



TRANSFORMING BUSINESS
THROUGH **TECHNOLOGY**

Service Desk 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.





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

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



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. Managed Service Desk

3.1. Service Outcomes



Productivity

Our focus on First-Time Fix means that as our customer, we aim to provide you with faster resolution times, fewer escalations, and help create more productive employees.



Fewer Tickets

To support all our customer requirements, our Shift-Left solution provides you with access to self-help tools so you can help yourself even before you need us, reducing the volume of incidents and increasing your productivity.



Continual Improvement

Our dedicated Service Managers deliver monthly review meetings to ensure your organisation is getting exactly what you need.



Compliance

With ISO 27001 certification, you can be confident that every element of our service meets all compliance requirements.



Support

Whilst we can support organisations with a global footprint, we specialise in providing support for UK-based businesses with a 24/7 Always On option for organisations who require round the clock support.



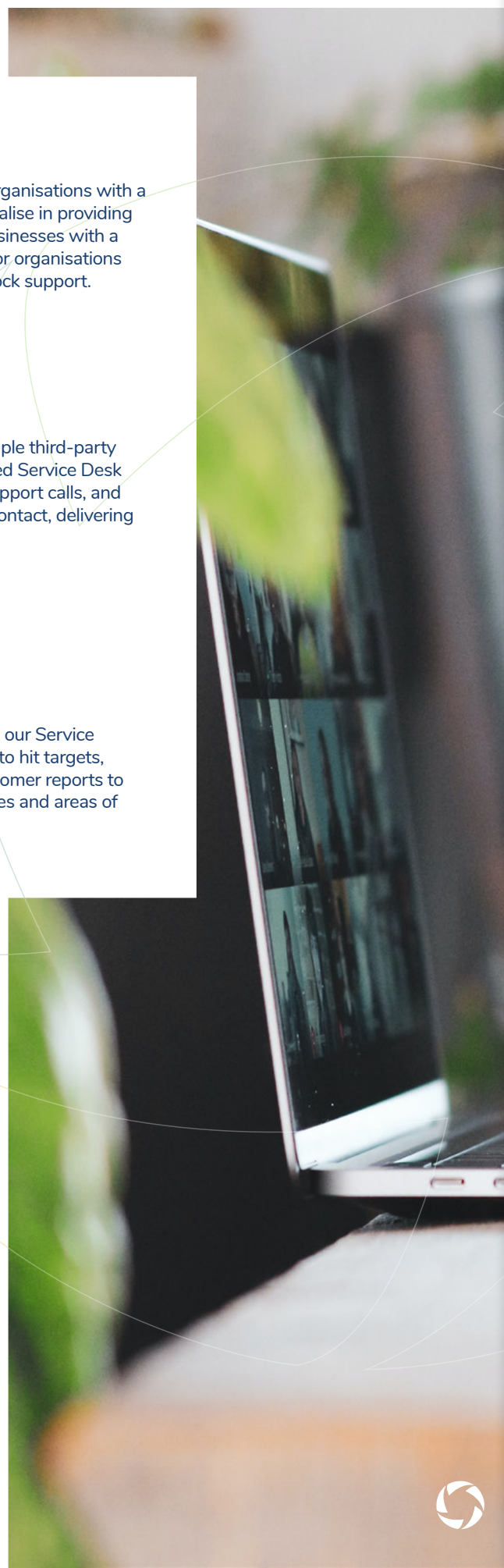
Simplicity

For businesses with multiple third-party partnerships, our Managed Service Desk can act as triage for all support calls, and acts as a single point of contact, delivering consistent results.



Reporting

With valued KPIs agreed, our Service Delivery team work hard to hit targets, and provide monthly customer reports to demonstrate the successes and areas of improvement.



4. Managed Service Desk

4.1. Support Detail

Our Managed Service Desk provides an enterprise-level 1st line helpdesk as a managed service. Give your employees the level of support they need to be productive, and your business the reliability it needs to succeed. A scalable and flexible central point of contact is vital for organisations, and our Managed Service Desk offering has been developed from more than two decades of experience.

