresight service, PMC prospective and existing customers should reference the managed service definition MSD-Foresight-xx.docx.

3.2 Requesting Upgrades or Service Extensions

PMC is a flexible and extensible service providing customers with the ability to upgrade throughout the subscription, and extend the service at any time.

The Synapse 360 Foresight team will advise when an upgrade is recommended or necessary using our predictive monitoring platform and regular reviews, and in addition customers can request a review at any time.

Upgrades or service extensions can be requested at any time either via the Service Delivery Manager during the review process, or by speaking to the aligned account executive.

4 Supporting Services

4.1 Service Monitoring & Alerting

This is provided by Foresight, the Synapse 360 managed service running on a cloud platform that is monitored within the out NOC. The service is designed to be proactive and reactive to our dedicated team so no action is normally required from the customer.

Customers can request monitoring or alerting for the service availability occurs to them at no additional cost, and they can request a login to our secure monitoring portal. This additional functionality ensures that the customer's IT team is equally up to date and can share overall responsibility with the Synapse 360 NOC. This is not a requirement of the service.

Additionally, customers can raise tickets via the Foresight service for user identified events, such as availability or performance, that may not be alerted from within the service.

4.2 Service Reviews

Service reviews are remote meetings held between the customer and the Service Delivery Manager or Service Owner. These are to be held quarterly to discuss the performance of the service, its effectiveness and to identify any future expansion or recommendations for infrastructure improvement.

Frequency	Quarterly. The frequency of the meeting can be varied by request
Attendees	Synapse 360: Service Delivery Manager or Service Owner, optionally the technical architect or aligned technical engineer, and account executive may choose to attend.

	Customer: Subscription Owner or IT Manager
Format	Remote via Google meeting / Webex / teleconference or similar. Periodically a face to face meeting may be requested.
Deliverable	Meeting only
Content Summary	Standardised presentation showing some or all of the following. The content of the report or discussion is subject to change: ▪ The effectiveness of the service ▪ Service against SLA ▪ Changes to the service (requested or suggested) ▪ Options that may be applicable ▪ Recurring issues ▪ Recommended network actions ▪ Requests for change
Other Meetings	Additional meetings can be arranged by request including those with 3 rd parties and introduction to other Synapse 360 products or services

5 Service Charges

Synapse 360's policy for billing Private Managed Cloud is monthly in advance from the agreed date that the service is live, as defined by the date where the first customer data is ingested, or the date where the service must be actively managed, backed up, replicated or monitored. There is generally no additional charge for setting up the service except where agreed remediation is required to configure adjoining networks to be compatible with the service.

Additional Synapse 360 Professional Services that are identified will be performed outside the service.

Contract Term	36-60 Months
Minimum Term	36 Months
Invoice Frequency	Invoicing is monthly in advance
Charging Basis	Charge for the service is calculated on the following: ▪ Hardware & software required to support the service ▪ Amount of data and workload resources required, IOPS, RAM, network ▪ Number of sites i.e. if the service includes replication to a secondary data centre ▪ Number of protected workloads ▪ Number and profile of VDI/EUC users ▪ Complexity of environment, security, number and type of workload ▪ Licenses and support required to support the service ▪ Number of sites and complexity of design (effort required to manage the service) ▪ Bandwidth in the Synapse 360 data centres required to deliver the service
Scaling Basis	The service scales on a monthly basis using the metrics above (charging basis).

	There may be a lead time where new hardware is required, and a new minimum term may be required where the customer is within 12 months of contract renewal.
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6. Service Exclusions or Limitations

Exclusions	1. Application deployment design and testing for VDI or EUC deployment images or app stacks 2. Anti-virus, anti-malware licensing, deployment, testing or performance impact mitigation or responsibility 3. Installation, management, monitoring, setup, upgrade or licensing of operating systems 4. Installation, management, monitoring, setup, upgrade or licensing of applications, apps 5. Data owner or any other GDPR defined role or responsibility 6. Data loss of any kind 7. Licensing, setup, configuration, monitoring, supply, support or warranty of any end user device, PC, laptop, printer 8. Provision, configuration, setup, troubleshooting or support of any kind for home devices and BYOD used to access the service 9. Licensing, support or payment to 3rd party of anything not specified explicitly in the service contract 10. Operating the data centres 11. ISP contract, connection, negotiation or provision 12. LAN equipment, configuration, uplinks or any equipment directly or indirectly connected 13. ISP network termination units (NTU), equipment, connections or uplinks 14. End user equipment, network cards, connections (unless they are connected to the wi-fi provided in the service) 15. Any network equipment, configuration, provision, configuration or design not directly covered by this service 16. Mobile networks, signal strength, quality 17. ISP line interference, delay, jabber or reliability 18. External firewall configuration, troubleshooting or provision required to install or operate the service (except those that are included in the service) 19. ISP or mobile provider rental, contract, provision, troubleshooting or support costs 20. Reconfiguration of devices, virtual machines (VMs) end user or mobile devices to work with the service 21. Replacement of equipment due to mistreatment, unreasonable wear & tear, accidental damage and theft from customer premises
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7 Service Levels (SLA) Office Secure & Connect managed by Foresight Support

