

Managed Services

G-Cloud 15 - Service Definition

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Service Description

Our Managed Service (Cloud Servers) is specifically designed to provide support for virtual machines existing in razorblue's private Cloud platform.

Communicating with us

Authorised Contacts

We keep a database of authorised contacts. Contacts can be assigned access to the technical or financial aspects of your account; standard users are able to log support cases.

We won't liaise with any person unless they are on this list. You can modify the list yourself via supportal, or you can contact your Account Manager.

Each contact can have various permissions set, the table below explains what these mean. A user can have a combination of permissions:

Role	Description
Account Admin	Full access to all razorblue services and the ability to authorise any request. Can add/remove users and change their permissions.
Site Admin	Can view all cases and authorise change requests relating to users located within their site.
Support	Can log support cases for themselves.
Finance	Can view all contracts, view invoices, make payments and manage direct debits.
Orders	Can place orders or authorise chargeable work on the account.
Technical	Can view graphs and perform self-service technical functions through supportal. Recommended only for users with IT knowledge.
Cloud Portal Access	Access to administer cloud servers via our online portal, including power on/off/delete/snapshot functionality.

It is recommended that all standard users within your organisation only be granted the 'Support' role.

To protect your security, it is important to let us know if your contacts change jobs or leave your organisation.

Getting in touch

Your Account Manager is your main point of contact for commercial and sales related enquires, as well as your liaison for any project work you may be carrying out which requires our strategic input.

For routine Support and Change Requests there are three key ways of contacting us:

- Via telephone to our Service Desk on 0333 344 5600
- Via e-mail to ServiceDesk@razorblue.com
- Via supportal at <https://supportal.razorblue.com>

We always recommend that clients utilise supportal wherever possible as it provides a more intuitive way of managing existing requests and raising new ones.

Should you have any problems from a support perspective, you should raise an escalation. Contact details for escalations can be found at the end of this document.

Proactive Monitoring

All our Managed IT contracts include monitoring for your key network infrastructure such as servers and network devices.

We will configure our systems to connect to yours every minute and probe them for their health status.

In the event a warning condition is detected a case is automatically raised for our Service Desk team to deal with, within your contracted hours. In most instances they will deal with the issue without your knowledge – but if we need your input we'll get in touch.

This ability relies on us having consistent remote access to your network, and your firewall supporting the 'IPSEC' protocol we use. If we are not able to obtain this level of access, our service will be provided on a reactive only basis.

Health Checks

We perform proactive health checks as part of your contract. In some cases, this may be performed remotely using our automated inventory software, or we may need to come on-site. This will be arranged with you.

Proactive Maintenance and Patching

We'll ensure that critical security patches and bugfixes for supported technologies are deployed regularly using the industry standard tools available to us. We will use our best judgement and experience to determine what an appropriate timescale is in each case.

We won't ordinarily deploy updates simply because they are available. We will only deploy them because they fix an issue we know about or is likely to affect you or make you vulnerable to a cyber-attack.

Many security vulnerabilities exist which pose little risk. We utilise the generally accepted principle that only security vulnerabilities with a CVSS score of 7 or above will be patched.

A list of supported technologies is available separately.

Software Asset Management

Our Premium, Premium+ and Total+ packages include Software Asset Management.

Under this part of the agreement, we'll keep regular track of your software licensing usage, ensuring you're compliant.

We will also compile any documentation that may be required and liaise with third party software vendors on your behalf should you be asked to undergo an audit.



Service Level Agreement

Categorising your requests

We use industry standard 'ITIL' categorisation for all cases received into our Service Desk. This allows us to prioritise our workload ensuring that clients with business impacting outages get the urgent help they need as quickly as possible.

The following definitions apply to this product:

Definition	Description
Incidents	
P1 Incident	Total systems outage affecting whole business/platform.
P2 Incident	Partial systems outage or intermittent fault affecting a group of users.
P3 Incident	Issue preventing an individual from working.
P4 Incident	Minor issue/annoyance affecting individual or group.
Change Requests	
Simple Change	A change which takes less than 15 minutes to complete – for example the creation of a new user account.
Complex Change	A change which will take more than 15 minutes to action or might affect more than one user.
Non-Inclusive Change	A change which is not included within the scope of your contract and attracts Professional Services charges.

Incident Responses

The service level we provide you with depends on the package you have selected. This is set out on your Order Form.

Package Name	Cover Hours	Response Times			
		P1	P2	P3	P4
Lite	9am-5pm, Mon-Fri	6 Hours	6 Hours	12 Hours	12 Hours
Standard	9am-5pm, Mon-Fri	4 Hours	4 Hours	6 Hours	6 Hours
Premium	8am-6pm, Mon-Fri	30 Mins	1 Hour	-	-
	9am-5pm, Mon-Fri	30 Mins	1 Hour	4 Hours	6 Hours
Premium +	8am-8pm, 7 Days	30 Mins	1 Hour	-	-
	9am-5pm, Mon-Fri	30 Mins	1 Hour	3 Hours	5 Hours
Total +	24x7	30 Mins	1 Hour	-	-
	9am-5pm, Mon-Fri	30 Mins	1 Hour	2 Hours	4 Hours

Escalations and Complaints

We hope we'll always deliver an excellent service, but in the event that we don't we have established escalations and complaints procedures for you to follow.

Your Escalation Path

In most cases we hope that your first point of contact will be able to assist, however should you feel the need to escalate – please follow the below escalation plan.

You can access the latest version of our escalation plan at:

<https://supportal.razorblue.com/document-hub/Support-Escalation-Plan.pdf>

Please note that emails are only monitored between normal working hours, in the event you have an urgent issue, please call us.

Our Complaints Procedure

We take complaints seriously and have an established process in place to ensure that we learn from our mistakes.

In the event you wish to make a complaint, you should do so in writing to your Account Manager, stating that you wish to make a formal complaint.

We'll acknowledge your complaint within one working day and will endeavour to fully review and respond to your complaint within 5 working days. In some cases we will not be able to provide our final response by this point, and will let you know.

More of a partner than a provider

● Scotland Office

● Newcastle Office

● Teesside Office

● Catterick Office (HQ)

● Leeds Office

● Manchester Office


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