Feature	Description
1st & 2nd Line Service Desk	Fully outsourced end user service desk function from 09.00 - 17:30 Mon-Fri. Our service desk analysts will handle all 1st line tickets, and where possible, any 2nd line tickets within the service remit.
Connectivity troubleshooting	Troubleshoot, resolve, or escalate to agreed support team, local connectivity issues with end user device. Escalation to non-business ISP is not included.
Authentication	Troubleshoot, resolve, or escalate issues with local authentication or Multi-Factor Authentication (MFA).
Device boot issues	Provide remote support to troubleshoot, resolve, or escalate local device boot issues. Applies to supported devices under terms of contract only.
Active Directory Administration	Provide password reset and security group administration at user and device level, account unlock, and permission-based resets.
Application installation & configuration	Provide remote support to install approved software and applications onto end user device. Please refer to Section 7 for details of approved software.
Browsing errors	Support loss of internet browsing capability within the remit of Core Managed Service only. Escalation to non-business ISP is not included.
SSO Failure	Where applicable, support end users SSO capability within the remit of Core Managed Service.
Security advice	Respond to and advise on customer concerns on potential security issues such as phishing, spam, and other security attacks on end user.
Email Issues	Troubleshoot, resolve, or escalate issues with sending and receiving emails via Microsoft Outlook.
Joiners, movers, & leavers	Create and modify customer user profiles within Active Directory. Where applicable, create mailbox, assign user profile to security & distribution groups. Perform basic locking of profile on user leaving. Creation of user profile on end user device to be performed remotely.
Mobile Set Up	Assistance in configuring MS Office apps on user's mobile device.
Core Escalation	Where additional Core Managed Services are procured, issues will be escalated to the relevant teams internally. All communications will be handled via our helpdesk, and incidents will be managed in our reporting tool.
Third Party Escalation & Management	Incident Analysis, Triage and Escalation to approved third parties. All communication will be handled via our helpdesk, and incidents will be reported in our ITSM tool. Third parties must be agreed prior to the commencement of the managed service.
Service Management	Regular review of Service Management reports.
ITIL v3 & 4	Leverage our helpdesk ticketing system for incident management and control.
Reporting	Access historical and real-time incident reports as part of a continual service improvement process, and to identify incident trends.



4.2. 24x7x365 Support

We understand that, specifically for global organisations, support hours cannot be limited to a working day window of any single region. Core work predominantly with organisations based in the UK, however can accommodate to businesses with an international footprint or IT estate, or those requiring 24x7 support.

Please refer to [Section 5.5](#) for details of our extended support offering.

4.3. Shift Left

We strongly promote the principles of 'shift left' to empower end-users and ultimately provide faster incident and problem resolution. Our omnichannel support model fosters a more direct connection of support to end-users. In addition to being a very cost-effective method of support, it can also promote faster resolution times which, in turn, can drive reduced downtime.

4.4. Self Service

Self-service is an example of Core promoting the 'shift left' principles. End-user self-service and support offerings enable us to provide a blend of customer-initiated interaction tools designed specifically to enable your teams to self-serve where appropriate or desired.

Tools Core deploy to ensure the success of self-service include:

- Customer Self Service Portal
- Frequently asked questions/FAQs; and
- Online knowledge bases, both general and customer specific.

4.5. Extended Support

For customers requiring 24x7x365 support via the service desk, we offer the following choice of service models, for which pricing can be discussed with your dedicated account manager:

