

Professional Services

G-Cloud 15 - Service Definition

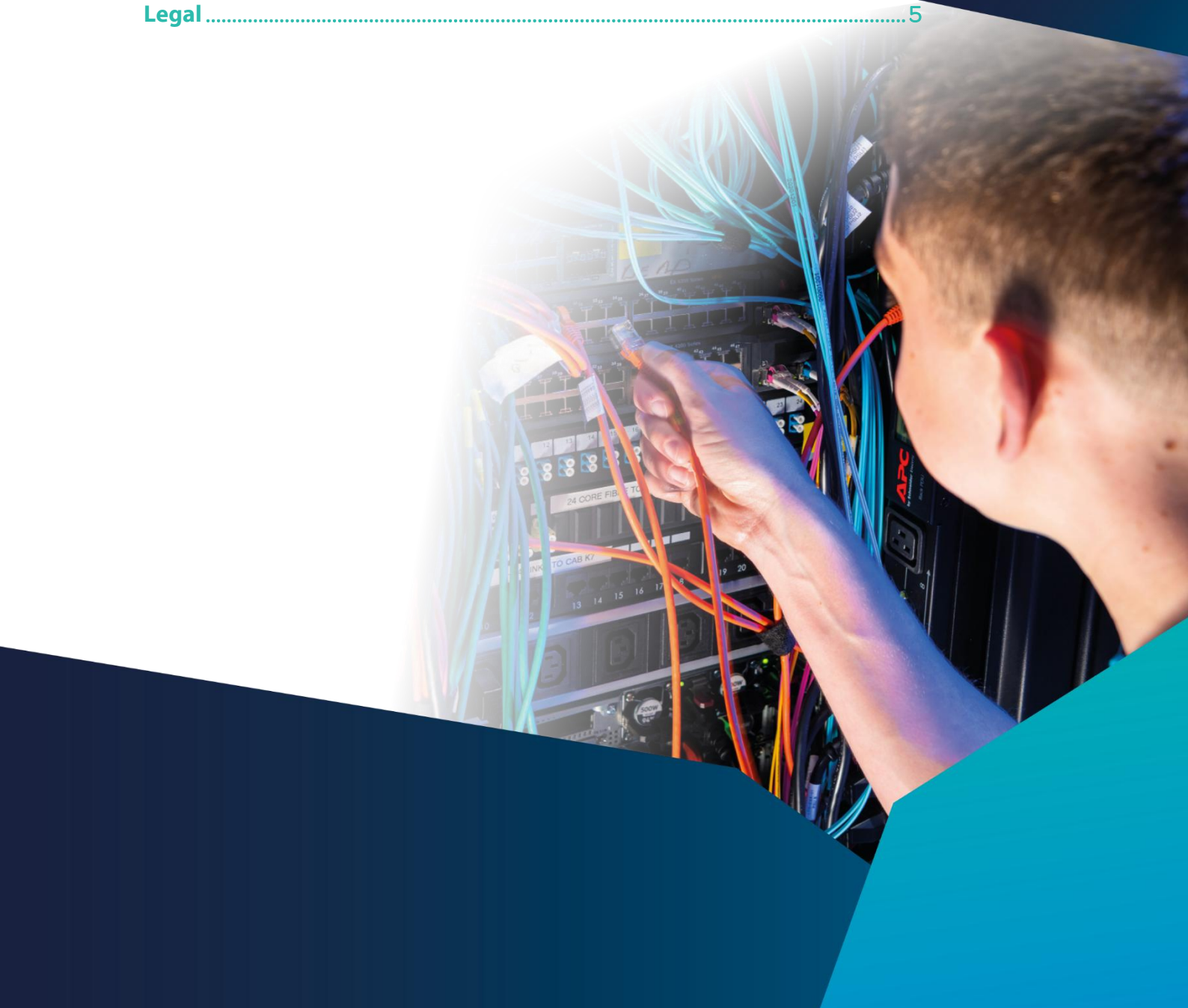
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Service Specification

Our Professional Services and Consultancy team have the skills, experience and resources to scope and deliver a wide range of cloud projects. The team are supported by a well-resourced Project Management team, and multi-layered Management structure.

The Professional Services team provide the following services:

-  Project Management
-  Programme Management
-  Scoping/ Solutions Architecture
-  Cloud Architecture
-  Microsoft 365 and Azure services
-  Bespoke training
-  Transition Management
-  Planning and Design services.

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 this means. 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 the organisation 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 our online Client 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 below.

VAT

All of our charges exclude VAT.

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.

We'll acknowledge your complaint within one working day and will endeavour to fully review and respond to your complaint within 5 working days.



Legal

Our service is provided in accordance 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.

More of a partner than a provider

● Scotland Office

● Newcastle Office

● Teesside Office

● Catterick Office (HQ)

● Leeds Office

● Manchester Office


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● London Office