



TRANSFORMING BUSINESS
THROUGH **TECHNOLOGY**

G-Cloud

Service Description



SugarCRM Cloud – Services and Support

Service Overview

Core is a leading UK SugarCRM partner. A full-featured and user-friendly cloud based CRM solution, SugarCRM's AI-powered platform provides a higher definition insights into your customer relationships. Core's expert team can deliver a CRM implementation that is fully configured to meet the specific needs of your organisation and people.

Data backup and disaster recovery

Core are a 100% cloud business with all our data and business processes stored and executed in the cloud. In general, the continuity of our service offerings is therefore protected by the resilience of the cloud platforms we operate from and the flexibility to conduct our business from any location at any time.

Onboarding and offboarding support

We will work with the customer, in advance of commencement of the contract, to agree an effective onboarding process which works for all parties and will build this detail into the agreed contract / proposal. Similarly, with offboarding, although we will also pay attention to any 'exit management' conditions in the customer contract.

Implementation plan

Typically, a high-level plan is provided with every proposal and this is developed into a more detailed implementation plan, agreed with the customer.

Pricing

This service is delivered by our consultants and specialists and is charged at the relevant rate, in line with our G-Cloud rate card. The rates are capped but we can discount these rates in negotiation with the customer.

Service constraints

The service is only constrained by the agreed scope of the service.

Service levels

This element of the contract will not be governed by Service Level Agreements (SLAs), rather such activity will be scheduled. A Service Manager is provided to ensure a structured and proactive approach is considered throughout the agreement.

Ordering and invoicing process

Typically, we suggest a monthly fixed price for this service which if accepted forms the basis of the contract and purchase order.

How buyers or suppliers can terminate a contract

Buyers and Suppliers will be guided by the conditions of the contract when seeking to terminate the relationship.

After-sales support

Every customer project is an opportunity to support that customer for the longer term. We will always advise on any specific after-sales support required and a service manager will always be accessible to the customer to field after-sales support enquiries.

Technical requirements

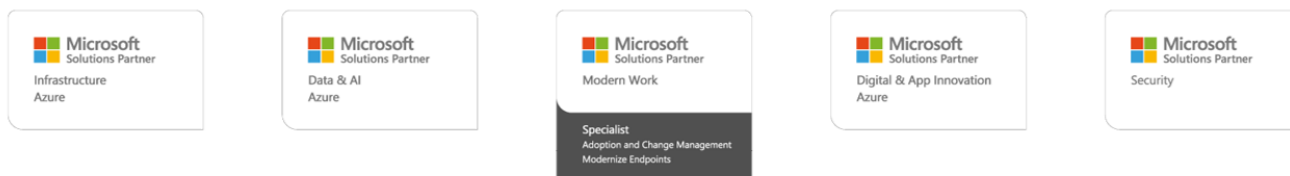
Technical requirements will always be specific to the individual engagement. Typically, providing us with proportionate access to their Sugar CRM tenant is a pre-requisite technical requirement.



About Core

We have a long and distinguished record of supporting organisations with cloud first strategies, implementing successful, efficient, and safe migrations to the Cloud, driving value, productivity and security.

As a Microsoft Solutions Partner with more than three decades of experience delivering Microsoft solutions, we understand how to unleash potential and unlock value for our customers who have invested in Microsoft technology. We help improve the transition from E3 to E5 licensing, enabling enhanced security and mobility capabilities for our customers, without the need for third-party solutions.



Your organisation deserves reliable, trustworthy, and responsive expert IT support so you can focus on what you do best. With our 35-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 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.



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 works in a spirit of partnership. We find that this helps us achieve the best outcomes for our customers, which supports our target of building long term, positive and trusting relationships with our customers. This includes offering as much value as possible and finding new way to maximise on your investment. We are proud to be:

- Winner of CRN MSP of the Year 2023. 2023 and 2024 Best Company to Work For (sub £100m) – CRN
- Cyber Essentials Plus and ISO 27001 Certified.



WINNER
CSP of the Year

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Commercial
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