



TRANSFORMING BUSINESS
THROUGH **TECHNOLOGY**

Infrastructure Managed Service

SERVICE OVERVIEW



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Please note that information contained within this document is classified Commercial in Confidence and should not be shared with any third parties without the express written permission of Core Technology Systems (UK) Ltd.



1. Why Core?

Your organisation deserves reliable, trustworthy, and responsive expert IT support so you can focus on what you do best. With our 32-year history, your business is in capable and experienced hands. In 2001, Core deployed the first installation of SharePoint in the UK and have continued to deliver and support Microsoft products and solutions, leading businesses to superior levels of productivity, security, and growth. From the early operating systems and intranet solutions to the advanced productivity and security tools that organisations adopt to seek efficiencies, Microsoft solutions now touch tens of millions of lives daily; and Core helps to optimise solutions for your desired outcomes.

Core is a Microsoft Modern Workplace Advanced Partner and has been delivering Microsoft solutions for nearly three decades; transforming, enabling, and securing our customers with the evolution of Microsoft business technologies across the UK.

Our focused expertise and experience, along with our long-standing relationship with Microsoft, means that when our customers invest in world-class transformation products, they are delivered by our team of leading experts, and managed personally, with competence.



Infrastructure
Azure
Digital & App Innovation
Azure
Data & AI
Azure
Security
Modern Work



Simplicity

Our Managed Services have been designed to serve your business needs, whatever your internal IT support capabilities. Additionally, with more than three decades of developing relationships with IT decision makers, the simplicity of our Managed Service offerings reduces the complexities of support; allowing you to make the best decisions for your organisation and providing a clear delineation of internal and external roles.



Transparency

This transparent and modular Managed Service packaging enables you to choose between fully outsourcing your IT Management, or strategically outsourcing select components.



Flexibility

Experience has taught us that some customers may wish to customise these options, tailored to their specific requirements, and we want you to feel confident in the decision to partner with Core. If you would like a tailored solution, please talk to your account manager who will be happy to discuss your requirements.



Optimisation

Subscription to Core's Managed Services offers the potential to unlock flexibility, resilience, and enhanced team performance, striking the perfect balance between in-house responsibilities, and Core's Managed Services. Whatever your internal capabilities, and whatever your infrastructure, Core can provide the enterprise-level support your business needs.

Please refer to **Section 6** for details of prerequisites, service inclusions, exclusions, and supported devices.



2. Core Managed Services – Overview

Our range of Managed Services are modular, allowing you to select exactly what you need, when you need it, knowing that with more than three decades of Microsoft heritage, *Core can deliver.*



Managed Services

- End User Compute Managed Service
- Service Desk Managed Service
- Teams Calling Managed Service
- IT Security Managed Service
- Infrastructure Managed Service
- Network Infrastructure Managed Service
- Windows Server Managed Service



Support Services

- Microsoft 365 Support
- Dynamics CRM Online Support



Solutions

- Core Membership Management
- Core Identity and Access Management
- Core Intranet and Digital Workspace Management
- Core Document Management



Smart Services

- Smart Projects
- Smart Resourcing



Professional Services

- Core Project Management
- Core Enablement



Quick Deploy

- Viva Connections Quick Deploy
- Viva Suite Quick Deploy



3. Infrastructure Managed Service Overview

Core's Infrastructure managed service solution delivers a comprehensive support capability for both your on-premise and cloud-based server infrastructure.

The services incorporate elements of the following infrastructure technologies on either Physical Servers or Azure Infrastructure as a Service (IaaS):



**Server
Infrastructure**



AV Management



**Infrastructure
Monitoring**



**Backup
Management**



Patching



Azure Services

Subscription to Core's managed services provides you with infrastructure monitoring, incident reporting and raising service requests for changes with our Service Desk. The service is underpinned by a contractual service level agreement which defines our performance commitment to you. Section 5 details the specific support services provided as part of the Infrastructure Managed Service.

Our service portfolio options enable you to choose between fully outsourcing your compute infrastructure support via Core's service desk or, alternatively, retain your existing first line support whilst having the option to escalate incidents and service requests to a trusted third-party subject matter expert at Core.

