Service Definition – Monitoring as a Service

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Monitoring as a Service (MaaS)

Overview

Monitoring as a Service provides proactive infrastructure visibility, delivered as a fully managed configuration and reporting service. Built on LogicMonitor, this offering enables your business to gain real-time insights across cloud, on-premises, and hybrid environments — without the need to manage complex tooling or infrastructure internally.

This is a configuration-only monitoring service, focused on dashboards, alerting, reporting, and platform enablement — not incident response.

Onboarding

Activity	Description	Service Hours
Cloud Collectors	Deployment and configuration of LogicMonitor cloud collectors to monitor supported cloud platforms.	Normal Business Hours
Local Collectors & Setup	Installation and registration of local collectors for on-premises or hybrid environments.	Normal Business Hours
Netscan	Execution and configuration of LogicMonitor NetScan to auto-discover devices within customer networks.	Normal Business Hours
Device Group Creation	Creation and tagging of device groups for logical monitoring segmentation.	Normal Business Hours
Kubernetes Cluster	Setup of monitoring for Kubernetes clusters via supported LogicMonitor integrations.	Normal Business Hours
Service Insights	Enablement of LogicMonitor's Service Insight to group related resources into logical service views.	Normal Business Hours
Logging Architecture & Setup	Design and setup of log ingestion and routing via supported LogicMonitor logging capabilities.	Normal Business Hours

Tasks and Responsibilities

Activity	Bytes	Customer
Cloud Collectors	X	
Local Collectors & Setup	X	X
Netscan	X	
Device Group Creation	X	
Kubernetes Cluster	X	X
Service Insights	X	
Logging Architecture & Setup	X	X

Ongoing Management

Activity	Description	Service Hours
Dashboard Creation & Maintenance	Design and updating of dashboards based on customer requirements and evolving infrastructure.	Normal Business Hours
Resource Management	Tagging, cleanup, and logical management of monitored resources.	Normal Business Hours

Tasks and Responsibilities

Activity	Bytes	Customer
Dashboard Creation & Maintenance	X	
Resource Management	X	

Service Insights

Activity	Description	Service Hours
Service Insights Maintenance	Ongoing updates to service definitions and dependencies within LogicMonitor.	Normal Business Hours
Log Queries	Development and testing of custom log queries to drive reporting or alerting.	Normal Business Hours
Report Creation & Maintenance	Setup of recurring reports for uptime, performance, and asset metrics.	Normal Business Hours

Tasks and Responsibilities

Activity	Bytes	Customer
Service Insights Maintenance	X	
Log Queries	X	
Report Creation & Maintenance	X	

Web Checks

Activity	Description	Service Hours
External Web Checks	Configuration of HTTP/HTTPS monitors to simulate user access to web resources.	Normal Business Hours
Web Checkpoints	Setup of multi-regional checkpoints for external availability monitoring.	Normal Business Hours
Alert Triggering & Tuning	Adjustment of thresholds and alerting logic for web checks.	Normal Business Hours

Tasks and Responsibilities

Activity	Bytes	Customer
External Web Checks	X	
Web Checkpoints	X	
Alert Triggering & Tuning	X	

Modules

Activity	Description	Service Hours
Configure Existing Modules	Enable and tune built-in LogicMonitor modules relevant to the customer's estate.	Normal Business Hours
Configure Data Points Within Modules	Adjust thresholds or logic for individual datapoints based on monitoring needs.	Normal Business Hours

Tasks and Responsibilities

Activity	Bytes	Customer
Configure Existing Modules	X	
Configure Data Points Within Modules	X	

Alerts

Activity	Description	Service Hours
Alert Rule Creation & Maintenance	Creation of alert rules and tuning of thresholds based on best practices.	Normal Business Hours
Escalation Chain Creation	Setup of escalation chains within LogicMonitor for appropriate alert routing.	Normal Business Hours
External Alerting & Routing	Integration with third-party tools for alert delivery (email, webhook, Teams, etc).	Normal Business Hours

Tasks and Responsibilities

Activity	Bytes	Customer
Alert Rule Creation & Maintenance	X	
Escalation Chain Creation	X	
External Alerting & Routing	X	

Incident Management SLAs

This Service Level Agreement (SLA) documentation defines the support and response times provided by Bytes for incidents and service requests. Our aim is to ensure prompt and efficient service, minimizing disruptions and supporting business continuity.
The document outlines response and resolution times based on priority levels, with escalation to Microsoft Support where needed.
By setting clear expectations, we ensure transparency and timely resolution of incidents and requests, helping our customers maintain operational stability.

Support Incidents

Bytes will provide a response to an Incident within the periods of Operating Hours as set out in the table below and use reasonable endeavours in meeting Target Response Time.

The service desk may downgrade the severity level if the customer is not able to provide adequate resources or responses to enable the service desk to provide continuous problem resolution efforts.

Priority Level	Priority Definition	Bytes Target Response Time	Bytes Target Resolution Time
Priority 1	**Complete loss of business-critical systems** Critical business impact. Complete service failure or inaccessibility of critical functionality. No acceptable workaround available.	30 Minutes	4 Hours
Priority 2	**Partial loss or degradation of a supported service.** Serious business impact. Widespread degradation of a service or failure of functionality of critical system. No acceptable workaround available.	1 Hour	8 Hours
Priority 3	**Low Impact: business-critical systems unaffected, more than one user affected.** Partial/intermittent application degradation or loss of functionality. Typically impacting a subset of users. No direct impact on services availability. A workaround is available.	2 hours	24 Hours
Priority 4	**Minimal impact to non-critical systems.** Application or personal procedure unusable. A workaround is available, or a repair is possible. Threshold breaches with no impact on service.	2 hours	48 Hours

Service Requests

Bytes will provide a response to a Service Request within the periods of Operating Hours as set out in and apply reasonable endeavours in meeting Target Response Time.