4.5.1. Dedicated Team

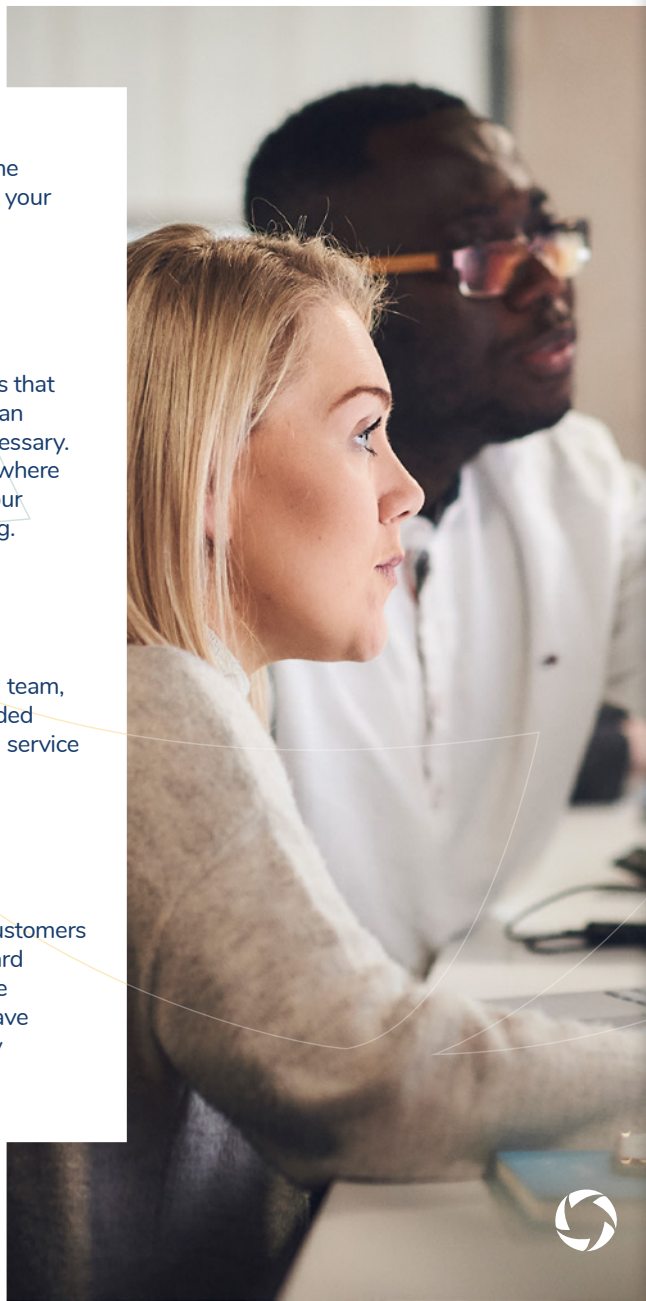
A dedicated team is best suited for larger organisations, or for organisations that expect high levels of call volumes at all times of the day. Dedicated teams can also include individuals to provide additional language coverage where necessary. This can also include local on-site presence within the local working hours where necessary. A dedicated team can offer the ultimate support extension to your organisation and is considered our premium Managed Service Desk offering.

4.5.2. On-Call

On-call support service is a cost-effective model very similar to a dedicated team, leveraging the scale and economies of a shared team, and delivering extended support hour coverage. On-call support services include the same SLA and service quality assurances as our dedicated team offering.

4.5.3. Translation On-Demand

While not strictly offering any extended support availability, many global customers encounter a range of needs for language translation services. Core's standard service desk offering is provided in the English language. One cost-effective solution we offer is on-demand translation services. Where required, we have access to a large pool of on-demand native speakers covering almost every language who we can connect into support calls within just a few minutes.



4.6. Increasing the First-Time Fix Rate

Regardless of the need for extended working hours, or the preferred support delivery model, what remains constant is our dedication to first contact resolution.

Our values



Customers

We put you first when it comes to service.



One Core

We work together as one team, continuously investing in our people.



Responsiveness

We are dedicated to being there when you need us and providing quality service.



Expertise

We continue to invest in attracting and upskilling talent in our teams to provide you with the professional expertise you expect as technology, and your business, evolves.



The pursuit of excellence in a competitive market is what separates Core from other managed service providers; and is why we strive to continue improving our excellent First-Time Fix rate.