To compliment the Infrastructure managed service, our Windows Server managed service will take care of your infrastructure at the operating system level. Talk to your account manager to discuss how to maximise the value you receive by combining these services.



4. Infrastructure Managed Service Detail

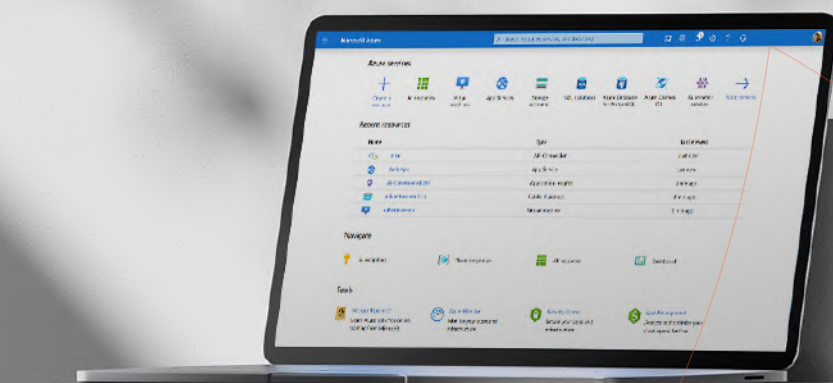
4.1. Service Detail

The standard packages are illustrated below:

Service Category	Features ¹	Description
HyperVisor Management	System and handling of any incident requests related to the platform	Provisioning and deprovisioning of virtual machines. Patching of hypervisor platform operating system.
Monitoring	Monitoring of Infrastructure components aligned with Microsoft patch release cycle	SNMP and WMI availability with and reactive alarm remediation.
Azure IaaS Platform Assistance	Incident and Service Request processing for Azure IaaS named services	Includes diagnostic and remediation assistance and configuration changes to Azure roles as defined below.
Backup	Monitoring of server backups	Core will monitor your Server Operating System and Data Backup solution for failures and proactively escalate issues. Core will bare-metal or VM restore compute resources.
Third Party Vendor Management	Provide single point of contact for all infrastructure related issues	Liaise with hardware, software and cloud suppliers for incident and service request resolution.
Storage Devices	Monitoring and management of storage devices.	Includes the configuration of device monitoring or alerting.

¹ Dependent on service tier selected

* Hardware replacement subject to appropriate vendor hardware maintenance agreement being in place.



4.2. Server Infrastructure

The following table details the support available for each service level across your Server infrastructure:

	Feature	Description
Hardware	Platform Support	Diagnosis of hardware issues, and escalation to hardware vendor ¹
	BIOS Firmware	Periodic update of platform firmware
Operating System	Server Operating Patching	Ensure operating system is patched and up to date
	Anti-Malware	Ensure the Microsoft Anti-Malware client is running and up to date
Documentation	Platform Configuration Record	Record of the server configuration in Core's configuration management system
	Documentation Access	Customer access to Core's configuration and knowledge management system
	Password Vault	SOC2 Compliant password vault in for system passwords
Service	Self service reports	Access to real-time service dashboards
Backup / Recovery	Backup Monitoring	Monitoring of Backups using the client's incumbent backup solution
	Restoration ²	Bare Metal or Virtual Machine Operating System restoration using the client's incumbent backup solution and processes

Notes:

¹ Where no vendor support agreement is in place, incident resolution cannot be guaranteed.

² Core expects that as our customer you will provide the OS restore processes for your incumbent solution.

4.2.1. Documentation

Core utilise a SaaS-based, SOC2 compliant documentation platform to assist with managing customer systems. Core tries to automate documentation as much as possible, and to that extent, deploys a small agent onto subnets in customer environments. The agent can be hosted on any Windows server 2016 or newer server and will scan the subnet using Ping, Arp, WMI and SNMP to retrieve information about configuration items on the network.

Core will look to raise changes to enable SNMP across servers to facilitate scanning and request the community strings from network devices as the documentation platform can build a map of the network if it has access to switches, routers and firewalls.

