

# AZURE SUPPORT SERVICE – MCA & EA

**SERVICE DESCRIPTION SD050**



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## PREPARED BY

| Name          | Job title                             |
|---------------|---------------------------------------|
| Amanda Morel  | Service Portfolio Programme Manager   |
| Natasha Sagar | Service Development CSI Manager       |
| Amanda Mason  | Service Development Team Lead         |
| Emma Fox      | Service Development Programme Manager |

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# 1. SERVICE OVERVIEW

All bold and capitalised terms used throughout this Service Description are described in the [Glossary and definition of terms](#)

## 1.1 SERVICE SUMMARY

The Azure Support Service is for Customers consuming the Microsoft Azure Services via a direct Microsoft Customer Agreement (MCA) or Microsoft Enterprise Agreement (EA). It delivers UK telephone based, expert technical Support to help Customer's manage their Microsoft Azure environment.

The in-depth technical Support includes troubleshooting, and the management and resolution of Customer logged Cases related to Microsoft Azure, limited to the extent set out in this document.

In order to facilitate the Support Service, and as a condition of this Agreement, Softcat will require a contributor role with partner admin link (PAL) in place within the Customer's environment.

The Service comprises:

- Delivery of remote, telephone-based expert technical Support ("Azure Support")
- 24x7x365 access to log Support Cases ("Softcat Support")
- Direct contact with the Service Delivery Executive team for escalation and ad-hoc reviews ("Service Delivery Executive")

Optional Add-Ons are chargeable extras and where required, will be quoted and confirmed on the Work Order.

- Providing a named Service Delivery Manager, service reviews and service reporting ("Service Delivery Manager" Optional Add-On)

Together, the above comprise the "Azure Support Service", referred to as the "Service" within this document.

The Service is delivered in accordance with the following ISO standards:

- ISO 20000
- ISO 21001
- ISO 9001
- ISO 22301

In addition to any terms set out in this Service Description or the Work Order, the following apply to the delivery of the Service set out in this Service Description:

- Microsoft Customer Agreement: [MCA](#)
- Softcat's Terms and Conditions: [T&Cs](#)
- Data Processing Agreement: [DPA](#)

## 1.2 SERVICE FEATURE TABLE

| Azure Support Service – MCA & EA                              |            |
|---------------------------------------------------------------|------------|
| <b>Azure Support</b>                                          |            |
| In depth remote technical Support                             | ✓          |
| <b>Softcat Support<sup>1</sup></b>                            |            |
| Log support Cases 24x7x365                                    | ✓          |
| Online support portal to track and log calls                  | ✓          |
| A minimum of two (2) authorised contacts                      | ✓          |
| P1 response Service Level                                     | 15 minutes |
| <b>Service Delivery Executive</b>                             |            |
| Contact and escalation                                        | ✓          |
| Ad-hoc reviews <sup>2</sup>                                   | ✓          |
| <b>Service Delivery Manager (Optional Add On)<sup>3</sup></b> |            |
| Named Service Delivery Manager                                | ✓          |
| Service reports and reviews                                   | ✓          |

<sup>1</sup> Requests are acted upon within contracted coverage hours, as confirmed in the Work Order.

<sup>2</sup> Reviews are limited to once a month, these are usually initiated from an event and/or delivered as a response to a Customer request.

<sup>3</sup> "Optional" and "Optional Add-On" means a chargeable extra. Where a chargeable extra is chosen by a Customer, this is confirmed on the Work Order.

## 1.3 SUPPORTED DETAIL

Softcat will provide triage and Support to Customer queries and requirements, however Softcat will escalate direct to Microsoft Partner Support where appropriate.

All commercially reasonable endeavours will be made to complete a Customer's Support Request, but Softcat make no absolute guarantee of problem resolution.

## 2. SERVICE DETAIL

### 2.1 AZURE SUPPORT

The Service delivers remote, telephone-based expert technical Support to the Customer. Softcat will comprehensively Support the Customer to the extent that it can be determined whether any issue being experienced lies with the Azure resource, or not.

The in-depth technical Support includes troubleshooting, and the management and resolution of Customer logged Cases related to Microsoft Azure. These Cases are logged via Softcat Support email, or telephone by a Customer Contact.

Diagnosis of Cases will be carried out by assessing the service health and configuration of the Microsoft Azure services in the Customer's Tenancy and where required, using remote access to view the Case occurring in the Customer Operating Environment.

Should any configuration changes be required to resolve the Case, these will be supplied to the Customer Contacts so that they can apply these to the environment. During these changes, Softcat can be available for telephone Support and to offer any advice required.

Where required, documentation will be provided by Softcat to support Cases, so that any changes can be implemented in the Customer's environment by the authorised Customer Contacts. Documentation for implementation will be provided using material supplied by the associated vendors.

