

Support for Applications

G-Cloud 15 - Service Definition



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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 our 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
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 & 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 the 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.



What your contract includes

We work very hard to ensure that our support contracts provide excellent value for money. It's equally important that we define what is and isn't included to avoid any disagreement.

With a few exceptions, we work on the general principle of "If the application is not working as intended, or if it has stopped working as intended due to a change made by us or following additional development work carried out by us", this is classed as a fault or 'software bug' and we are responsible for fixing the issue.

The Support Process

Our Service Desk will triage all cases to decide on the severity and impact of the issue. If the issue cannot be dealt with by our first line Service Desk engineers, it will be dealt with by a developer. There is no direct contact with developers unless the circumstance requires that we contact you for assistance to progress the issue.

What is Support?

It's important to define what support means.

We classify a support issue as a situation where the **developed application fails to function in the way it was intended**. In our industry we refer to these as 'incidents'.

What is a Change?

We understand that as part of routine use of an application, sometimes things need to change. Our contracts therefore include some inclusive changes as part of our standard monthly charge. These are:

- Minor changes to permissions and group memberships
- Creation of new user accounts
- Minor configuration changes to the application which take less than 30 minutes to complete and test

In some situations, once we have assessed the level of effort required, we may ask for a contribution towards the cost where we believe that the amount of work required is significant – for example where you request a significant configuration change or an update to reflect a change to your business, or business process.

Large scale changes such as additional functionality, or changed logic or process flows and so forth are not included in your support contract and are classed as a Professional Services requirement.

Exclusions

To ensure our service remains competitively priced, we have to exclude certain items.

In the event damage is caused by user error or a malicious attack that would normally not have been able to occur we will charge our standard agreed hourly rate to carry out any remedial works, and we will not be bound by our SLA commitments.



We won't agree to provide support for any change that has been made to your network or IT infrastructure which impacts the bespoke application, without our involvement or approval.

Where it transpires that the issue wasn't caused by a fault in the application code you may be responsible for some or all of the costs to correct the issue.

Bespoke Application Support is not a disaster recovery solution and as such only covers problems relating to the application functionality itself. Any work we are required to carry out as a result of external factors such as fire, flood or theft are not included and will be charged at our mutually agreed Professional Services rates.

Our support does not include any regular maintenance, or upgrades to the application itself, associated frameworks or the underlying operating system.

Our contracts don't always include expenses, please see the expenses section of this manual for further information.

We don't make provisions for filling out IT surveys, questions and tenders in our contracts. Whilst we're happy to help, the open-ended nature means our Professional Services charges will apply.

Proactive Monitoring

Where referenced as part of the initial application development, Proactive Monitoring of the application will be possible at no additional cost provided you have purchased a Managed IT contract from razorblue which includes monitoring for your key network infrastructure including servers.

We will configure our systems to connect to your application to check that any automated process are running.

In the event a warning condition is detected a case is automatically raised for our Service Desk team to deal with. 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. In the event that we are not able to obtain this level of access our service will be provided on a reactive only basis.



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
P1 Incident	Total application outage affecting whole business with high financial impact
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
Simple Change	A change which takes less than 30 minutes to complete and does not require formal scoping, project management to deliver, or UAT from the client.
Complex Change	A change which will take more than 30 minutes to action, and does not require formal scoping, project management to deliver, or UAT from the client.

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	Cover	Response Times			
		P1	P2	P3	P4
Basic	9am-5pm, Mon-Fri	8 Hours	12 Hours	2 Days	5 Days
Standard	8am-6pm, Mon-Fri	4 Hours	8 Hours	2 Days	5 Days
Enhanced	8am-6pm, Mon-Fri	3 Hours	6 Hours	2 Days	5 Days
	24x7 (P1 Resp. only)	4 Hours	-	-	-

Change Request Responses

We will respond to change requests in accordance with the table below:

Definition	Target Completion Time
Simple Change	One working day of request
Complex Change	5 working days of request



Our Charges

Our charges are as agreed on the order form and are calculated based on:

1. A fixed cost per period based on the support package you have chosen (Basic, Standard, or enhanced). These costs can be found in our standard Bespoke Support Pricing document and are subject to change.
2. A variable fee based on the total development cost of the application. Additional or incremental development will result in additional fees as per the table below:

Package	Base Fee per period	Development cost less than £100,000	Additional Developments up to £250,000-	Additional Developments over £250,000-
Basic	As per order	15% of development cost	12% of additional development cost	9% of additional development cost
Standard	As per order	15% of development Cost	12% of additional development cost	9% of additional development cost
Enhanced	As per order	15% of development cost	12% of additional development cost	9% of additional development cost

Expenses

Sometimes we may need to visit your site or you may request that we visit your site. When we do, we will incur expenses and we will re-charge these to you in accordance with the following schedule:

Item	Charge
Mileage	48p per mile
Train/Air Travel	Standard class, billed at cost
Hotel Accommodation & Subsistence	3-4 star, billed at cost up to a maximum of: - £150 per night outside of London - £200 per night inside London

razorblue will always arrange any travel or hotel accommodation directly.

Your Account Manager will always endeavour to agree any costs with you before proceeding, however in the event that a high priority case is opened we may proceed without discussion to ensure that the issue is resolved rapidly.

VAT

All of our charges exclude VAT.



What you must do

In order for us to be able to provide a reliable service, it's important that we work together in partnership, and communicate well.

Involving us in change

We'll be able to provide you with the best advice and assistance if you involve your Account Manager in the early stages of any project you intend to undertake – such as deployment of a new business application for example.

We maintain detailed documentation of each client's environment and we must ensure that any changes are incorporated into that documentation.

Work with us to develop an IT strategy

Forward thinking businesses that have invested in a custom application need to plan how they can further develop and enhance their use of the technology in order to ensure the application evolves as the business grows and changes.

If we're able to understand your business and your objectives for the future, we can help you make sound decisions on your application investments.

We ask that our clients spend some time with their account manager either formally or informally as you prefer, to produce a strategy for your business and allow you to budget for the coming years.

Escalations & Complaints

We hope we'll always deliver an excellent service, but in the event that we don't we have established escalations & 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 chart in order.

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



Step	Person/Role	Contact Details
1	Service Desk	0333 344 5600 (24/7) servicedesk@razorblue.com
2	Will Blacklock Head of Customer Success	0330 128 9245 wblacklock@razorblue.com
3	Emma Ferries Head of Support	0330 122 7527 eferriesl@razorblue.com
4	Neil Warran Operations Director	0333 034 2964 nwarranr@razorblue.com
5	Dan Kitchen CEO	0330 122 7143 dkitchen@razorblue.com

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

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

We recommend that printed copies of this are made easily accessible to your users.

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.

Legal

Our service is provided in conjunction with our Terms of Business as well as this Service Manual.

In accordance with the Terms of Business this document can be updated upon 30 days written notice.

Any Professional Services we carry out are provided in accordance with our standard Terms of Business, a copy of which is available upon request.