As part of the documentation platform, Core is able to offer our customers access to the documentation through a client facing SaaS service which requires MFA Azure AD log on using your own Azure AD credentials.



4.2.2. Backup and Restore Services

The backup and restore services covered within this service description cover incumbent backup and platform restore where agreed. Where an existing platform is in place, Core will require you, as a customer, to hand over the operating procedures for monitoring backups and for performing restores for each application type.

4.3. Hypervisor Support

The infrastructure managed service will support and maintain hypervisors from VMWare (ESXi) and Microsoft (HyperV) within the environment. Support extends to covering hypervisor troubleshooting, availability, upgrades where applicable, monitoring and virtual machine provisioning. Additionally, the Hypervisor support service also maintains any configured clustering used to provide high availability for these platforms.

	Feature	Description
Hypervisor support	Issue Resolution	Diagnose and troubleshoot any issues related to the Hypervisor platform in relation to the local server or clustered environment.
	Cluster Maintenance ¹	Maintain the clustered environment, troubleshoot and remediate any issues and handle configuration changes in an existing environment.
	Hypervisor configuration	Manage any changes to an existing HyperV environment configuration, such as virtual switch and virtual SAN configurations, or addition of additional provision storage.
	Virtual Machines	Provisioning, or removal of new virtual machines to a base OS image ready for configuration.

Notes: ¹ In order to be able to support a cluster, all cluster nodes need to be included in the support agreement.

4.4. External Storage Support

The infrastructure managed service will support and maintain external storage appliances hosted on the network and providing network storage to managed servers. The service aims to cover most day-to-day routine maintenance.

	Feature	Description
Storage support	Issue resolution	Diagnose and troubleshoot any issues related to the Storage platform in relation to the physical device. Where required escalate issues to the product vendor and manage through to resolution.
	Storage Management	Manage requests to provision or deprovision storage from the configured arrays. Report on storage utilization.
	Monitoring	Where supported with SNMP or in-built alerting monitor storage devices, logging tickets within Core's ITSM platform based on the alerts generated.
	Hardware	In conjunction with vendor support, manage the process of any required hardware swap-outs that may be required.

4.5. Uninterruptable Power Supply Support

The infrastructure managed service will support and maintain any named uninterruptable power supply (UPS) units deployed within the server rooms for managed servers. Support aims to ensure that the UPS configuration will adequately manage the power usage to servers and other critical infrastructure in the event of a power loss.

	Feature	Description
UPS Support	Testing	Annual testing to ensure that servers can detect signals from the UPS where configured, and will react to any configured policies.
	Monitoring	Where supported with SNMP or in-built alerting monitor storage devices, logging tickets within Core's ITSM platform based on the alerts generated.
	Hardware	In conjunction with vendor support, manage the process of any required hardware swap-outs that may be required.



4.6. Monitoring

The following table provides the monitoring options that will be provided across infrastructure support:

	Feature	Description
Proactive Server Monitoring	Platform Monitoring	Monitoring of the server availability and uptime
	Hypervisor Monitoring	Monitoring of hypervisor specific metrics for VMWare ESXi and Microsoft HyperV
	Storage and UPS Monitoring	Monitoring of supported storage devices where they support SNMP or have in-built alerting.
	Alert Tuning and remediation	Alerts reviewed and tuned out or remediated as required.
Critical Alerts	Critical Alerts	Critical alerts automatically raised into the service desk as P2.
Error Alert Escalation	Error alerts	Error alerts automatically raised into the service desk as P3.
Dashboards	Customer Dashboards	Insight into infrastructure service performance.

4.6.1. Monitoring Platform

Core utilises a SaaS-based monitoring platform which is widely used by MSPs as it allows the monitoring of multiple customers within a single platform. This is customisable and configured to escalate alerts by severity level from the servers into our ServiceDesk systems for attention. Where servers need to be rebooted through scheduled maintenance such as patching, the platform is configured to place the servers in maintenance mode to reduce false-positive alerts during maintenance.