People, Process and Technology

We aim to recruit, develop, and retain the best talent. Our Service Desk team are skilled and experienced at remotely addressing common 1st and 2nd line service requests, reducing the need to escalate and removing delays and ultimately driving up First-Time Fix rates.

In addition to quality people, we develop robust processes and underpin with technology to support them. Our support processes align with ITIL best practice, and we are ISO 27001 and Cyber Essentials certified. Our technology leverages best of breed ITSM 'Manage Engine Service Desk Plus.'



5. Service Level Agreement

- Our Service Desk can be reached by calling +44 207 953 3699 or by emailing servicedesk@core.co.uk to log any incidents or service requests.
- Core will provide a Service Desk ticketing solution to enable users to log and record tickets.
- Core provides helpdesk availability for agreed service hours for working on incident tickets.
- Tickets are only closed when the user is happy the issue or request has been resolved.
- Where Core agrees to triage with other vendors, we will drive a case through to completion.
- The Core Service Desk and the Managed Service team is 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	Definition	Response ^{1,3}	Resolution	Updates
Priority 1 ² 	Complete loss of business-critical systems. Critical business impact. Complete service failure or inaccessibility of critical functionality. No acceptable workaround available.	15 mins	4 hours	Every 30 mins
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.	30 mins	8 hours	Every 1 hour
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.	1 hour	16 hours	Every 8 hours
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.	2 hours	40 hours	Every 1 day

Notes:

¹ Maximum severity for DevOps support is Severity 3. Severities 1 and 2 are not available with the DevOps support plan.

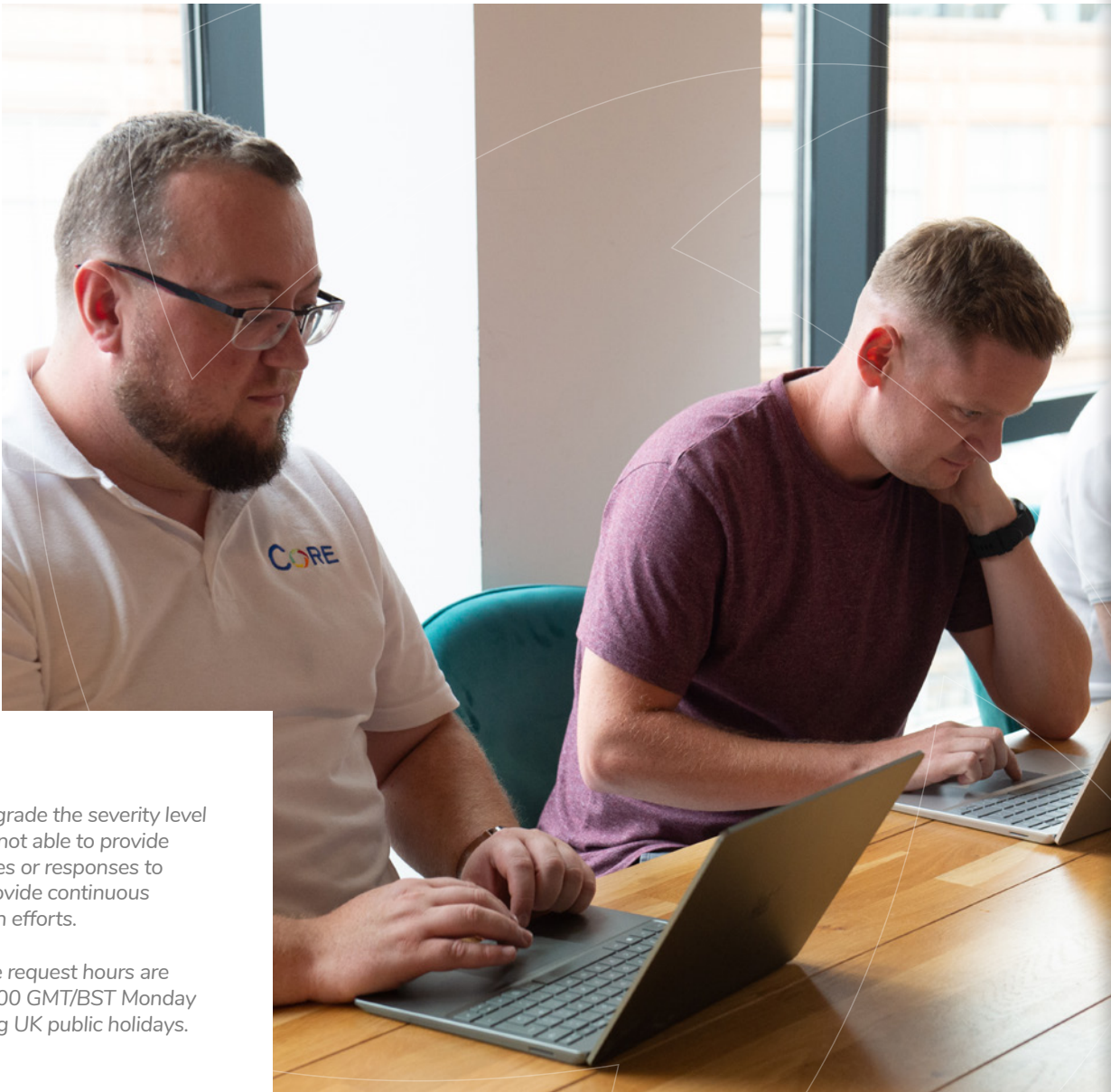
² Core may downgrade the severity level if the customer is not able to provide adequate resources or responses to enable Core to provide continuous problem resolution efforts.

