

AUTOMATED FIRST IT SERVICES

Managed Cloud Services

DEFINITION DOCUMENT

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ABOUT OUR SERVICE

As so many business operations and processes are now dependent on technology, the role of IT has changed. It needs to be central to business strategy in order for businesses to remain competitive. This is why we have developed an approach to IT Managed Services that uses disruptive technology, such as automation, AI and Machine Learning, to enable you to put technology at the heart of your business. With your technology investment aligned with your strategic goals, you can increase productivity, reduce cost inefficiencies and enable better ways of working throughout your business.

At Spherica, we deliver “next generation” IT services by putting automation at the forefront of our day-to-day operations.

We deliver fast and efficient issue resolutions and task our technical teams with automating IT processes wherever possible in order to reduce error-prone manual tasks, minimise and actively prevent system downtime, and deliver great customer experiences. With technical engineering excellence and an innovative DevOps approach, we deliver automated IT services that drive efficiency and improve the working environment.

Our highly-rated support services are tailored to your needs. We design, implement and manage as much or as little of your IT infrastructure as you need, supporting your internal IT teams in providing the most secure, stable and fit-for-the-future IT operations.



CHANGING THE GAME

Traditionally, IT operations involve highly manual processes so are resource-heavy and costly to scale up. We are breaking the mould by delivering automated IT services that deliver a new level of process efficiency and enable businesses to scale at pace.

Our innovative services deliver:

- IT strategies that have your business goals at the heart.
- Automated delivery of IT services to drive efficiency and reduce risk.
- Cutting-edge technology to transform operations.

We can revolutionise the way your business runs, making it more agile, productive and fit for the future.



MANAGED CLOUD SUPPORT SERVICES

Cloud Support Services

Our Cloud Support Services provide robust and reliable support to ensure your cloud environment operates at peak efficiency. We offer expert guidance and assistance to address any challenges, ensuring your organisation can fully leverage cloud capabilities for enhanced performance and flexibility.

Ongoing Support

Our Ongoing Support services are designed to provide continuous assistance, ensuring your cloud infrastructure remains secure, efficient, and aligned with your business goals. We offer 24x7 support to address any issues promptly, minimising downtime and maximising productivity.

Product Support Capabilities

We provide comprehensive Product Support Capabilities to address any technical challenges that may arise. Our team of experts is equipped to handle a wide range of issues, ensuring quick resolution and minimal disruption to your operations.

Logging and Management of Incidents

Our Logging and Management of Incidents service ensures that all incidents are accurately recorded and managed through a streamlined process. This enables efficient tracking and resolution of issues, enhancing your organisation's overall IT resilience.

Reporting and Proactive Results Analysis

Through Reporting and Proactive Results Analysis, we provide detailed insights into your cloud environment's performance. This service includes regular reporting and analysis to identify trends and areas for improvement, ensuring your cloud infrastructure is continuously optimised.

Dispatch of Service Technicians

When necessary, we facilitate the Dispatch of Service Technicians to address hardware-related issues promptly. This ensures that any physical components of your cloud infrastructure are maintained and repaired efficiently, minimising downtime and maintaining operational continuity.

Working With Spherica

By providing comprehensive support services, we ensure that your cloud environment is not only seamlessly migrated but also continuously maintained and optimised. Our services are tailored to deliver ongoing value, enabling your organisation to thrive in the cloud.

ONBOARDING & TRANSITIONING TO SPHERICA SUPPORT



Our number one goal when transitioning to Spherica support is to ensure the IT service is stable, with no disruption to business operations or IT users. In the delivery phase (design, build and testing) our experienced transition team will build out the IT service to meet the specific requirements of our clients, including defining the support matrix, resource training plans and deployment of tools. During this phase, the transition team will also be tasked with introducing evolutionary enhancements to the service with the aim of ensuring “things that should just work”, do work.

Finally, the cutover and go-live phase of the project will ensure that all knowledge and best practices gathered in previous phases are applied to all activities, ensuring that the final transition from the current incumbent happens as seamlessly as possible.

OUR IMPLEMENTATION AND TRANSITION PLAN



The following table provides outline stages, milestones and deliverables. These can be delivered on-premise or remotely, dependant on the requirements.

Stage 1 DISCOVERY & PLANNING	Stage 2 DESIGN & BUILD	Stage 3 CUTOVER & GO-LIVE
• Key contact & site information gathered • Project Risks log created • Project Initiation Document (PID) signed off • Project Kick-Off workshop • Device build, software, hardware, cloud and infrastructure processes complete	• Service model established • Systems monitoring reviewed and in place • Automation platforms reviewed and tested • Knowledge articles created • Service testing complete	• Comms plan established • Knowledge transfer • Service goes live • Post go-live reviews • Service monitoring and reporting complete • Lessons learnt review complete • Service fully transitioned

SAFEGUARDING KNOWLEDGE TRANSFER

Spherica will continuously capture knowledge throughout the delivery and completion phases. Each member of the Spherica team will:

- Be responsible for obtaining information specific to their area
- Reach out to appropriate stakeholders to obtain information required to create and/or update existing knowledge
- Seek existing documentation and review whether it is still valid or requires updating
- Identify areas where knowledge is not available or does not exist
- Maintain a “Knowledge Log” to track the progress of the points above

OFFBOARDING PROCESSES

As part of the offboarding process a detailed exit plan will be provided, if required, to detail the steps that would be carried out to ensure the smooth transition of services if the contract with the customer comes to an end. We will help mitigate against any disruption to the service during the transition period.

All customer data will be deleted in line with best practice and as agreed with the customer.

We strive to work transparently and professionally at all times and make the interests of the customer and users the priority.

BACKUP, RESTORE, DISASTER RECOVERY & BUSINESS CONTINUITY

We offer a range of options for back up and disaster recovery and design our solutions to meet customers' needs on a case by case basis. A business continuity plan can be provided if required. This shall set out the arrangements to be invoked in the event of an actual or perceived threat to business continuity, to ensure continued operation and continuity of the services provided. In the unlikely event of a disaster scenario, we are able to quickly recover information assets, replace physical assets and continue to deliver our service with minimal disruption. Our teams are agile and fully prepared for remote working.

SERVICE LEVELS

Our incident response times will be defined with the customer depending on the criticality and severity of the systems and solutions being supported. The below table gives an example of typical response times.

PRIORITY CLASS	PRIORITY DEFINITION	HOURS OF SUPPORT	RESPONSE SLA	RESOLUTION SLA
P1	Supplier Service or underpinning service unusable across all sites; brand or revenue significantly impacted	24 x 7 x 365	15 mins	2 Hours
P2	Supplier Service or underpinning service functionality reduced on a single site; brand or revenue partially impacted	24 x 7 x 365	30 mins	4 Hours
P3	Supplier Service or underpinning service impacted in part of a site or single customer; brand or revenue not impacted	08:00-18:00 (Mon-Fri)	1 Hour	8 Hours
P4	No impact or cosmetic impact to Service functionality, performance, customers, brand or revenue	08:00-18:00 (Mon-Fri)	2 Hours	3 Business Days

Some SLAs will attract service credits if the target is missed. This will be pre-agreed with the customer.

SUPPORT TIMES

Our support service is tailored to customers' needs and is available 24x7x365.



Get In Touch

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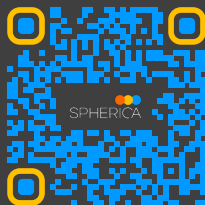
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explainer video.

