



Managed Service Definition

PowerCloud Storage as a Service by Synapse360

Fully managed storage on dedicated hardware (STaaS)

MSD-PowerCloud Storage as a Service-01



More Data. More Power.



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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

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Amendment Summary

Issue	Date	Commentary	Initials
0.1	28/02/2019	Initial draft document	SD
1.0	01/06/2019	Document release & Service Manager Acceptance	SD
1.1	11/02/2020	Amendment: 'Service Term Maturity'	SD
1.2	02/02/2021	Branding	SD
1.3	01/09/2022	Updated product portfolio	SD
1.4	31/03/2023	Updated PowerCloud Branding	CK



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 is not suited to many workloads, and does not deliver, migrate, manage or support itself!

Synapse 360 has designed PowerCloud Storage as a Service (STaaS) around our customers' IT teams and business needs leveraging the cloud pay-as-you-go cost model, blended with trust, safety, service, and convenience specifically for their storage needs.

PowerCloud Storage allows businesses to take advantage of the utility cost model and elasticity of cloud storage, whilst addressing the performance, privacy, and management challenges that public or shared cloud does not.

Data, whether for critical workloads & apps, data lakes or analytics, needs to be stored close to where the compute work is performed. Synapse 360 PowerCloud Storage is a fully flexible and scalable managed & monitored storage platform designed from the ground up for each customer. This transforms a traditional major capital investment into a utility, with the added benefit that it is monitored, configured, and managed 24*7 by qualified experts.

What is PowerCloud Storage?

PowerCloud Storage as a Service is a subset of our PowerCloud Platform that specifically delivers bespoke storage, monitored, and managed 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 a storage environment. PowerCloud Storage is delivered from our data centres, or by agreement 3rd party data centres, on hardware dedicated to each customer with the highest possible levels of trust and security.

What is included in PowerCloud Storage?

The monthly subscription completely replaces the customer's storage infrastructure, and can extend to primary fast storage, object & cloud like storage, single namespace hyper-scale file storage, and archive & near line storage.

Everything below is included in the subscription:

- Dedicated storage infrastructure built on Dell Technologies (formerly Dell EMC)
- Bespoke design for each customer's requirements using our knowledge and suite of assessment tools.
- Storage hardware, software & vendor support
- Optional secondary site with replication to dedicated infrastructure⁽¹⁾
- Optional PowerCloud Backup as a Service (BaaS)⁽²⁾
- Assess, architect, build and migrate services.
- Monitoring & management by the Synapse 360 ISO 20000 accredited managed service centre (MSC)

⁽¹⁾ Dedicated replication offered at additional cost to secondary dedicated infrastructure and may require additional comms links & security

⁽²⁾ PowerCloud Backup available from Synapse 360 under a separate agreement; not included in PowerCloud Storage.



Why is this different to owning or leasing storage?

PowerCloud Storage from Synapse 360 is different from the way that organisations traditionally invested their CAPEX budget in owning dedicated storage infrastructure that they would manage themselves with internal expertise, backed up by a vendor support contract. The landscape of storage is changing; technologies (complexities) such as data tiering and complex daily design decisions no longer matter, so few IT teams can afford to dedicate or train resource to storage.

Consuming storage like a utility means no upfront capital spend or need for internal IT resources. A single subscription includes all aspects of the design, provision, management, and monitoring, as well as the latest storage technology. Customers can pay as they grow (PAYG) and scale to workload meaning capacity & the best performance are always available.

Why is this different to public cloud storage?

Public cloud storage offers a number of key benefits that has made it popular and hugely profitable for the big players in that space: utility storage that allows customers to truly pay as they go, global reach, almost unlimited scale, and options for different storage presentations and tiers. Where the model falls down is running always-on, virtual machine workloads, trust and control, and doing anything outside of the standard offerings. Where customers do not wish to move their apps and workloads to the public cloud the performance and connectivity for primary performant storage becomes hugely challenging.

Public cloud storage also has incremental costs for accessing and manipulating data as well as copying or migrating it out. In other words, using your data is chargeable in the public cloud and not simply storing it.