³ 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	Definition	Response ²	Resolution	Updates
Priority 1 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.	2 hours	8 hours	Every 4 hours
Priority 2 	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 User account creation/deletion, backup recoveries for auditing purposes.	4 hours	40 hours	Every 1 day



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 17:00 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, Inclusions and Exclusions. We understand that customer environments are all unique and can 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 license subscriptions prior to subscribing to Core's Managed Service Desk. Our helpdesk cannot undertake incidents on unlicensed software, or aid in the procurement of licenses.
- Conditional Access Policies and Remote Tools must be preconfigured as part of an onboarding Professional Service engagement to take advantage of the Core Managed Service Desk.

6.2. Inclusions

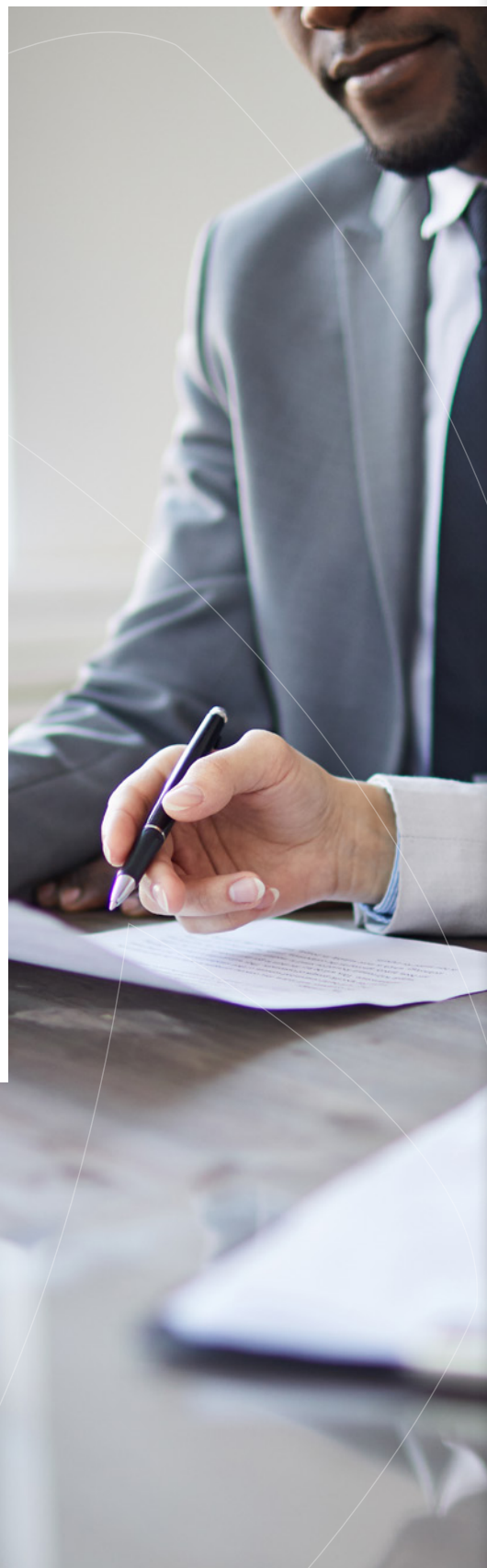
The service outlined in this document provides operational support for the following Microsoft devices and platforms only:

