

Service Definition: Circyl Care – Support & Maintenance

1 Service overview

Circyl Care is Circyl's standard post-delivery support and maintenance service. It provides structured, ongoing access to experienced consultants and engineers to support the operation, maintenance and evolution of solutions delivered by Circyl.

Circyl Care is offered for all Circyl projects and is strongly recommended, but it is not mandatory unless explicitly stated in the call-off contract.

2 What the service includes

Circyl Care provides a combination of contractual support coverage and consumable support effort, aligned to the scope and value of the original project delivery.

The service includes:

- Access to Circyl consultants familiar with the delivered solution
- Incident, query and issue handling related to the supported solution
- Technical investigation and fault resolution
- Advisory support and minor enhancement assistance
- Ongoing optimisation, health checks and technical guidance
- Support time that can be drawn down across Circyl competencies, where appropriate

Circyl Care supports solutions delivered across Circyl's service portfolio, including data, analytics, business applications and custom development.

2.1 Commercial structure

Circyl Care is priced as a percentage of the original project value. The total Circyl Care value is agreed at call-off and covers both the contractual support arrangement and consumable support effort delivered during the contract term.

Circyl Care agreements run for a fixed 12-month term. Support effort is delivered through agreed draw-down days, which may be used flexibly across Circyl competencies where appropriate, subject to the scope of the supported solution.

3 Service delivery approach

Circyl Care is delivered through a structured support arrangement agreed at call-off stage. A named engagement or technical lead acts as the primary point of coordination for support activity and escalation.

Support requests are managed through agreed communication channels defined at call-off, with prioritisation based on impact and urgency. Support activity is delivered by consultants and engineers with relevant solution knowledge to ensure continuity and effective resolution.

Circyl Care focuses on maintaining service continuity, resolving issues efficiently and supporting ongoing value from the delivered solution.

4 Onboarding and mobilisation

Circyl Care onboarding is typically completed as part of the original project delivery or immediately following project completion.

Onboarding activities may include confirmation of support scope, solution context, access arrangements and communication routes. Where required, knowledge transfer and documentation handover from the delivery phase are used to support effective mobilisation.

5 Outputs and deliverables

Circyl Care does not typically produce formal project deliverables. Outputs are operational in nature and relate to the provision of ongoing support services.

Outputs may include, where applicable:

- Resolution of incidents and support requests
- Advisory input and technical guidance provided during the support term
- Applied support effort delivered through draw-down days
- Maintenance, optimisation or corrective activities undertaken against the supported solution

The nature and scope of support activity are governed by the Circyl Care agreement agreed at call-off.

6 Support and after-sales arrangements

Circyl Care constitutes Circyl's standard post-delivery support and maintenance service. It provides structured, ongoing support for solutions delivered by Circyl under a separate support agreement agreed at call-off.

Circyl Care is recommended for all Circyl projects but is not mandatory unless explicitly stated in the call-off contract. Where Circyl Care is not taken, no ongoing support or maintenance obligations apply beyond those defined in the original delivery agreement.

No additional after-sales support arrangements apply beyond Circyl Care unless explicitly agreed in writing at call-off.

7 Service constraints

Circyl Care provides support for solutions delivered by Circyl and within the scope defined at call-off. The service does not include the support of third-party systems or services outside the agreed scope unless explicitly agreed.

Effective delivery of Circyl Care is dependent on appropriate access to relevant systems, environments and documentation, as well as timely client engagement where required.

Circyl Care is not a substitute for project delivery services and does not include large-scale change, re-implementation or transformation activity unless separately agreed.

8 Security and data protection

Circyl handles data in line with contractual, regulatory and organisational requirements. Access to client data is restricted to authorised personnel and limited to the purposes of delivering the agreed service.

Security arrangements align with the nature of a cloud support and analytics service. Where required by the buyer, Circyl can support baseline personnel security requirements such as BPSS.

Where additional security or personnel screening requirements apply, these will be agreed with the buyer at call-off.

9 Service exit and offboarding

Circyl Care agreements operate on a fixed 12-month term. Renewal, extension or termination is agreed with the buyer in accordance with the call-off contract, including any applicable notice periods. Where a Circyl Care agreement is renewed by mutual agreement, any remaining drawdown days may be carried forward into the renewed term, subject to the terms agreed at call-off.

On expiry or termination of the Circyl Care agreement, support services will cease unless renewed. Where appropriate, Circyl will support an orderly transition, including the completion of any in-flight support activities and the removal of access where required.

Data access, retention and deletion arrangements are managed in accordance with agreed contractual terms and applicable data protection obligations.



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