7.1 SLA Definitions

This section relates to the Foresight Business Critical (Foresight Support) service levels only. The Synapse 360 Foresight Support managed service is covered by three levels of service level to provide our customers with complete confidence:

- Contractual service level agreement (C-SLA) – As defined in the customer contract this outlines the metrics of service performance and how it is measured. Synapse 360 commits to delivering the contracted service to the agreed levels and outlines any penalties or credits resulting from failure to meet these standards.
- Response time service level agreements (RT-SLA) – As laid out in the service definition the response that our customers can expect for a contracted service in the event of a customer initiated action or automated event.
- A managed service level SLA (MS-SLA) – Our commitment to the level of service interaction between Synapse 360 and the customer in carrying out the managed service.

7.2 SLA Remediation

SLA Category	Remediation	Action
C-SLA	Contract enquiries will be escalated to a Synapse 360 director to consolidate the points raised against the service design and contractual wording	Determined by the director responsible for the service this may include amendment to the service or internal training to ensure the proper operation of the service
RT-SLA	Response enquiries will be escalated to the Service Delivery Manager to investigate the circumstances in which timescales were missed	Root cause analysis (RCA) will be presented to the customer. Internal training may be result or amendment to ISO procedure within the NOC
MS-SLA	Managed Services are measured against customer satisfaction levels and verified by surveys carried out for Synapse 360 by an external company	Customer satisfaction in our managed services and by extension our people is a board backed priority across the business

Where any of the above are found to be lacking or below the required standard the Service Delivery Manager (SDM) will request a remediation schedule with the customer. The result is more frequent meetings with a senior member of the Synapse 360 management team (the

SDM). The schedule suggested will be weekly – monthly whilst remediation actions are agreed and carried out.

We invite customers to choose the remediation schedule that best suits them and work together to a successful outcome.

Where the SLA is not met at the start of a contract term the Synapse 360 SDM may elect to defer the payment start date for that service until such a time that it can be fully and satisfactorily implemented.

8 Service Term Maturity

Upon completion of the contract term, where it has not been extended, Synapse 360 will continue to provide SaaS and invoice the customer on a monthly basis. During this rolling period the customer will continue to enjoy the full features of the storage and Foresight support for as long as they continue to settle the invoice amount.

The customer has a number of choices at service term maturity:

SaaS Service Continuance (Do nothing)	In the event that the customer elects to ‘do nothing’ at service maturity: ▪ The customer will continue to be invoiced the same monthly subscription ▪ Invoice Frequency: Monthly in advance ▪ SaaS Hardware & software will continue to be available for customer use for as long as they continue to settle the invoiced amount ▪ Synapse 360 Foresight configuration, monitoring and troubleshooting will continue 5x5 & 24x7 for P1 & P2 ▪ Some vendor hardware or software support may become unavailable where: ○ It is not available to Synapse 360 on a monthly subscription i.e. annualised support will not be purchased during a service continuance ○ Any product, license or component has reached end of service life (eosl) ▪ Limitations in service or escalated risk may result where back to back vendor support is not in place. This risk rests exclusively with the customer
SaaS Contract Renewal	This is the usual outcome. Working with the account executive the customer chooses to renew the contract in one of two modes: 1. Where the SaaS comprises technology that is not eosl and is deemed fit for the business, the customer may renegotiate in increments of (min) 12 months. a. In this scenario the service will be supported by back-to-back vendor support and can be upgraded on demand b. The service will essentially continue for 12 months as defined in the service definition

	c. The commercial agreement may be revisited with the account executive every 12 months 2. The customer can choose to enter into a new SaaS or PDCS agreement for a minimum of 36 months a. Synapse 360 will reassess the environment and propose a new SaaS managed service as laid out in this document b. New hardware and software will be implemented to support the renewed SaaS c. Migration planning & testing will commence
Termination of SaaS	The customer may choose to terminate part or all of the SaaS service at the end of the full term. Synapse 360 will, at best endeavours, assist the customer in the planning and enable migration of storage away from the SaaS. ▪ Where notice of termination is given by the customer Synapse 360 will continue to manage the storage and provide the full service use for as long as the customer continues to settle the invoiced amount ▪ The customer will continue to be invoiced the same monthly subscription until all data is removed and 100% of Synapse 360 owned hardware and software is recovered (3rd party data centre is utilised for the service) ▪ Invoice Frequency: Monthly in advance ▪ All hardware & software remains the property of Synapse 360 ▪ Synapse 360 will, on a best endeavours basis, assist with the removal of customer data
Option to Buy	Synapse 360 will, upon successful negotiation, sell the components of the SaaS to the customer and transfer ownership.