

Delta Technology Services — M365 Support Services:

Service Definition

1) Service Overview

Delta Technology Services provides specialist support for organisations using the Nintex automation platform. Our service ensures your workflows, forms, and automated business processes remain stable, secure, and compliant with best practices. We operate a remote-first support model with on-site assistance by exception, enabling customers to maintain reliable process automation across the Microsoft 365 ecosystem and integrated systems.

Our objectives are to keep critical workflows running smoothly, provide rapid fault resolution, ensure governance and version control, and help customers maximise the value of their Nintex investment through stable, well-maintained automation.

2) Scope of Service

Included

Incident Management

Diagnosis and resolution of workflow failures, form behaviour issues, connector/authentication failures, actions timing out, unexpected logic outcomes, or performance degradation across Nintex Workflow Cloud, Nintex Forms, and Nintex for SharePoint/Office 365.

Service Requests

Adjustments to existing workflows (minor logic tweaks, connection updates, action configuration changes), troubleshooting form layouts, maintaining data connections, fixing permission-related errors, and assisting with environment or tenancy configuration.

Platform Governance & Vendor Liaison

Best-practice advisory on workflow design, environment configuration, connection management, and lifecycle practices. Escalation to Nintex Support where platform-level fixes or product-level investigation is required.

Change & Configuration Support

Supporting customers with version control, publishing changes, updating connection references, adjusting workflow triggers, evaluating new connectors, updating environments after Microsoft 365 or API changes, and aligning solutions with governance frameworks.

Knowledge Enablement

Production of user guidance, workflow dependency documentation, troubleshooting steps, and known-issue workarounds to help customers adopt Nintex automation confidently and sustainably.

Excluded (available under separate Statement of Work)

New Workflow or App Development

Building new Nintex workflows, forms, or complex multi-system automations, including full process design or custom integration development.

Migration Projects

Migration of classic Nintex for SharePoint workflows to Nintex Workflow Cloud or Power Platform, redesign of legacy automation, or tenant-to-tenant migrations.

Unsupported Platforms

End-of-life Nintex products, unsupported connectors, or third-party custom code not maintained by Delta Technology Services.

Advanced Data Restoration

Recovery beyond Nintex's built-in versioning, retention, and platform restore points (including workflow rollback analysis requiring developer-level intervention).

3) Service Hours & Contact Channels

Standard hours: Mon–Fri, 09:00–17:00 (UK time), excluding UK bank holidays.

Out-of-hours: By prior agreement (enhanced rates apply).

Channels: Email, and phone. Automated alerting from monitoring tools may raise tickets directly.

Target response times (from ticket creation):

P1 Critical (outage/security incident): 1 hour

P2 High (major impact, workaround available): 4 business hours

P3 Medium (user-level impact): same business day

P4 Low (how-to/cosmetic): 2–3 business days

4) Roles & Responsibilities

Delta Technology Services

Provide skilled analysts, maintain runbooks, and protect customer data.

Communicate status/ETAs, manage vendor escalations, and keep knowledge current.

Track SLAs and drive problem management for recurring issues.

Customer

Submit clear tickets with impact/urgency, provide remote access when required, and maintain valid licensing.

Nominate service owners for approvals and change decisions.

Follow agreed maintenance windows and endpoint standards.

5) Security & Compliance

We operate on a security-by-design basis: principle of least privilege, multifactor authentication for tooling, encrypted data in transit and at rest, and auditable access.

We align to UK good-practice frameworks, are Cyber Essentials certified and can support ISO 27001-aligned processes on request. Change control is applied to production-impacting actions, and credentials are handled via secure vaulting.

6) Onboarding & Offboarding

Onboarding: discovery workshop, software inventory capture, access and integration setup (ticketing/monitoring), runbook and escalation mapping, and pilot validation.

Offboarding: access revocation, knowledge transfer, documentation handover, and final service report.

7) Service Performance & Reporting

We provide quarterly reports summarising volumes, SLA attainment, top incident categories, mean time to acknowledge/resolve, major incident reviews, and improvement actions. Quarterly service reviews assess trends, risk, technical debt, and roadmap alignment.

8) Term & Termination

Minimum term 12 months unless stated. Either party may terminate with 30 days' written notice after the initial term or for material breach (with cure period). Upon termination, we complete offboarding activities and return customer materials.