

Data Platform Support

Service Definition

Summary of Service

Our Data Platform Managed Service is a comprehensive offering designed to ensure the reliability, performance, and cost-effectiveness of your entire data estate. The service is structured in a modular way, separating the core underlying platform from the specific data applications built upon it. This allows you to choose the level of support that best fits your needs, from foundational infrastructure management to application-specific code support.

Service Features

- / Core Platform Management
- / Data Pipeline and Workflow Support
- / FinOps for Data
- / BI & Analytics Support
- / Enhancements & Continuous Improvement

Service Benefits

- / Ensures the reliability, performance, and cost-effectiveness of your entire data estate.
- / Provides modular and flexible support that can be tailored to your specific needs.
- / Frees up your internal teams to focus on data analysis and innovation rather than platform maintenance.
- / Guarantees the operational health of critical data pipelines, ensuring timely and accurate data.
- / Drives the continuous improvement and evolution of your data assets to maximise their value.

Service Description

Core Platform Management

We take responsibility for the health and stability of your core data infrastructure. This includes proactively monitoring databases, data warehouses, and data lakes, as well as managing patching, performance tuning, and security for the underlying platform. Our goal is to provide a reliable and performant foundation for all your data applications.

Data Pipeline and Workflow Support

Data is only valuable if it is timely and accurate. Our team provides dedicated support for your data pipelines and workflows, monitoring ETL/ELT jobs, troubleshooting failures, and ensuring data flows correctly from source to destination. We manage the operational health of your data movement processes to guarantee data integrity and availability.

FinOps for Data

We bring financial accountability to your data platform spend. Our FinOps service focuses on monitoring consumption, optimising storage costs, and managing query expenses across your data estate. By providing clear visibility and actionable recommendations, we ensure your data platform operates in the most cost-effective manner possible.

BI & Analytics Support

We support the tools that your analysts and business users rely on to generate insights. This service covers the administration and performance optimisation of your Business Intelligence (BI) and analytics platforms. We ensure that dashboards are responsive, reports are accurate, and end-users have reliable access to the data they need to make informed decisions.

Enhancements & Continuous Improvement

Our service goes beyond just keeping the lights on. We provide ongoing enhancements and continuous improvement for your data platform. This involves implementing new features, optimising existing processes, and making iterative improvements to ensure your data estate evolves and continues to meet the growing demands of your business.

Service Level Agreement

The purpose of this document is to outline Telana's standard Support Terms & Conditions. Client specific terms and associated details would be documented and contained within the client contract and supporting documentation.

1. Managed Service Provision

The Telana MSP support service provision is specifically designed to provide comprehensive support to organisations requiring a discrete, yet highly effective support structure for their Microsoft estate, solution components and broader IT service provision.

We work alongside and collaboratively with your IT support and operational teams. We deliver an exemplary IT service experience as well as supporting the dissemination of relevant technical knowledge to support greater usage and adoption whilst adhering to best practice.

2. Contact Mechanisms

We provide discrete support mechanisms and interface directly with end users, specified support/operational functions, and key stakeholders/VIPs within the customer organisation. This can include authorised third parties acting on behalf of, and authorised by, the customer organisation.

Our preferred inbound contact route to the support team is via our interactive Portal. This enables support users to raise tickets and affords full visibility of ticket management and resolution. The use of the portal also drives reporting, audit, and compliance monitoring. Should a user be unable to access the portal a dedicated support email address is available.

All inbound support channels are continually monitored by our support team guaranteeing expedited acknowledgement, response, and resolution. Chat/Messaging channels will also be established to facilitate communication.

Direct contact via is available for escalation and this process will be detailed in the supporting onboarding documentation.

For Major Incidents (see section 2.3) the relevant process and contacts are defined as per the specific customer agreement.

3. Service Level Agreement

Service Desk Hours

Determined by the contracted level of service standard support hours are as follows:

- 24/7/365 – Full 24hr support coverage 365 days per annum.
- Business Hours – 8:30 A.M. to 5:30 P.M. GMT Monday – Friday (Excluding Bank and National Holidays)
- Extended Business Hours – As agreed with the client but an extension to the core business hours

Support cases/calls/incidents can be raised via outside of Service Desk Hours. These will be addressed immediately once the Service Desk is operational, and the SLA will start from this point in time.

Support Provision – Ticket Acceptance

For L2/L3 support contracts support tickets will be submitted/accepted by authorised support and operational staff/teams within the customer organisation. Telana will only communicate with end-users on an exceptional basis and will track and report on these cases to ensure organisational alignment.

When required we can modify, extend, or adjust our support provision to further align with specific client requirements. This would be subject to a separate agreement including, but not limited to, revised scope, SLA terms and commercials.

SLA Definitions

SLA Action	Definition
Acknowledgement	The time taken by the Telana organisation to confirm that the support case has been received, assigned, and triaged by an engineer. This may include a request for further information, clarification or details to be added to the support ticket (see section 2.4) or implementation of a known resolution/mitigation.
Response	The time taken by the Telana Support organisation to respond to a support request. This will not be an automated response, but one provided by the assigned engineer. A 'response' may be the implementation of a known resolution, a known mitigation, a request for more information or a progress update on the investigation thus far.
Resolution	This is the time taken by the Telana Support organisation to resolve a ticket to the satisfaction of the customer. This 'resolution' may be temporary or permanent in nature and could also require mitigation in advance of a future planned change/permanent fix. The nature of a 'resolution' could be impacted by the architecture and infrastructure design upon which the solution/solutions are built and hosted e.g. the Azure Cloud Platform.

SLA Classifications & Timings

The SLAs for Acknowledgement, Response and Resolution are defined below and align directly to the Severity classification of the support case:

Classification	Description	Acknowledge & Triage Time	Response Time
1	Used for important cases, which require an immediate response. "Impacting all users who cannot reach, access or use some of their data/system"	Within 15 minutes	Within 2 Hours
2	Used for standard issues that require investigation "Some users, cannot reach, access or use some of their data/system"	Within 15 minutes	Within 4 Hours
3	Typically, a request for information, training, or non-urgent infrastructure related activity.	Within 15 minutes	Within 16 Hours
Major Incident	A major incident is where immediate support is required to help determine/mitigate the service impact. This is typically for a major service outage or time-critical event. During a Major Incident the current on-call Senior Engineer will engage and 'own' the incident.	Immediate upon contact	Immediate response upon contact

4. Acceptable usage policy

The definition of a 'support case/call/incident' would be aligned to the scope of service and defined in the client specific documentation.

'Acceptable Use' would be a defined maximum number of 'support cases/calls/incidents' being raised per calendar month per 'customer organisation'. A 'support case/call/incident' qualifies and is counted as a separate issue if it is unique to that period or has not been raised in the current calendar month.

Any 'support case/call/incident' that is deemed to be a change will be communicated and progressed according to the agreed change process.

5. Subject to the agreed Terms and Conditions

The final SLA and the agreed terms would be detailed in a contract schedule and would be subject to Telana's Terms and Conditions or those established and agreed between the contracting parties. The details and terms shared in this document are intended to support engagement and discussion and are not capable of acceptance.