With PowerCloud Storage customers are seeking to address a different set of challenges. What if my business wants or needs to have physical separation for trust, risk or legislation; who is going to manage my storage; what if my team does not have the specialist skills or the time to manage our storage; what if my auditors or business owners insist on physical separation from other businesses? Who will design our platform and how do I know it will work effectively for my business; how do I migrate?

Key Financial Facts

Key Financial Facts

Customers are enabled by PowerCloud Storage to move away from a traditional purchase or leasing cycle of fixed storage infrastructure whilst still with the assurance and trust that private hardware brings. Truly the best of both worlds:

- Predictable costs throughout the subscription term
- Zero up front capital expenditure
- Flex to scale on demand as the business grows.
- All inclusive: Design, migration planning, management, monitoring, support
- Industry leading hardware & software backed by the vendor⁽³⁾

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.

⁽³⁾ All technology is covered by vendor hardware & software support throughout the term under Synapse 360

Key Facts & Ordering

Key Facts

PowerCloud Storage is a 100% subscription-based service that includes all storage to run a customer's business or a subset for a specific demand, wrapped by Synapse 360's management and predictive monitoring service. Every customer has their own dedicated hardware meaning the benefits of cloud, with true physical separation.

- 100% subscription service provided by Synapse 360



- Hosted from Synapse 360's racks in our data centres, or under agreement in a 3rd party datacentre⁽⁴⁾
- Specifically sized to each customer then elastic to track the growth and success of their businesses.
- Appropriate storage technology that is 100% private on its own dedicated hardware
- It is a subscription service, so the customer need not be aware of the technical details of the storage systems that underpins it
- Built exclusively on enterprise technology from Dell Technologies
- Fully managed and monitored by Synapse 360 Managed Service Centre
- Optional Synapse 360 PowerCloud Backup as Service
- ISO 20000 accredited NOC with our own qualified experts

Optionally integrates with the following Synapse 360 managed services:

- PowerCloud Platform to extend PowerCloud Storage to encompass your virtualised infrastructure stack.
- Managed Public Cloud (MPC) as part of a multi-cloud strategy to integrate Azure and AWS
- PowerCloud Virtual Desktop as a Service environment hosted alongside live infrastructure and accessed from anywhere and optional accelerated graphics desktops
- Dedicated second site with replication.
- Backup with Synapse 360 PowerCloud Backup
- PowerCloud Connectivity as a Service with Synapse 360 Office Secure & Connect

⁽⁴⁾ Subject to the DC location passing a survey for environment (power, cooling, security, general suitability, access). Additional legal contract may be required to home equipment owned by Synapse 360 in 3rd party locals.

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. The customer is required to provide proof of continuous insurance cover upon commencement and on request for the duration of the contract.

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 vendor 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 PowerCloud Storage infrastructure and not any local infrastructure including, but not limited to: fabric, hosts, host controllers, drivers & operating systems, networking or virtual components & infrastructure. Excluded components can be covered under a separate Synapse 360 support & monitoring contract.

The default managed service level is defined as '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 Managed Service Centre (MSC), 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 at our standard rate.

2.1 Service Package

The ongoing configuration management, change management, monitoring and remediation are provided by the Synapse 360 ISO 20000 accredited Managed Service Centre under the Business-Critical level service. Please refer to the document 'MSD-PowerCloud-Support-xx.docx' for information on the service scope⁽⁵⁾ of Production level support.

PowerCloud Storage	
Objective	To provide a fully managed, monitored and hosted private storage platform. Customers are able to take advantage of a cloud-like (utility) 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 Storage as a Service with the option to include complimentary Synapse 360 services including: ▪ PowerCloud Platform ▪ Multi-Cloud via Managed Public Cloud (MPC) ▪ SDWAN as a Service ▪ PowerCloud Virtual Desktop & graphics optimised VDI ▪ PowerCloud Protection replicated data centre at a second site ▪ Additional data retention with PowerCloud Disaster Recovery ▪ PowerCloud Backup as a Service 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 Managed Service Centre (MSC). 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.⁽⁶⁾
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 storage elements that are provided by Synapse 360 in the contract. Foresight can be extended to cover many other aspects of infrastructure by separate agreement.