Priority Level	Priority Definition	Response Time SLA
All Service Requests	**Standard Request** Standard service requests are for planned activity and will have no or limited business impact if they are not completed within accelerated timescales An example would be: Advisory and /or Professional Services	2 hours

Escalation Contacts

Escalation Level	Name	Contact Details	Available Hours
1	Support Engineer	Assigned Support Engineer on Active Support Ticket	Support Hours
2	Support Team Lead	Assigned Support Team Lead on Active Support Ticket	Support Hours
3	Service Delivery Manager	Assigned Service Delivery Manager via email	Core Business Hours

Hours of Support Service

Support Cycle	Service Desk Available	Operating Times
Core Business Hours	Yes	Weekdays, excluding bank holidays, 0900 to 1730
After Hours (Weekdays)	Yes	Weekdays, excluding bank holidays, 1731 to 0859
Out of Hours (Weekends & Bank Holidays)	Yes	Anytime Weekends & Bank Holidays

Ticket Resolution

- Ticket Resolution is defined as the rectification of an issue or service request.
- The severity level of a ticket may change during the resolution process.
- Bytes will exercise commercially reasonable efforts to resolve tickets.
- Where Bytes is unable to resolve a ticket directly, and the ticket can be raised with a third-party support vendor, Bytes will facilitate the escalation.
- A ticket will be deemed resolved as follows:
    - The customer has advised Bytes that the issue has been resolved.
    - Where Bytes has received no reply from the customer following three (3) attempts to contact the customer about a ticket over a five (5) day period within SLA.
    - Where, after commercially reasonable efforts of the parties, neither party is able to demonstrate definitively to both parties' mutual satisfaction that the tickets logged arises from the supported technology rather than any other technology, product or service including any third-party products.
    - Appropriate answers to questions have been provided.
    - Any necessary configuration changes to the environment have been made.

- Recommending a suitable workaround that corrects the problem temporarily without negatively impacting the environment. In this instance the workaround would be used until a long-term resolution can be delivered. Note: In some instances, a long-term fix resolution may not be available at which point the workaround will be deemed a solution until a hot fix or similar becomes available.
- A change in the configuration of the application has been recommended.
- Identifying that a more current application or software version addresses the problem.

Service Level Tracking & Reporting.

- SLAs are calculated from the time a ticket is assigned and during Support Hours only.
- For the purposes of reporting Service Desk performance as part of service governance, the following shall apply when tracking Incidents and Service Request responses and resolutions:
- SLA timer is paused during the following ticket statuses:
  - Escalated to Third Party/Vendor; or
  - On-Hold; or
  - Pending Customer Response; or
  - Force Majeure Event; or
  - Resolved

Change Management SLAs

Changes will follow the Bytes defined Change Management Process. It should be noted that Emergency Changes will only be carried out in the event of a P1 scenario (either pro-active or reactive) and/or a major Security Incident where Bytes deems appropriate.
All changes need to be submitted via Bytes ITSM tooling using the appropriate change request format. If changes do not meet the correct format they will be rejected.
Changes will be assessed using the following matrix to understand the priority of implementation. Bytes Change Advisory Board will discuss the changes and set out a target implementation date for each change depending on its severity.

Impact on availability				
	High	Significant 3	Major 2	Critical 1
	Medium	Minor 4	Significant 3	Major 2
	Low	Standardised change	Minor 4	Significant 3
		Low	Medium	High
		Probability of Impact without change being made		

Changes will be made on a schedule dictated by their associated risk level after the Bytes customer Change Advisory Board meets.

Change Implementation Schedule

Change Category	Implementation Date
1	1 Working Day from CAB Approval
2	2 Working Day from CAB Approval
3	3 Working Day from CAB Approval
4	4 Working Day from CAB Approval
5	5 Working Day from CAB Approval
Standard	1 Working Day from CAB Approval
Emergency	Change will be completed in line with P1 incident process

Exclusions

Bytes are not obliged to resolve or work around any incident arising from or caused by:

- Any factor external to the Services, such as third-party network outages.
- Any modification (whether by way of alteration, deletion, addition or otherwise) made to any part of the Service by anyone other than Bytes.
- Failure to conform to SLA's due to an outage by LogicMonitor
- Any equipment or third-party software or service used in connection with the Service and not supplied by Bytes.
- the failure to follow Bytes reasonable instructions in respect of the Services; or make any enhancements of, additions to, or customizations of, the functions and features of the Services
- End user support
- Standard Changes requiring more than 2 hours of implementation time are excluded from the service and will be subject to Additional Service Charges,
- Emergency changes that are not in relation to the outcome of a Priority 1 incident may be subject to Additional Service Charges
- Providing guidance to any individuals not listed as key named contacts
- Bytes only use its preferred monitoring solution for monitoring, any other products are out of scope of the managed service
- Applications without accurate services information for on-boarding the service will be removed from scope and excluded from on-boarding
- Bytes will only monitor the status failures of automation accounts that are provisioned by Bytes
- Services & features that are in preview will be worked on a best endeavors approach, but no guarantees are provided around resolution for issues relating to service.
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