The monitoring platform requires the deployment of collectors into your organisation's environment. The collectors retrieve the metrics from the devices and report them back to the SaaS platform through HTTPS communications. The collector can generally be deployed onto existing servers, and in only the largest environments would it require a dedicated server. Multiple collectors can be deployed and configured to provide collector failover to provide collector high availability.

4.7. Patching

The following table details the server patching support for the platform across the server infrastructure for each service level:

	Feature	Description
Server Patching	Patching Platform	Transition to Core's standard patching platform
	Basic Server Patching	Regular server patching of servers to an agreed schedule ¹
	Advanced Server Patching	Advanced patching configurations such as for patching clusters where resources need to be moved or drained from nodes
	Defender Definition updates	Ensure that servers receive regular definition updates for Microsoft Defender ²
	Emergency Patch Cycle	Emergency patch cycle for 0-day critical updates where there is a known exploit
	Customer Reporting	Customer reporting of patching status across the server estate

Notes:

¹ Critical and Security Windows operating system patching only.

² Core uses Microsoft Windows Defender as standard across servers as it is one of the best of breed and would advise customers to transition to this platform due to its use of AI and machine learning.



4.8. Azure IaaS Services

The following table details the Microsoft Azure support services that are available for us to manage the underlying IaaS infrastructure for Azure Virtual Machines. This is available as an add-on and is priced based on a percentage of your organisation's IaaS spend for supported components across the agreed subscriptions.

	Feature	Description
Azure IaaS Support	Virtual Machines	Compute Platform Incident management and request fulfillment
	Storage Accounts ¹	Deployment and management of storage accounts related to IaaS services, modify access management, and manage SAS keys
	Disks	Respond to requests to add/modify/remove disk assignments, performance tiers and storage capacity for Azure compute resources
	Virtual Networks	Management of Azure Virtual Networks, subnets and peering
	Network Security Groups	Management of Network Security Groups, and related rules
	Network Adapters	Management of Azure Network adapters where required
	Azure DNS	Management of any DNS names hosted within Azure Services
	Automation ¹	Management and use of Azure automation functions where required for IaaS services
Basic IaaS Network Support	Traffic Manager	Management of Azure Traffic Managers where required
	Load Balancer	Management of Azure Load Balancers where required
	Public IP Addresses	Management of Azure Public IP Addresses
	VPN Gateway (inc Local Network Gateways)	Management of Azure VPN Gateways, Site-to-Site and Point-to-site configurations on the gateways
	Key Vault ¹	Use of Azure Key Vaults where required
Advanced IaaS Network Support	ExpressRoute	Management of ExpressRoute connections where required
	Application Gateway	Management of Azure Application Gateways
	Azure Front Door	Management of Azure Front Door gateways
	Azure Firewall	Management of Azure firewalls, and firewall rules
	Azure Route Tables	Management of Azure routing tables within subnets
	Backup Management	Manage backups for Azure compute resources including backup verification, policy configuration, retention settings. Restoration of a disk snapshot or virtual disk.
	Azure SQL PaaS	Manage requests of Azure hosted SQL instances covering resiliency, SKU, auditing, etc
	Azure Kubernetes Service (AKS)	Manage requests to monitor CPU, memory and disk for each node within a cluster.
	Azure Security Management	Manage and monitor security recommendations and respond to priority 1 events. Configuration and management of Privileged Identity Management (PIM) for Azure services.
	Azure Cost Optimization	Monitor resource usage within Azure and provide suggestions to right-size resources, or implement other cost saving measures such as reserved instances.
	Subscription Management	Manage Azure subscriptions, and access roles. Manage and apply any Azure policies, or associated exclusions.

Notes:

¹ For these components support only extends to that required in order to support Microsoft Azure IaaS Services (excluding storage accounts).