### 2.2 SOFTCAT SUPPORT

This Service provides assistance, resolution or workarounds to Customers who manage their estate with in-house Support staff and expertise.

Authorised Customer Contacts have access to Softcat Support around the clock and on any day of the year ("24x7x365").

Customer Contacts should raise a Case primarily via the Support Portal, where the Case type will be assessed, defined and communicated and the priority level will be agreed with the Customer. Where Service Levels apply to the management of a Case, these will be confirmed on the Work Order.

### 2.3 SERVICE DELIVERY EXECUTIVE

Customers will have access to the Service Delivery Executive team. This team will assist with onboarding activities and perform ad-hoc reviews and reporting where requested. The Service Delivery Executive team will serve as the Customer's primary point of contact and escalation for service-related matters during UK Working Hours.

Additionally, the Service Delivery Executive will share relevant service documentation and coordinate the Service setup. If regular service reporting is required, an additional charge may apply. Customers can request a quote by contacting their Softcat Account Manager.

## 2.4 SERVICE DELIVERY MANAGER (OPTIONAL ADD-ON)

Customers will be assigned an aligned Service Delivery Manager who will serve as the primary point of contact and escalation for service-related matters during UK Working Hours. This Service Delivery Manager will be responsible for producing comprehensive service reports and conducting services reviews as agreed. During these reviews, they will analyse trends and provide recommendations tailored to the Customer's specific service needs. The reports will detail performance against predefined KPIs and Service Level targets.

Additionally, the Service Delivery Manager will collaborate with internal stakeholders, partners, and Customer Contacts to ensure that the service operates smoothly. They will also proactively suggest service improvements and conduct proactive reviews to continually enhance the service experience.

Customers can request a quote by contacting their Softcat Account Manager.

## 3. SERVICE LEVELS

### 3.1 SOFTCAT SUPPORT

Softcat offers a response metric which is Softcat's commitment to raise a Case within a given time from when the request is made to Softcat Support.

In the table below, the Service Level target column is the percentage of requests responded to within the response Service Level metric, for example: 95% of Cases logged as a P1 are responded to within fifteen (15) minutes.

The response metrics for Cases are showing in the table below:

| Priority        | Description                                                                                                                                                                                                                                                                                                                        | Response metric | Service coverage hours | Service Level target |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------------------------|----------------------|
| Priority 1 (P1) | Business impacted or imminent impact expected within four (4) hours; full Customer Site outage; a business-critical system or Supported Product is not working; Customer cannot perform business critical functions; loss of revenue; risk of severe reputational damage; all End-Users unable to perform business critical roles. | <15 Minutes     | 24/7                   | 95%                  |
| Priority 2 (P2) | Partial Customer Site outage; loss of redundancy; a non-business-critical system or Supported Product is down; Customer experiencing a high degradation in Service; risk to revenue generation; multiple End-Users unable to perform business critical roles.                                                                      | <30 Minutes     | 24/7                   | 95%                  |



|                 |                                                                                                                                                                                                                                                                     |          |                                       |     |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------|-----|
| Priority 3 (P3) | Single End-User issue that prevents them from performing business-critical elements of their role; multiple End-Users affected by an identical issue that does not prevent them from performing their roles; reduction in redundancy for business-critical systems. | <4 Hours | M-F 09:00 – 18:00 (ex. Bank Holidays) | 95% |
| Priority 4 (P4) | Single user issue that does not prevent them from performing their role or a critical operation; reduction in redundancy for non-business critical systems.                                                                                                         | <4 Hours | M-F 09:00 – 18:00 (ex. Bank Holidays) | 95% |

Where an escalation to Microsoft is required, Softcat will manage the Support interaction but are bound by Microsoft Business Support Service Level, as per 3.1. Only a priority 1 and priority 2 Cases escalated, will be progressed 24x7x365.

| Category type        | Description                  | Service coverage hours                | Response metric | Service Level |
|----------------------|------------------------------|---------------------------------------|-----------------|---------------|
| Request <sup>4</sup> | Request - Working Hours only | M-F 09:00 – 18:00 (ex. Bank Holidays) | <4 Hours        | 95%           |

<sup>4</sup> Unless specified otherwise, any requests are subject to the above metrics.

