



IOM Cloud MSD-Compualto-01

Executive Summary

This document defines the services, responsibilities, and service levels for Synapse360’s Cloud solution. It sets clear expectations, structured support processes, and priority-driven response times. This also reflects our commitment to continuous improvement—helping customers evolve and optimize their IT environments with enhanced resilience, business alignment, and strategic innovation.

Circulation

Name	Position	Company
Customer	IT Managers, Designated Contacts etc.	Various
Internal	Dept Heads, Customer Experience, Helpdesk Supervisors	Synapse360, MT

Document Control

Name	Role	Change	Date
Colin Kissack	Head of Customer Engagement	Document Creation	01/01/2025
Lauren Wasley	Service Delivery Manager	Content updated	28/11/2025

Service Description

The Synapse360 Cloud solution offers business customers a comprehensive platform that eliminates the need for on-premise infrastructure. It delivers core services to end users including file storage, email, multi-user application access, along with backup, disaster recovery, security, and remote desktop capabilities—all accessible from both office and remote locations.

This is a **termed, pay-as-you-grow subscription service**, providing flexibility as your business evolves. Below is a summary of what is included and excluded in the service.

Included Services (where subscribed):

- Storage Services
 - Shared File Storage
 - Email Storage
 - Database Storage
 - Application Storage
- Device & Application Management
 - Intune Desktop Management (e.g., Standard policies and compliance)
 - Microsoft Office Application Delivery
- Security & Data Protection
 - Backup and Recovery Management (Azure, Microsoft 365, OneDrive, Teams, Mailboxes)
 - Disaster Recovery Invocation – workload recovery based on subscription
 - Disaster Recovery Annual Testing – workload recovery based on subscription
- Azure Services Installation & Configuration
 - Virtual Machines – Provisioning & Configuration
 - Networking & Firewalls – Setup & Configuration
 - Backup & Recovery as a Service (BaaS) – Setup & Management
 - Windows Server Upgrades and Patching
- Intune-Managed Application Deployment (including but not limited to) *:
 - CCH
 - Copilot
 - Laserfiche
 - Viewpoint
 - Microsoft Teams / Office 365 (including SharePoint)

Excluded Services:

- Applications
- Direct upgrades of third-party applications where support/maintenance is provided by the third-party vendor
- Ongoing support for expired or unsupported versions of third-party vendor software
- Application usage training for Microsoft 365 (including Office) or third-party apps
- Application or Solution Development of Microsoft 365 products
- Application testing in a disaster recovery invocation or testing
- Devices
- Reinstallation, configuration, or troubleshooting of mobile devices on an ongoing basis
- Onsite telephone system support
- Setup of new devices connecting to the cloud environment
- Setup or maintenance of onsite printing devices
- Ongoing onsite end-user device support and maintenance

- Configuration or troubleshooting of building infrastructure (firewalls, routers, Wi-Fi, etc.)
- Support for A/V hardware (e.g., projectors, TVs)
- Other
- Completion of Cyber Security Assessments or third-party audits
- License management outside of the included Azure and 365 environments

Roles and responsibilities

Local IT Resource – Frontline IT Support (T1)

- Respond to general IT queries from end users via email, chat, or phone
- Password resets and basic account troubleshooting
- Provide first-line support for Microsoft Office applications (e.g., Word, Excel, Outlook)
- Provide initial support and escalate as needed for third-party applications
- Provide basic troubleshooting and escalation for hardware issues (e.g., printers, phones, peripherals)
- Hardware setup and replacements (e.g., laptops, desktops, monitors, keyboards, mice)
- Setup and configuration of mobile devices
- Manage shared access drives and Office 365 environment
- Basic end-user training (e.g., using email, Teams, shared file systems)
- Inventory tracking and management (e.g., laptops, monitors, accessories)
- Initial triage of support requests, identifying recurring issues and trends
- Log and document unresolved issues, acting as a liaison between users and service providers, including collecting and sharing diagnostic information
- Apply sound judgment in prioritizing requests and escalating where needed if resolution is delayed
- Source and install end-user devices such as laptops, desktops, and mobile phones
- Develop and maintain procedural documentation for recurring tasks to improve efficiency and user experience
- Participate in online training and certifications to maintain technical proficiency
- Support IT project implementation by collaborating with internal teams and external vendors

The 2nd Line Support team provides technical escalation for issues that cannot be resolved by Tier 1 (Frontline) support. Their responsibilities are aligned with the following key service areas:

Storage Services

- Investigate and resolve escalated issues related to:
- Shared file storage access and permissions
- Email storage capacity or delivery failures
- Application or database storage performance problems
- Troubleshoot backend integration problems between storage platforms and user endpoints
- Provide support for application data access and performance issues