5. Service Level Agreement

- Our Service Desk can be reached by raising a ticket or service request at <https://service.core.co.uk>, or alternatively by calling +44 207 953 3699 or by emailing servicedesk@core.co.uk to log any incidents or service requests.
- Core will provide an ITSM (IT Service Management Tool) to manage and process service requests and incidents. Customers will have access to the ITSM via a self-service portal
- Core provides a resolver group for the duration of agreed service hours
- Where Core agrees to triage with other vendors, we will drive a case through to completion.
- Core services are ISO:27001 compliant. Services are provided in accordance with ITIL Service Management best practice framework.

5.1. Incidents

Below is a breakdown of our SLA definitions, along with response and resolution times:

Priority Level ¹	Definition	Target Response ²	Resolution	KPI
Priority 1 	Complete loss of business-critical systems. Critical business impact. Complete service failure or inaccessibility of critical functionality. No acceptable workaround available.	30 mins	4 hours	90%
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	90%
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.	4 hours	24 hours (3 working days)	90%
Priority 4 	Minimal impact to non-critical systems. Single user affected. Application or personal procedure unusable. A workaround is available, or a repair is possible. Threshold breaches with no impact on service.	8 hours	32 hours (4 working days)	90%

Notes:

¹ Core may downgrade the severity level if the customer is not able to provide adequate resources or responses to enable Core to provide continuous problem resolution efforts.

² Standard incident support hours are from 09:00 - 17:30 GMT/BST Monday to Friday excluding UK public holidays.



5.2. Service Requests

Priority Level ¹	Definition	Target Response	Resolution	KPI
Priority 1 	Emergency Request. Emergency Request. Emergency service requests require completion within accelerated timescales, to avoid an interruption or unacceptable risk to the customer's business. An example would be a user account requiring locking due to an immediate dismissal; a backup recovery being required to enable staff to work.	30 mins	4 hours	90%
Priority 2 	Standard Request.² 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 User account creation/deletion, backup recoveries for auditing purposes.	1 hour	8 hours	90%
Priority 3 	Low Priority. Low Priority requests may have some service or security impact and require configuration change to take place under a pre-approved change.	4 hours	24 Hours (3 Working Days)	90%
Priority 4 	Configuration request. Configuration requests have service or security impacts that need review from the wider support team and full change control approval.	8 hours	32 Hours (4 Working Days)	90%

Notes:

¹ Core may downgrade the severity level if the customer is not able to provide adequate resources or responses to enable Core to provide continuous problem resolution efforts.

² Standard service request hours are from 09:00 to 17:30 GMT/BST Monday to Friday excluding UK public holidays.



6. Prerequisites, Environments, Inclusions and Exclusions

Please take the time to review and understand the below Prerequisites and Exclusions. We understand that customer environments are all unique and will do what we can to accommodate variations, as necessary. Should you have any concerns regarding your environment, please raise this with your account manager.