- Windows 10 Managed Device
- Windows 10, Windows 7, Windows Virtual Desktop (Native & Citrix)
- Mobile Devices (MDM for IOS and Android)
- Microsoft & Azure Active Directory

6.3. Exclusions

The items below are not included as part of Core's Managed Service Desk but may be added via additional Managed Services. Please enquire for any costs not shown in this information pack:

- All software licensing
- All hardware including desktops, laptops, tablets, and mobile phones
- Automation or integration of 1st Line support into Core service desk (where 1st line support is not being delivered by Core)
- Application licensing
- Application support
- Application migration
- Application virtualisation
- Problem management
- Major incident management
- Disaster Recovery Services
- Business Continuity Services



- Professional services relating to onboarding activities
- Professional services relating to offboarding activities
- On-site support
- Training
- eDiscovery or investigations within the Office 365 platform
- Security Incident Management
- Application packaging - restricted to Microsoft and specific supported third-party application products. Additional applications can be packaged and deployed to your EUC estate via an additional Professional Services engagement with Core
- Conditional Access Policies and Devices - must be preconfigured by the customer or as part of an onboarding Professional Service engagement to take advantage of the Core EUC Managed Service
- Azure Active Directory - whilst AAD plays a significant role in underpinning all Azure services, Core's support in this instance is restricted to features that facilitate the operations of our Managed Service Desk. More advanced support for a broader range of Active Directory services for security, governance and compliance capabilities are available via additional Managed Services

6.4. Definitions

Please refer to the below definitions of terminology used throughout this document:



Customer

The company receiving the purchased service.



End-user

Customer employee included in the Managed Service Desk agreement.



End-user device

Customer hardware, such as a laptop or desktop, used by end-users included in the Managed Service Desk agreement.



Escalation

Depending on the severity or technical requirements of an incident or request, a Service Desk analyst may pass the ticket to a 2nd line or dedicated team. Escalation paths are agreed during the customer onboarding process.



First-time fix

A successful attempt by the Managed Service Provider to resolve a ticket without escalation.



Managed Service Provider

The company providing the service – Core Technology Systems.



MDM

Mobile Device Management.



SLA

Service Level Agreement. The agreed periods for which a response, and a resolution is expected from the Managed Service Provider.



7. Commercial

7.1. Customer Responsibilities

- As our customer, we will ask you to please provide all necessary information detailing topology, environments, platforms, and systems as part of the process.
- 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 to 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. We care about our customers and look forward to the opportunity to transform and grow more organisations into the future.



Microsoft
Solutions Partner

What our customers are saying about us



**National
Autistic
Society**

The new intranet is easier to edit and upload to. It's really flexible. Because it is easier and quicker to update, it's become a much more reliable source of information.

Rhiannon Edwards
The National Autistic Society

[Read case study](#)



Crowe

It was their approach: it was a mixture of professionalism, a range of potential services, a longer-term view in terms of a roadmap, and the general friendliness; and their willingness to come in and speak to us..

Adrian Morris-Young
Crowe

[Read case study](#)

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