Device & Application Management

- Resolve Intune compliance and enrolment issues for desktops and laptops
- Troubleshoot failed deployments of Office and business-critical applications
- Address device management issues beyond Tier 1 capabilities, such as corrupted policies or software conflicts
- Provide temporary, best-effort coverage for Local IT resources (e.g., during leave or absences)

Security & Data Protection

- Escalated response to security alerts (firewall, endpoint protection, access control)
- Resolve mail flow and routing issues within Microsoft 365 (Exchange Online, connectors, spam filters)
- Support escalated backup and restore requests for Azure, Microsoft 365, Teams, OneDrive, and mailboxes
- Troubleshoot and escalate complex authentication, MFA, and access issues

Azure Services Installation & Configuration

- Diagnose and resolve:
- Azure Virtual Machine performance issues
- Network or firewall configuration problems affecting connectivity
- Failures or misconfigurations in Backup & Recovery as a Service (BaaS) environments
- Errors related to Windows Server updates or patching across cloud-hosted infrastructure
- Provide technical support for provisioning and changes initiated through project delivery

Intune-Managed Application Deployment

- Troubleshoot deployment failures or performance issues related to applications such as:
 - CCH
 - Copilot
 - Laserfiche
 - Viewpoint
 - Microsoft Teams / Office 365 (including SharePoint)
- Resolve escalated issues related to application updates, permissions, or cross-platform compatibility
- Provide user-level support and backend policy adjustments to ensure successful application delivery

*Vendor assistance where necessary

Service Levels

Priority	*Response Time	Coverage	Examples of Service
P1	2 Hours	24/7	Critical system outages such as: - Azure server availability (impacting all users) - Shared file storage unavailable (impacting all users) - InTune desktops unavailable or apps not launching for 75+% of users
P2	4 Hours	9am-5pm, Mon-Fri Excl Bank Holidays	Major functionality issues with no workaround, including: - Database storage not accessible, affecting operations - Microsoft Teams / Office 365 connectivity issues - Virtual machine provisioning issues
P3	1 Working Day	9am-5pm, Mon-Fri Excl Bank Holidays	Minor issues with workarounds, such as: - Intune desktop management policy not applying correctly - Problems with Intune-managed application deployment (e.g., CCH, Copilot, Laserfiche) - Issue with Windows Server upgrades and patching that doesn't impact system stability
P4	1 Month	9am-5pm, Mon-Fri Excl Bank Holidays	General inquiries, like: - Requests for new virtual machine provisioning or configuration - Inquiries on disaster recovery testing schedules

*Acknowledge receipt of the issue or request (e.g., confirm that the issue has been logged and is being reviewed). Assess the issue to understand its impact and assign the appropriate priority level.

NB: Availability issues surrounding 365, Azure may be beyond our control, and we may be limited to information/status details from Microsoft.

Continuous improvement

As your environment matures—becoming more streamlined, standardised, and supported by both local resources and strategic IT leadership—the focus naturally evolves. Rather than concentrating solely on day-to-day tickets and technical fixes, we begin to take a broader view: understanding the business challenges where technology plays a critical role. This evolution is part of our commitment to continuous improvement. It allows us to work with you not just to maintain systems, but to enhance them—exploring new ways technology can drive value through expansion, optimisation, and increased cyber resilience. Through this lens, we bring forward not only our hands-on experience, but also our alignment with ISO standards and our insight into emerging industry trends—ensuring your IT strategy stays dynamic, relevant, and future-ready.

RACI Matrix

R = Responsible A = Accountable C = Consulted I = Informed

Activity	Local IT (Tier 1)	Synapse360 2nd Line Support	Customer Leadership	Synapse 360 Service Delivery
Password resets & basic account support	R	I	I	I
Basic Office 365 app support (Word, Excel, Outlook)	R	C	I	I
Basic troubleshooting of hardware (printers, peripherals)	R	I	I	I
Shared access drives management (Office 365)	R	C	I	I
Setup of laptops, desktops, mobile phones	R	I	I	I
Intune compliance and enrolment troubleshooting	C	R	I	I
Backup and restore support (Azure/365)	I	R	I	A
Disaster recovery invocation/testing	C	R	A	R
Azure VM performance and networking issues	I	R	I	A
Microsoft 365 mail flow, routing issues	I	R	I	A
Application deployment troubleshooting (CCH, Copilot, etc.)	I	R	I	A
New VM provisioning/configuration requests	C	R	A	R
Incident prioritization and escalation	R	A	I	C
License management (Azure/365 only)	I	R	A	A
Application upgrades/third-party support	I	I	R	I
Cybersecurity audits and assessments	I	I	R	C
Continuous Improvement Planning (IT strategy alignment)	C	C	A	R

Quick Highlights:

- Local IT = Frontline (Responsible for everyday tickets and basic support)
- Synapse360 2nd Line = Deep technical troubleshooting and cloud infra support
- Customer Leadership = Accountable for IT direction and 3rd party software
- Synapse360 Service Delivery = Accountable for platform performance and improvement



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