



Appstrato SAM & IT Asset Management Support

Service Definition

Service Name: Appstrato SAM & IT Asset Management Support

1. Service Overview

The service delivers ongoing software asset management (SAM) and IT asset management (ITAM) support to public sector buyers. It includes compliance assessments, usage reconciliation, optimisation guidance, reporting, advisory support, and knowledge transfer to strengthen governance and control. Support is delivered remotely, with scheduled periodic reviews. Buyers may request on-site engagement by agreement.

2. Scope of Service

- Licence and asset compliance assessment
- Data reconciliation from customer sources
- Cloud and SaaS licence support (e.g., Microsoft 365, Azure)
- Audit-ready evidence preparation
- Advisory and optimisation recommendations
- Knowledge transfer and best practices

3. Onboarding and Offboarding

Onboarding includes initial data gathering, tool access integration, stakeholder alignment, and reporting schedule agreement. Offboarding includes handover of all work products, knowledge transfer sessions, and access revocation support.

4. Support and Aftercare

Support is available via email during UK business hours. Response priorities are agreed at contract start. Advice, issue resolution, and scheduled check-ins are included.

5. Service Levels and Constraints

- Remote delivery during UK business hours.
- On-site support by separate agreement.
- Delivery dependent on customer access to accurate data.
- Does not include software licence procurement.

6. Security and Data Management

All data is handled in accordance with applicable data protection law. Customer

data remains under buyer control. Appstrato does not persist or re-publish sensitive data outside agreed reporting.

7. Exit and Data Access

Upon contract end, all customer artefacts, reports, and analysed data are returned in agreed formats. No buyer data will be retained without express consent.