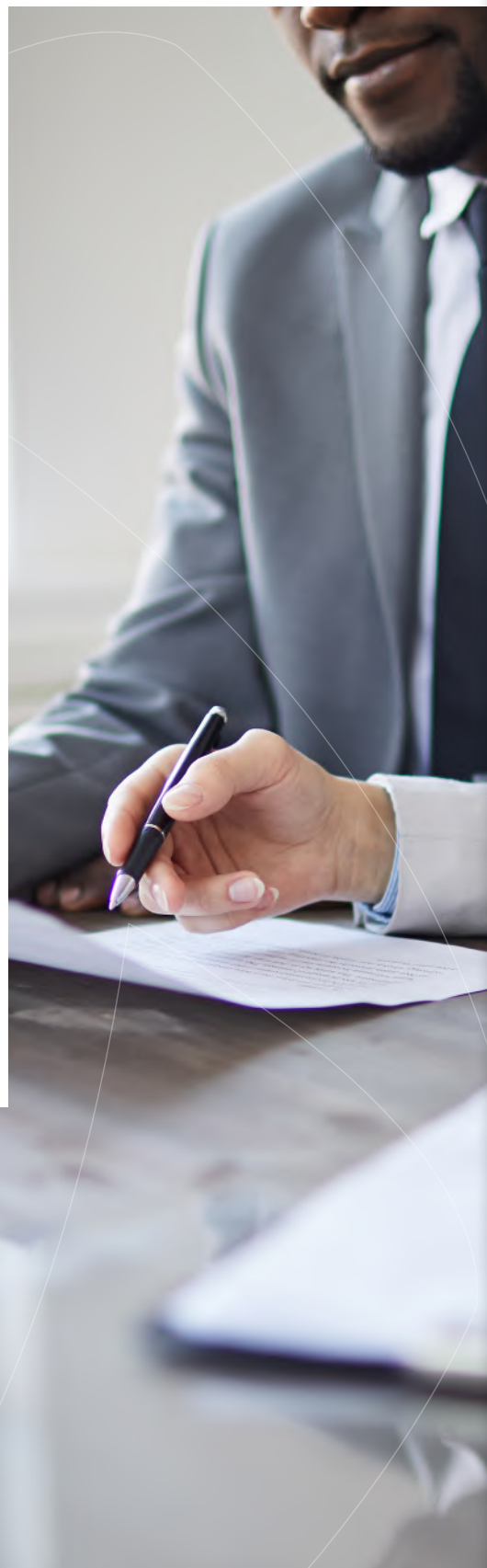
6.1. Prerequisites

- Customers are required to have in place suitable licensing agreements for infrastructure components from the respective vendors, and to provide Core access to the details of any maintenance agreements, processes, license expiration dates or passwords required in order to maintain and operate the service.
- In order to support your incumbent configuration backup solutions, Core needs you to provide documented restore processes for each supported operating system and application.
- Deployment of Azure Lighthouse to provision delegated access for Azure IaaS management services. Lighthouse provides auditing in the client tenant.
- To provide subscription level services, and provide access management services, delegated access via Microsoft GDAP will be required in order to provide owner level access to the required resources. GDAP allows admin activity to be audited in the clients directory.

6.2. Exclusions

The items below are not included as part of Core's Infrastructure Managed Service:

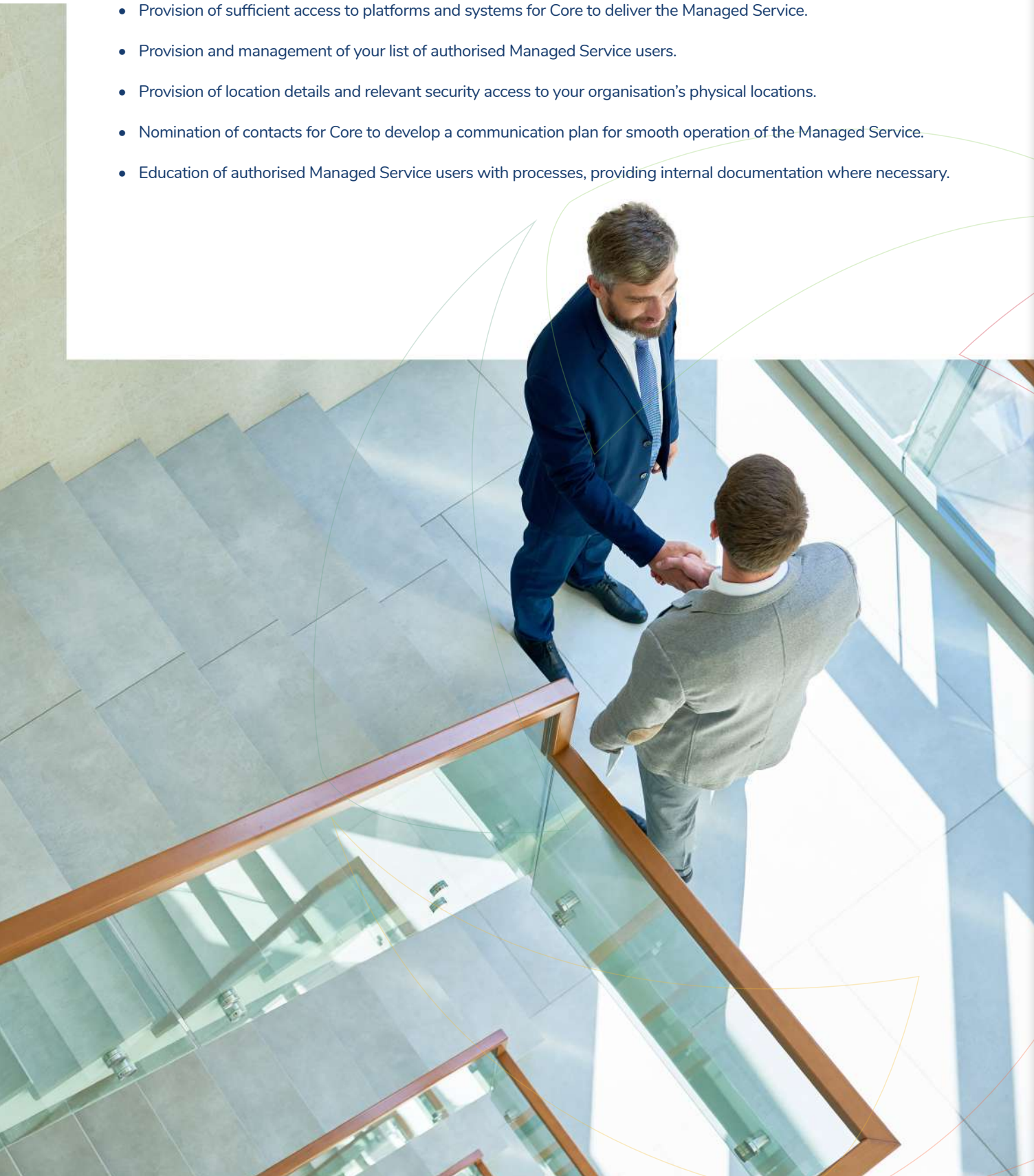
- All software Licensing
- Application Support
- Application Packaging
- Application Migration
- Application virtualization
- Problem Management
- Major incident Management
- Disaster Recovery Services
- Business Continuity Services
- Professional service relating to onboarding activities
- Professional services relating to offboarding activities
- Onsite Support
- Training
- eDiscovery or investigations in Office 365
- Security Incident Management
- Application, or file data restores are covered under operating system specific services.



