

## SERVICE DEFINITION

MANAGED SERVICE

JANUARY 2026



Prepared for:

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## 1. THIS DOCUMENT

This document is MVW Service Definition for Managed Services version January 2026.

This document provides a high-level overview of the Managed Service offered by MVW. Whilst specific implementation will vary depending on the client-specific scope and agreement, this document defines the key areas of the service and identifies where variation may occur.

Prepared by Mike Smith on January 2026.

### 1.1 ABOUT MVW TECHNOLOGY LIMITED

MVW Technology Limited are a technology consultancy and managed service provider who specialise in delivering a Modern Workplace and IT Infrastructure services.

Our focus in this field enables us to remain in touch with the evolution of end-user and infrastructure technologies and apply innovative and effective solutions to meet business needs, whilst aligning to operational, security and regulatory requirements.

Our senior consultants each have over 25 years of experience each in top tier organisations including leading investment and retail banks.



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## 1.2 VERSION HISTORY

| VERSION | DATE        | AUTHOR     | UPDATES                             |
|---------|-------------|------------|-------------------------------------|
| 2601    | 09 Jan 2026 | Mike Smith | Updated document to support G-Cloud |

## 2. SERVICE OVERVIEW

MVW provides an innovative, ITIL-aligned Managed Service to medium-sized organisations in the private and public sectors. MVW is a multi-cloud organisation with extensive experience across Microsoft 365, Azure and AWS platforms. The core of our approach uses technology to serve our clients, automating repetitive tasks and allowing the business to self-serve where possible. Our MIA platform (Managed Insights and Analytics) gives a single pane of glass to our customers, allowing them to get meaningful information about their environment at the finger tips.

Delivery of our service is remote-first with optional on-site resources depending on the requirement, covering endpoint, infrastructure, networking and platform-level application support, plus installation and maintenance of security products (e.g., Microsoft Defender, Zscaler). Security operations (SOC) are out of scope and delivered by MVW's separate Cybersecurity Practice.

### 3. SERVICE

#### 3.1 SCOPE

The MVW Managed Service includes, but is not limited to (each client contract will detail the specific services):

- Service desk (multi-time zone), triage and multi-tier support (Level 1 basic to – Level 3 complex.).
- Endpoint management: Windows, macOS, iOS, Android and Linux — including Microsoft Intune/Endpoint Manager policies, configuration profiles & patching.
- Microsoft 365 services: Exchange Online, SharePoint Online, OneDrive, Teams, Entra ID (Azure AD), security & compliance configurations.
- Cloud support services: governance, subscriptions, resource groups, virtual networks, security controls, Virtual Desktop, storage/compute and monitoring for Azure primarily, plus AWS.
- Networking: configuration and support for customer-selected firewall and network solutions — vendor-agnostic with agreed standards.
- Backup/recovery: administration and verification of customer-selected solutions; policy management, job monitoring and restore assistance.
- Security tooling install and maintenance: Defender for Endpoint/Cloud Apps and Zscaler — policy tuning, agent health and update management (SOC operations excluded).
- Software licensing: procurement and management of software licenses, including volume monitoring and reporting.
- Applications (platform-level): supporting the platforms on which applications reside, deployment/configuration onto infrastructure/endpoints, group-level access/membership, platform-level performance measurements and application packaging services.

#### 3.2 OUT OF SCOPE

The standard Managed Service scope does not include the following activities, but MVW are flexible on approach, should something unique be required by the client and can be negotiated during contract scope discussions:

- The Managed Service team will not perform cybersecurity-based functions as these are performed by our cybersecurity team and subject to a separate SOC based contract. However, troubleshooting, installation and maintenance of the security client tools will be performed by the Managed Service team.
- Project work including planning, scheduling, communications, testing, implementation and reporting beyond small service request work (< 3 days effort). Project management and control activities are the specialism within our Project Services function. The engagement of our project services for larger business-as-usual upgrades does not necessarily attract additional cost, but does ensure the disciplines of running the work as a project are used.
- Consulting work including new designs, roadmap development, strategic solutions advice, significant upgrade or migration planning.

### 3.3 SERVICE DELIVERY MODEL

The Managed Service team operating hours as standard are: UK 08:00–20:00 Monday–Friday, with optional extensions (evenings, weekends and 24x7).

The team operates from three regions - UK, India and South America and is offered on a remote-first delivery basis, with the option of on-site resources with standard service skills, specialist/specific skills or VIP based experience.

We operate ITIL-based incident, request, change and problem management processes with standardised runbooks and playbooks, and maintain configuration data within our ITSM tooling. We maintain client-specific operational documentation.

ITSM tooling: Freshservice (primary). Interfaces to other systems (e.g., Zendesk) can be provided as required. Knowledge base: maintained within Freshservice. Client-facing self-service/AI solutions are available as a separate offering.