## 4. CUSTOMER RESPONSIBILITIES

### 4.1 AZURE SUPPORT

- a. Accept and observe the Terms of the Service Description and Microsoft Customer Agreement
- b. In respect of Microsoft Azure only, handle service-specific issues on the Microsoft Azure Platform following confirmation from Softcat that the health of the Platform is 'green' (meaning that Microsoft has advised that the Microsoft Azure Platform is operating within normal parameters); for example, where a website resource is showing as green, but a 404 error exists on a page. In this example, the Customer would be responsible for managing the 404 error
- c. Management of any data uploaded to, stored on, or processed within the Microsoft Azure Platform by the Customer
- d. The Support of any non-Microsoft Products or services purchased via the Microsoft Marketplace
- e. The Support of any non-Microsoft Products or services running on the Microsoft Azure Platform
- f. Configuration of Microsoft and non-Microsoft authored Products or services deployed as part of a Microsoft Azure virtual machine (VM)
- g. The implementation of any recommendations made by Softcat or Microsoft
- h. The Customer shall grant Softcat Delegated Administration, so that Softcat can fully Support the Customer by analysing the environment and logging Cases to Microsoft where required
- i. The Customer is responsible for the installation and configuration of the Operating Systems and applications related to Windows Virtual Desktop session hosts
- j. The Customer shall as part of pre-qualification and discovery assist in the verification of all Subscriptions considered to be included as part of the Service and their eligibility to be included in the PAL with Microsoft

### 4.2 SOFTCAT SUPPORT

- a. The Customer should ensure that Customer Contacts are skilled in or knowledgeable of the Customer's Operating Environment, have sufficient access rights and be of a sufficient proficiency to apply the recommendations that are provided as part of this service
- b. Prior to Service commencement the customer should provide;
  - i. up to ten (10), but at least two (2), Customer Contacts for the purpose of support and continuity; and
  - ii. any relevant Key Information e.g. models, serials, Tenancy, subscription.
- c. When raising a Case the Customer Contact should provide, when requested by Softcat;
  - i. valid serial numbers for the affected Supported Product(s), where applicable;
  - ii. reasonable visibility of system logs, configuration files and error messages;
  - iii. details of Software versions and configuration;
  - iv. a description of the symptoms and other devices or services impacted;
  - v. confirmation when the issue first occurred and if it has occurred before (where possible provide previous Case references);
  - vi. details of any recent changes or projects implemented prior to the issue being raised;
  - vii. details of all attempted fixes, configuration amendments and updates performed already to attempt to resolve prior to raising the Case;
  - viii. to what extent the issue is affecting operation of the Customer's business;

- ix. the number of End-Users impacted and their location; and
- x. contact details of the Customer Contact.
- d. Implementation of best practice recommendations advised by Softcat
- e. Direct support for End-Users. Customers should ensure the Customer's staff are trained to refer all Cases to the Customer Contact in the first instance, and not permit persons other than a Customer Contact to approach Softcat to register a Case
- f. Provide thirty (30) days' notice to Softcat of any requested addition(s) to the Supported Product list
- g. Follow the information in the "Softcat Services Welcome Pack"
- h. Use the service only for the business purposes of the Customer and keep all access credentials and certificates, which Softcat may provide to allow access to the service, safe and secure, and not share them with any third party without Softcat's prior written consent
- i. Not use or attempt to use or misuse the Services in any way that is criminal or otherwise unlawful in any relevant jurisdiction
- j. Configuration changes and upgrades to the Supported Products
- k. Monitoring and/or management of the Supported Products
- l. Patching of the Supported Products

#### 4.3 SERVICE DELIVERY EXECUTIVE

- a. Provide email distribution list for any service reports or communication.
- b. Keep Customer Contact up to date to allow Service Delivery Executives to provide the Service effectively.
- c. Provide advanced notification to Softcat Support of any planned maintenance that could have an impact on any hardware or Software that Softcat provide Services for.
- d. Provide advanced notification to Softcat Support of any planned decommissioning of Softcat-related equipment or Software.

#### 4.4 SERVICE DELIVERY MANAGER (OPTIONAL ADD-ON)

- a. Provide email distribution list for any service reports or communication, where applicable.
- b. Keep Customer Contact up to date to allow Service Delivery Managers to provide the Service effectively.
- c. Provide advanced notification to Softcat Support of any planned maintenance that could have an impact on any hardware or Software that Softcat provide Services for.
- d. Provide advanced notification to Softcat Support of any planned decommissioning of Softcat-related equipment or Software.

## 5. NOTABLE EXCLUSIONS

### 5.1 AZURE SUPPORT

- a. Accept and observe the Terms of the Service Description and Microsoft Customer Agreement
- b. In respect of Microsoft Azure only, handle service-specific issues on the Microsoft Azure Platform following confirmation from Softcat that the health of the Platform is 'green' (meaning that Microsoft has advised that the Microsoft Azure Platform is operating within normal parameters); for example, where a website resource is showing as green, but a 404 error exists on a page. In this example, the Customer would be responsible for managing the 404 error
- c. Management of any data uploaded to, stored on, or processed within the Microsoft Azure Platform by the Customer
- d. The Support of any non-Microsoft Products or services purchased via the Microsoft Marketplace
- e. The Support of any non-Microsoft Products or services running on the Microsoft Azure Platform
- f. Configuration of Microsoft and non-Microsoft authored Products or services deployed as part of a Microsoft Azure virtual machine (VM)
- g. The implementation of any recommendations made by Softcat or Microsoft
- h. The Customer shall grant Softcat Delegated Administration, so that Softcat can fully Support the Customer by analysing the environment and logging Cases to Microsoft where required
- i. The Customer is responsible for the installation and configuration of the Operating Systems and applications related to Windows Virtual Desktop session hosts
- j. The Customer shall as part of pre-qualification and discovery assist in the verification of all Subscriptions considered to be included as part of the Service and their eligibility to be included in the PAL with Microsoft

