

Delta Technology Services — Software Support

Services: Service Definition

1) Service Overview

Delta Technology Services provides professional software support to ensure your applications remain secure, up-to-date, and available. We deliver remote-first support with on-site assistance by exception, covering business applications, productivity suites, operating systems, and approved third-party software. Our goals are rapid restoration of service, clear communication, and continuous improvement.

2) Scope of Service

Included

Incident management: logging, triage, diagnosis, and resolution.

Service requests: installs, configuration changes, access requests, license assistance.

Vendor liaison: escalation and case management with third-party publishers.

Patch support: guidance and coordination for updates and hotfixes.

Knowledge enablement: self-help articles and known-error workarounds.

Excluded (available under separate statement of work)

New feature development or major code changes.

Hardware break/fix and network infrastructure support.

End-of-life or unsupported software.

Data recovery beyond standard restore points.

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.