Change is managed through careful governance - MVW operates a formal internal CAB (weekly) and emergency change policy. All changes are raised to the MVW CAB prior to submission/representation at the client's CAB.

MVW CAB reviews cover:

- Technical completeness/quality and compliance assessments
- Business impact/risk assessment (including communications and mitigation strategies)
- Timing and conflict reviews and recommendations

### 3.4 ONBOARDING & OFFBOARDING

MVW take a collaborative planning approach to onboarding clients, beginning with plan and timeline agreement followed by discovery and assessment of clients current environment, tenants and subscriptions.

We then define service boundaries and construct an agreed responsibility matrix (RACI)

We will confirm SLAs and KPIs, begin knowledge capture for distinct or bespoke services, create runbooks and handover documentation as necessary.

Transition activities include (but not limited to): access provisioning, tooling integration, baseline review and if necessary, hardening. Initial compliance assessment (patch levels, exceptions, mandatory software/configuration reviews) and initial health checks.

The usual onboarding duration is 4-6 weeks, depending on scope/complexity.

The phased approach comprises:

#### **STARTUP PHASE**

*Initial Engagement and Discovery.* Understand the client's business, goals, current IT environment, and pain points.

*Proposal and Scope.* Define clear scope, deliverables, responsibilities, and plan.

#### **TRANSITION PHASE**

*Onboarding Kickoff.* Initiate the relationship with alignment and transparency.

*Technical Assessment and Baseline Audit.* Establish a technical baseline for future support and monitoring.

*Tool Deployment and Config.* Enable proactive support and standardised management.

*Introduce the MVW Standards.* MVW will deploy the standards to the existing environment ensuring the latest configurations and security settings are in place. Note this is a chargeable project activity.

## BAU PHASE INTO INNOVATION

*End user Intros and Training.* Foster user confidence and adoption of new support processes.

*Go Live and Stabilisation.* Transition to live support while minimising disruption.

For exit and offboarding we will comply with the clients need to follow the incoming service suppliers onboarding process. At service inception, MVW will provide a documented exit plan that describes how we will transfer knowledge, artefacts, access and configuration back to the client or new supplier, including data export and final reports.

Exit charges may apply if extraordinary support is required beyond standard offboarding.

## 3.5 SERVICE LEVELS

### 3.5.1 SEVERITY CLASSIFICATIONS

We have 4 incident severity classifications.

**1 (Critical)** – A service-wide outage or major incident impacting many users (SOC related incidents excluded)

**2 (High)** – A major function or functions are degraded with many users affected

**3 (Medium)** – A single service issue with workaround(s) available

**4 (Low)** – A minor issue or request

### 3.5.2 SERVICE LEVEL TARGETS

MVW operate within the following service levels. Note that outside of normal business hours response and resolution times are the same. All targets below are negotiable at time of contract as part of the SOW discussions.

#### 1<sup>st</sup> & 2<sup>nd</sup> Line

| Severity | UK business hours    |                        | Outside UK business hours           |                        |
|----------|----------------------|------------------------|-------------------------------------|------------------------|
|          | Target response time | Target resolution time | Target response time                | Target resolution time |
| 1        | Within 1 hour        | 4 hour resolution      | Within 1 hour                       | 4 hour resolution      |
| 2        | Within 1 hours       | 1 business day         | Within 1 hours                      | 1 business day         |
| 3        | Within 3 hours       | 2 business days        | Within 8 hours or next business day | 2 business days        |
| 4        | Within 8 hours       | 2-5 business days      | Within 8 hours or next business day | 2-5 business days      |

#### 3<sup>rd</sup> Line

Only tickets classified as Severity 1 & 2 will be escalated to 3rd line.

| UK business hours | Outside UK business hours |
|-------------------|---------------------------|
|-------------------|---------------------------|

| Severity | Target response time | Target resolution time | Target response time | Target resolution time |
|----------|----------------------|------------------------|----------------------|------------------------|
| 1        | Within 1 hour        | 4 hour resolution      | Within 1 hour        | 4 hour resolution      |
| 2        | Within 2 hours       | 1 business day         | Within 2 hours       | 1 business day         |

### 3.6 ESCALATIONS

For all ticket-based escalations our standard approach is:

**Service Desk → Coordinator → Service Delivery Manager → MVW Head of Managed Services**

For service-level escalations, this is the approach:

**Service Delivery Manager → MVW Head of Managed Services**

Serious failings in contractual obligations or breaches:

**MVW Head of Managed Services → MVW CEO**

All escalations will be reviewed at regular governance meetings.

### 3.7 SECURITY, DATA PROTECTION & COMPLIANCE

MVW aligns to Microsoft best practices - change controls and least-privilege access are enforced and regularly monitored and reported.