### 5.2 SOFTCAT SUPPORT

Requests for project and design work, including Professional Services

### 5.3 SERVICE DELIVERY EXECUTIVE

- a. Any bespoke reporting or service reviews.<sup>5</sup>
- b. Service Delivery Executives will not act as a project manager or in any other capacity outside of the activities described in this Service Description.

<sup>5</sup>This is available, but subject to an additional charge. Customers can request a quote by contacting their Softcat Account Manager.

### 5.4 SERVICE DELIVERY MANAGER

- a. Any bespoke reporting or service reviews.<sup>5</sup>
- b. Service Delivery Managers will not act as a project manager or in any other capacity outside of the activities described in this Service Description.

<sup>5</sup>This is available, but subject to an additional charge. Customers can request a quote by contacting their Softcat Account Manager.

## 6. SERVICE ACCEPTANCE AND ONBOARDING

Following the acceptance of the Contract, the Onboarding Period will begin. This is the period in which any pre-requisite dependencies for the Service are completed.

If there is a requirement for any additional assessment of the Customer's Operating Environment following Softcat's receipt of the Key Information, this will be undertaken during the Onboarding Period. The Activation Date for the Service will be the day on which the Onboarding Period ends.

Where any Key Information requested by Softcat is outstanding at the Activation Date, Softcat's obligation to deliver the Service shall be subject to reasonable endeavours.

## 7. SERVICE BILLING AND CONTRACT TERM

The Contract Start Date and the Initial Term will be agreed with the Customer and confirmed in the Work Order.

There is no minimum Term for this Service and Notice can be given at any time by either party to terminate the Service. For administrative reasons a Notice period of two weeks is requested in order that the relevant system changes can be made.

Continuation of service provision is subject to the Customer providing and maintaining PAL access to Softcat.

## 8. TERMS AND CONDITIONS

### 8.1 OVERVIEW OF TERMS AND CONDITIONS

The delivery of the Service to the Customer shall be governed by this Service Description, the Work Order and the other agreement(s) listed below.

- Microsoft Customer Agreement: <https://www.microsoft.com/licensing/docs/customeragreement>
- Softcat Terms and Conditions: <https://www.softcat.com/terms-and-conditions/>
- Capitalised Terms in this document shall have the meaning set out here: <https://www.softcat.com/documents/glossary-and-definition-of-terms.pdf>.

In the event of any discrepancy or conflict between the Softcat Terms and Conditions and this Service Description, this Service Description shall take precedence to the extent of any discrepancy or conflict.

For the purposes of the relevant Work Order and this Service Description, the Terms “Azure Support Service” and “Service” shall be interpreted as an “Annuity Service”.

### 8.2 DATA PROCESSING AGREEMENT

By signing the Work Order, the Customer agrees to the Data Processing Agreement (DPA), available here: <https://www.softcat.com/documents/Softcat-Services-DPA2019.pdf>

The DPA shall be a separate Agreement to the Contract (and no liability shall arise (i) under this Contract in respect of the Processing, or (ii) under the Processing Agreement in respect of the remaining aspects of providing or using the Annuity Services).

### 8.3 ISO STANDARDS

The Service is fully compliant with the following ISO standards, ensuring the highest levels of quality, security and continuity:

- **ISO 20000** – Focuses on IT service management, ensuring that services are aligned with business needs and adhere to best practices. BY follow ISO 20000, the Service guarantees that the IT service management processes are efficient, effective, and continually improving to meet Customer evolving demands.
- **ISO 27001** – Dedicated to information security management systems. It helps organisations protect data and manage security risks systematically. Compliance with ISO 27001 ensures that robust security measures are in place to safeguard sensitive information, mitigate risks and respond promptly to security incidents.
- **ISO 9001** – Addresses quality management systems. It ensures that the Service consistently meets Customer requirements and strives for continuous improvement. By adhering to ISO 9001 the Service demonstrates commitment to delivery high-quality services that enhance Customer satisfaction and operational excellence.
- **ISO 22301** – For business continuity management systems, helping organisations prepare for a respond to disruptive Incidents. Compliance with ISO 22301 ensures that the Service has comprehensives plans

and procedures in place to maintain business operations during unforeseen events, thereby minimising downtime and ensuring service continuity.