	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 PowerCloud Storage 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 tickets relating directly to the operation of the PowerCloud Storage Service. ▪ 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 or message as they may not be on call and may not be the best person to provide a response within the SLA.
Supported Products	The storage is sized and designed around each individual customer's needs on private hardware. PowerCloud Storage is modular cloud like infrastructure designed around hardware and software defined storage from our key vendor partner Dell Technologies: ▪ Performant all flash disk technology e.g. PowerStore, Unity XT ▪ Mid-range scalable storage e.g. PowerStore, Unity ▪ Entry-level storage PowerVault ▪ File & hyper-scale storage e.g. PowerScale, Isilon ▪ Object & unstructured storage e.g. ECS ▪ Data Protection & Replication e.g. VPLEX, Recoverpoint ▪ Software defined e.g. vSAN ▪ Fabric switches Please refer to the following documents for supported products where optional accompanying services will be utilised: MSD-PowerCloud-Connectivity-xx Managed Service Definition.docx MSD-PowerCloud-Backup-xx Managed Service Definition.docx xx represents the current published version of the document.
Service Boundary	The Synapse 360 PowerCloud Support service covers all aspects of the supported PowerCloud Storage 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 PowerCloud Storage will require the customer to provide some or all of the following: ▪ Local connectivity at each location (local switches & WAN termination devices) ▪ Suitable fabric & connectivity for the storage where that is <u>not</u> included in PowerCloud Storage ▪ Connectivity (ports, modules, cables) to connect new fabric where included ▪ Secure VPN capabilities from each office location or private circuit ▪ Connectivity and access to legacy storage to support migration of data to the PowerCloud Storage Service ⁽⁷⁾



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 MSC, and in addition quarterly remote Teams/Zoom updates are provided to review the service and discuss any recommendations or remediation.
Out of Scope	▪ Customer provided storage, i.e. not supplied as part of this contract: support, configuration, management, maintenance or monitoring ▪ Storage fabric, interconnects or infrastructure not expressly provided as part of this service ▪ Data protection, governance, ownership, and compliance ▪ Loss of data for any reason ▪ Planning down time & customer change control ▪ 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

⁽⁵⁾ Level of service including SLA and ticket priority are provided by Synapse 360 under the Production level service.

⁽⁶⁾ 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.

⁽⁷⁾ Synapse 360 will design migration steps with the customer and provide recommended methodology

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 storage requirements, performance, IOPS, requirements, and business needs and desires, baseline and what ‘good’ looks like
- Design and right-sizing – Understanding access types, performance, growth and technology suitability
- Understanding business requirements – Scale & performance; 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 ‘Business Critical’ level of service as defined in the managed service definition ‘MSD-PowerCloud-Support-xx.docx’.

2.2.1 Service Onboarding

Customers are provided with a fully managed and deployed PowerCloud Storage 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



- Storage design and testing (includes discussing and setting options such as encryption at rest, data reduction, protection & RAID levels, delivering app or workload performance & availability)
- Deployment schedule and high level migration schedule
- Procurement, installation, patching and configuration of hardware and software to build the customer's PowerCloud Storage
- Provision of associated optional Synapse 360 services
- Coordination of PowerCloud Storage delivery via the Service Delivery Manager
- Demonstrate and test / prove initial storage migration

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

- Migrating storage to the PowerCloud Storage using the method provided
- End user communication
- Configuration of devices to access the PowerCloud Storage
- 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 for associated customer supplied infrastructure
- 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 PowerCloud Storage functionality. The Synapse 360 MSC is also on hand to support the migration of server workloads and data into the PowerCloud Storage.

- Create and maintain the top level migration methodology
- Assist customers with the execution of the migration plan
- Monitor and tune the PowerCloud Storage as migration occurs

Some or all of the migration effort may be transferred to Synapse 360 by prior agreement or where it is explicitly included in the service on-boarding agreement.

