

M365 Services

Service Definition

Summary of Service

Our M365 Managed Service is designed to act as a highly skilled extension of your own IT team, providing expert-level technical assistance and ensuring the smooth operation of your M365 environment. Our service is delivered through a tiered support model, where Telana provides expert T2/T3 (Tier 2/Tier 3) support, handling escalations from your internal helpdesk. This model ensures that your users have a familiar first point of contact, while your internal team is backed by our deep technical expertise for more complex issues.

Service Features

- / UK-based 24/7 Expert-Led Support Service
- / Comprehensive Managed Services & Dedicated Service Management
- / Security and Governance
- / Strategic Advisory and FinOps
- / Endpoint Management

Service Benefits

- / Empowers your internal helpdesk by providing expert T2/T3 backup for complex issues.
- / Frees up your internal IT team to focus on strategic initiatives rather than advanced troubleshooting.
- / Ensures business continuity with 24/7 access to a UK-based team of M365 experts.
- / Maximises the value and cost-effectiveness of your M365 investment through continuous strategic guidance.
- / Strengthens your security posture through expert-led governance and endpoint management.

Service Description

UK-based 24/7 Expert-Led Support

Our service provides round-the-clock access to a UK-based team of M365 specialists. Operating as a T2/T3 escalation point for your internal helpdesk, we handle complex technical challenges and incidents, ensuring rapid resolution and minimal disruption to your business operations, any time of day.

Comprehensive Managed Services & Dedicated Service Management

We offer a complete managed service for your M365 environment, overseen by a Dedicated Service Manager who acts as your single point of contact. This ensures clear communication, accountability, and a proactive approach to maintaining the health, stability, and performance of your entire M365 platform.

Security and Governance

Our team implements and maintains robust security and governance frameworks across your M365 environment. We ensure that your platform is configured to meet industry best practices and your specific compliance needs, protecting your organisation from threats and ensuring data is managed securely.

Strategic Advisory and FinOps

We provide ongoing strategic guidance to help you navigate the M365 landscape and maximise your return on investment. Our FinOps service focuses on optimising your licensing and consumption costs, ensuring you maintain a predictable and efficient financial model for your cloud services.

Endpoint Management

We manage and secure the devices that access your M365 environment, including desktops, laptops, and mobile devices. By defining and enforcing security policies and compliance rules, we ensure that your endpoints are protected, reducing the risk of data breaches and unauthorised access.

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.