7. Commercial

7.1. Customer Responsibilities

- Provision of sufficient access to platforms and systems for Core to deliver the Managed Service.
- Provision and management of your list of authorised Managed Service users.
- Provision of location details and relevant security access to your organisation's physical locations.
- Nomination of contacts for Core to develop a communication plan for smooth operation of the Managed Service.
- Education of authorised Managed Service users with processes, providing internal documentation where necessary.



8. About Core

Core's solutions and services portfolio has been developed from decades of experience. We work closely with Microsoft to ensure that our staff are fully trained and qualified, and the services we provide not only complement the products businesses need today but also incorporate the future plans of our customers.

Microsoft chooses Core as a partner because many of our company values align, and we deliver a great service. The Core values include:



Customers

We put our customers first, taking responsibility for our actions.



One Core

We recruit, develop, and retain the best talent in a supportive environment to best serve our customers.



Responsiveness

We are flexible, approachable, and responsive to our customers' needs.



Expertise

We are professional and constantly strive to achieve excellence for our customers, peers, and partners.

Core has evolved alongside Microsoft's unique offerings to become a leading Managed Service Provider for customers across the UK. Our offering spans the Microsoft suite, from cloud platforms to security and productivity tools. Core has not only been delivering excellent service for Microsoft solutions during the last 30 years of partnership but has also retained specialist talent in our business for decades, that cannot be paralleled by our competitors.



Microsoft
Solutions Partner

We care about our customers and look forward to the opportunity to transform and grow more organisations into the future.

What our customers are saying about us



Over the years, Core and the University of Law have built a strong relationship based on trust, expertise and knowledge. We very much look forward to collaborating on future projects with Core.

Tom Brady
University of Law

[Read case study](#)



Viva Connections was a really good find – a starting point that puts us in a good place for future projects, plugged into a really strong, easy-to-use infrastructure.

David Thackray
Hythe Group

[Read case study](#)