2.3 Managed Service Level Comparison

Only one level of service is supported with PowerCloud Storage as it is designed to be fully production ready storage. Synapse 360 will provide hosted monitoring, configuration assistance, storage infrastructure support, incident management and vendor support management during normal working hours and 24/7 for P1 & P2.

PowerCloud Storage is a 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
Utility service, flex pricing and no capital costs	✓
Upgrade PowerCloud Support editions	-
Graphical dashboard	-
Built on Dell Technologies	✓
Integration to Synapse 360 MSC	✓
Add Synapse 360 experts to your virtual IT team	✓
Alert to Synapse 360 MSC	✓
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 PowerCloud Storage Service will evolve over time and Synapse 360 reserves the right to umbrella (include) additional storage technology from any vendor and twilight (retire) others. Currently the following infrastructure technology can be included the designs:

- Dell PowerStore, Unity, Unity XT, SC (legacy), VNX (legacy), VNXe (legacy)
- Dell XtremIO
- Dell PowerScale, Isilon (legacy)
- Dell PowerVault
- Dell ECS (support provided by Dell)
- Dell VPLEX
- Dell, Brocade & Cisco SAN switch fabric
- Dell vSAN Ready Nodes & vSAN, VxRail
- Dell & Cisco TOR switches
- Hosting, power, cooling

Services included in PowerCloud Storage:

- Synapse 360 Business Critical PowerCloud Support

Optional services customers can add at any time:

- PowerCloud Backup
- PowerCloud Platform
- Multi cloud Managed Public Cloud (MPC)
- PowerCloud Connectivity
- PowerCloud Disaster Recovery

The customer can choose from a number of optional complimentary managed services that are not in



scope for this PowerCloud Storage managed service definition; please refer to the correct document for each service.

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 utility (cloud-like) subscription and scale, married to the fully managed service that is unique to PowerCloud Storage from Synapse 360.

PowerCloud Storage 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 utility subscription service that delivers predictable storage across the business.

The service includes:

- Storage design across all requirements & customer platforms
- Primary storage infrastructure including hardware, software & enabler licenses
- 8x5 Provision of storage, configuration, patch management, change
- 24x7 PowerCloud Storage support for P1&P2 incidents with Synapse 360 PowerCloud Support
- Monitoring, management, fault resolution and change management from the Synapse 360 ISO 20000 accredited MSC⁽⁸⁾
- Continuous vendor support concurrent with the contract for the PowerCloud Storage hardware & software components

The service optionally includes:

- Secondary storage infrastructure with replication including hardware, software & enabler license
- Fabric switching where specified, connectivity, port-licenses

⁽⁸⁾ 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 broadband 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 PowerCloud Storage environment to take into account storage type, resilience & performance needs.
Replicated Secondary PowerCloud Storage	✓	A secondary replicated PowerCloud Storage using asynchronous or synchronous technology, tier to public cloud, up to real time



Storage Profile	✓	Add different storage technology to meet app or workload profiles, from ultra-performant to data lakes & archiving
24/7 Business Critical Support from Synapse 360 PowerCloud	-	PowerCloud Storage is delivered as standard with the highest available level of PowerCloud Support. P2&P1 incidents where users are experiencing substantial or major disruption, will be responded to 24/7 ⁽⁹⁾
PowerCloud Backup as a Service to protect critical data	✓	Synapse 360 offers PowerCloud Backup to protect data and workloads offsite either to a private shared platform or to the public cloud.

