

Google Cloud Managed Service

Service Definition

Summary of Service

Expert Telana teams cover a wide range of support activities on behalf of customers, including 24x7 service operations, operating system patching, platform and infrastructure maintenance, backups and disaster recovery, spend alerting, vulnerability patching, penetration testing, and major incident management. This service ensures your Google Cloud environment is secure, stable, and optimised.

Service Features

- / 24x7 Service Operations, Transition and Continual Improvement
- / Operating System and Vulnerability Patching
- / Platform / Infrastructure maintenance & troubleshooting
- / Backup & DR management, including monitoring & testing
- / Spend threshold alerting and performance management
- / Penetration Testing & Security Management

Service Benefits

- / Provides a fully managed infrastructure, freeing up your staff to work on other priorities.
- / Optimises infrastructure costs, often proving less expensive than a self-managed environment.
- / Gives you confidence in a secure environment
- / Ensures business resilience with robust backup, disaster recovery, and incident management processes.

Service Description

24x7 Service Operations and Continual Improvement

Our UK-based team provides round-the-clock monitoring and management of your Google Cloud environment. We handle all platform and infrastructure maintenance, troubleshooting, and major incident management to ensure maximum uptime and reliability. Through regular service reviews covering SLA performance and availability, we focus on continual improvement to ensure your platform evolves with your business needs.

Proactive Maintenance and Security

We take a proactive approach to securing your environment. This includes regular operating system patching to protect against known exploits, ongoing vulnerability patching, and conducting penetration testing to identify and remediate potential security weaknesses. This gives you confidence that your infrastructure is secure and always at the current revision.

Resilience and Recovery

Our service ensures your business is resilient to disruption. We manage and monitor your backup and disaster recovery (DR) processes, conducting regular testing of both your Business Continuity Plan (BCP) and DR strategy. This guarantees that your data is protected and can be restored quickly in the event of an incident, ensuring operational continuity.

Performance and Cost Management

We focus on optimising both the performance and cost of your Google Cloud infrastructure. Our team provides spend threshold alerting to prevent budget overruns and actively manages storage performance to ensure efficiency. This proactive management helps to optimise your infrastructure costs, often resulting in a lower total cost than a self-managed environment.

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.