We are compliant with UK GDPR and Data Protection Act 2018; DPIAs are performed where appropriate.

MVW have achieved ISO 27001, 9001, 14001 and Cyber Essentials Plus certification levels.

We screen all MVW personnel through a third party background checks that are BPSS certified for public sector engagements.

Data residency is configured per client requirements, with no default constraint applied.

### 3.8 TECHNICAL REQUIREMENTS & DEPENDENCIES

The client must provide:

- Appropriate subscriptions/tenants/licences
- Network connectivity
- Delegated admin access
- A list or documentation for in-scope workloads
- A list of change authority contacts or invitations to the client CAB
- Visibility and introduction to vendor support contracts and access to 3<sup>rd</sup> parties where applicable

MVW assumes that the client owns application vendor management unless specifically contracted; MVW may recommend architecture changes to meet best practices, for remediation purposes or to ensure supportability.

### 3.9 SERVICE CONSTRAINTS AND EXCLUSIONS

Unless explicitly contracted, 24x7 support is out of scope.

As our SOC team manage security incidents, security threat monitoring, threat hunting and incident response runbooks are also out of scope.

Whilst MVW provide support for the platforms that software and applications reside on, the development of bespoke software is not part of the service.

MVW do not offer procurement services other than license purchasing.

On-site work is available on request and subject to separate pricing and scheduling.

MVW is not liable for vendor or 3<sup>rd</sup> part supplier outages or defects; we will coordinate escalations with vendors under client specific contract arrangements.

### 3.10 ROLES & RESPONSIBILITIES

At a high level MVW takes the following approach to responsibilities:

| Activity            | MVW | Client | Vendor | Notes                    |
|---------------------|-----|--------|--------|--------------------------|
| Incident management | R,A | C      | C      |                          |
| Request fulfilment  | R   | A      | C      |                          |
| Change management   | R   | A      | C      | MVW CAB → client CAB     |
| Patch management    | R   | A      | C      | Scope per onboarding     |
| Backup operations   | R   | A      | C      | Based on client policies |
| License Management  | R   | A      | n/a    |                          |

Detailed breakdowns of services, roles and responsibilities are reviewed and agreed at the time of service scoping and contract negotiation.

#### 4. SERVICE MANAGEMENT & REPORTING

A Service Manager is allocated to the client. The Service Managers job is to be the clients single point of contact for the service to continually monitor and review performance, health and any changes.

The Service Manager has command over the support resources within the Managed Service team, but also has the authority to reach into other teams within MVW including Architecture, Consulting, Project Services, Cybersecurity. Service escalations are owned by the Service Delivery Manager.

The Service Manager will produce and formally present service performance with the client monthly during governance meetings. Topics covered will include adherence to performance targets and KPI's as well as insights and recommendations for improvements to service or experience.

Whilst exact measurable targets and metrics will be tailored to the client contract, as a minimum MVW offer these:

- SLA attainment by severity
- Mean time to respond/resolve (MTTR)
- First-contact resolution rate
- Change success rate and emergency change count
- Patch compliance % by platform
- Backup job success %, restore test success
- Capacity/utilisation metrics (e.g., Azure/AWS cost & resource trends)
- Platform security posture indicators (e.g., secure score trends)
- CSAT (ticket surveys)

Daily or weekly insights reports can also be produced. These will highlight specific service challenges appropriate at that time which require attention, for instance Azure Security Score recommendations, SharePoint storage thresholds, License overage.

## 5. PRICING & INVOICING

### 5.1 PRICING MODELS

Please note pricing is published separately in the G-Cloud pricing document.

MVW offer fixed-price, pay monthly contracts for the core Managed Service offering. Costs are agreed at negotiation stage, but are explained transparently with the client, and based on a couple of factors:

Number and location of users & devices

Number of subscriptions, virtual platforms, complexity of platforms (assessed during the onboarding discovery)

Additional offerings available for 24x7, VIP support and Out of Hours support which can be added to the agreement, including price or day caps. These can be agreed mid-contract as necessary or built into the core agreement from the start. MVW take a flexible approach to usage of additional work with low-commitment days (for instance, one VIP day per month per site).

Site-visits are charged at T&M rates unless built into the core agreement.

### 5.2 ORDERING & INVOICING

Orders are placed through a G-Cloud call-off contract and an SoW that defines scope, deliverables, timeline, and commercial terms.

MVW invoices monthly in arrears. Additional services use purchase orders or pre-bought days at agreed rates. All terms are set out in MVW's Master Services Agreement and required schedules.

## 6. CONTRACT DURATION

Contract durations are typically 36 months, with a minimum term of 18 months.

Typical call-off terms are 18 months if the contract term is 36 months or greater. The client may request different terms which can be negotiated.

END OF DOCUMENT