⁽⁹⁾ Definitions of service level, priorities and scope for Business Critical can be found in MSD-PowerCloud-Support-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 PowerCloud Storage. Vendor support will be maintained by us throughout the service to allow the Synapse 360 MSC to escalate break fix 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 PowerCloud Storage contract, used, deployed in or otherwise associated with the service, such as Azure licenses, 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 MSC Security	The Synapse 360 MSC 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
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Anti-virus & Malware	All management access from Synapse 360 MSC personnel is performed via the controlled remote desktops that incorporate enterprise anti-virus and anti-malware protection. External email is secured using a 3 rd party gateway. Synapse 360 will ensure the protection tools on the management machines within the MSC are updated regularly.
Encryption	The service is managed via secure VPN from MSC machines only meaning that all traffic between the management client and PowerCloud Storage 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 DPO 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 MSC 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 PowerCloud Support

Once deployed and live PowerCloud Storage is operated entirely by Synapse 360 Managed Service Centre 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, PowerCloud Storage prospective and existing customers should reference the managed service definition MSD- PowerCloud-Support-xx.docx.

3.2 Requesting Upgrades or Service Extensions

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

The Synapse 360 Managed Service 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 PowerCloud Support and runs on a cloud platform that is monitored within our MSC. 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 MSC. This is not a requirement of the service.

Additionally, customers can raise tickets via the PowerCloud Support 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 Teams/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 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 PowerCloud Storage 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 ▪ Performance profile requirement and workload profile ▪ Data type, protocols and connectivity ▪ Data protection levels ▪ Data services required for governance, protection, encryption ▪ 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 or software is required to deliver a requested upgrade to the service, and a new minimum term may be required where the customer is within 12 months of contract renewal.



6 Service Exclusions or Limitations

Exclusions	1. Application deployment design and performance testing 2. Any storage equipment (hardware, software or support) directly or indirectly associated with the customer that has not been supplied under the Synapse 360 PowerCloud Storage agreement 3. Internal storage in server hardware, desktops or any device not explicitly provided as part of the PowerCloud Storage agreement 4. Anti-virus, anti-malware licensing, deployment, testing or performance impact mitigation or responsibility 5. Installation, management, monitoring, setup, upgrade or licensing of operating systems 6. Installation, management, monitoring, setup, upgrade or licensing of applications, apps 7. Data owner or any other GDPR defined role or responsibility 8. Data loss of any kind 9. Licensing, setup, configuration, monitoring, supply, support or warranty of any end user device, PC, laptop, printer 10. Provision, configuration, setup, troubleshooting or support of any kind for home devices and BYOD used to access the service 11. Licensing, support or payment to 3rd party of anything not specified explicitly in the service contract 12. Operating the data centres 13. ISP contract, connection, negotiation or provision 14. LAN equipment, configuration, uplinks or any equipment directly or indirectly connected 15. ISP network termination units (NTU), equipment, connections or uplinks 16. End user equipment, network cards, connections (unless they are connected to the wi-fi provided in the service) 17. Any network equipment, configuration, provision, configuration or design not directly covered by this service 18. Mobile networks, signal strength, quality 19. ISP line interference, delay, jabber or reliability 20. External firewall configuration, troubleshooting or provision required to install or operate the service (except those that are included in the service) 21. ISP or mobile provider rental, contract, provision, troubleshooting or support costs 22. Reconfiguration of devices, virtual machines (VMs) end user or mobile devices to work with the service 23. Replacement of equipment due to mistreatment, unreasonable wear & tear, accidental damage and theft from customer premises
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7 Service Levels (SLA) PowerCloud Storage managed by PowerCloud Support

7.1 SLA Definitions

This section relates to the Business Critical (PowerCloud Support) service levels only. The Synapse 360 PowerCloud 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 PowerCloud Storage 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:

PowerCloud Storage 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 ▪ PowerCloud Storage Hardware & software will continue to be available for customer use for as long as they continue to settle the invoiced amount ▪ Synapse 360 PowerCloud Support 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
PowerCloud Storage 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 PowerCloud Storage 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 PowerCloud Storage or PowerCloud Platform agreement for a minimum of 36 months a. Synapse 360 will reassess the environment and propose a new PowerCloud Storage managed service as laid out in this document b. New hardware and software will be implemented to support the renewed PowerCloud Storage c. Migration planning & testing will commence
Termination of PowerCloud Storage	The customer may choose to terminate part or all of the PowerCloud Storage 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 PowerCloud Storage. ▪ 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 PowerCloud Storage to the customer and transfer ownership.