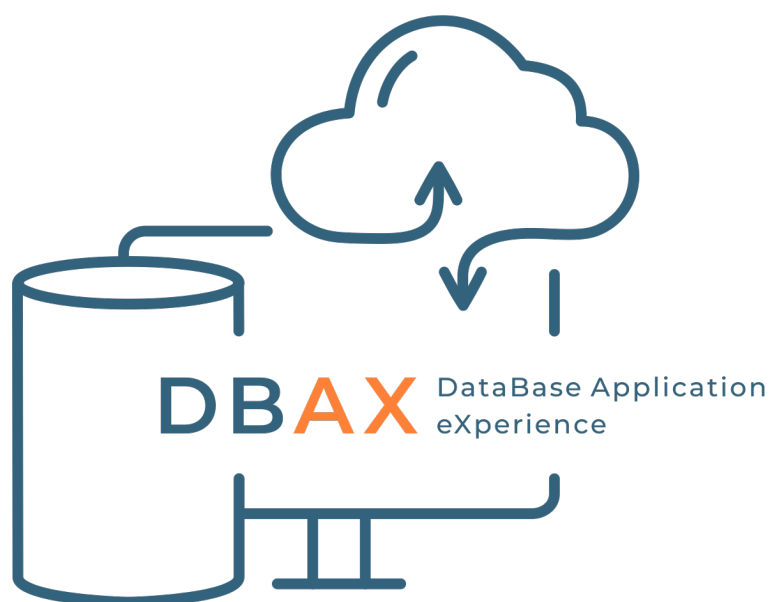


Service Definition

DBAX LTD

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Service overview

This service provides ongoing technical support for organisational systems, platforms, and integrations. Support activities focus on maintaining operational continuity, responding to incidents, adapting to system or supplier changes, and stabilising services following change or disruption.

Scope of services

The service may include support for:

- Operational systems and platforms used across an organisation
- Interfaces and integrations between systems
- Data feeds, file-based transfers, APIs, and messaging processes
- Incident investigation, diagnosis, and remediation
- Operational monitoring and issue resolution
- Adaptation to upstream supplier, platform, or configuration changes
- Small-scale technical solutions required to restore or maintain service operation
- Coordination with internal teams and third-party suppliers

Delivery approach

Services are delivered as on-demand or time-bound support activities, agreed at call-off. Work is carried out collaboratively with the buyer and relevant stakeholders to address operational issues and support system stability.

Service constraints

Delivery is dependent on access to relevant systems, information, and stakeholders. Activities are undertaken within the agreed scope and timescales defined at call-off.