

SNOW PLATFORM SERVICE

SERVICE DESCRIPTION SD065



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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 Snow Platform Service offers a complete software licence management solution. It provides access to a web-based portal, where Customers can access the Product and associated reporting features in a user-friendly format. Snow Licence Manager is the hub of the advanced Software Asset Management (SAM) Platform which provides a unified view of all software and hardware assets, licence entitlements and Application usage metrics.

The Data Intelligence Service automates several of the key SAM processes. This provides both a frequently updated library of software recognition 'signatures' plus a fast and efficient service to recognise new and unknown Applications across all major enterprise IT Platforms.

The Snow Platform Service can be provided as a local installation on the Customer's premises, as a cloud-based Platform, or as a multi-tenanted Platform hosted by Softcat.

The Service comprises:

- The SAM Platform which can be deployed in one of three (3) ways: local, hosted (multi-tenanted), or Snow Atlas (**"Snow Platform"**)
- An interface for accessing the Product and reporting features, which provide a unified view of all the software and hardware assets, licence entitlements and Application usage metrics (**"Licence Manager Interface"**)
- A software recognition and normalisation database. (**"Data Intelligence Service"**)
- A connector which discovers computers in the estate that are not yet inventoried, by connecting to Microsoft Entra ID. (**"Microsoft Entra ID Connector"**)
- Additional device configuration and relationship information through the collection of data. (**"Snow Integration Manager"**)
- Standard connectors: Microsoft Hyper-V, VMware and ESX Citrix XenServer hypervisor. Additional connectors are available upon request. (**"Connectors"**)
- An inventory gateway server which is deployed in the Customer environment if a single network exit point on the Customer estate is required. This is applicable to hosted and local Snow Platforms. (**"Inventory Gateway"**)
- A Component which is installed in the Customer estate to enable the collection of data from the Customer environment to Snow Atlas. This is only applicable to the Snow Atlas Platform. (**"Snow Extender"**)
- 24x7x365 access to log Support Tickets. (**"Service Desk"**)
- Direct access to the Service Delivery Executive team for escalation and ad-hoc reviews. (**"Service Delivery Executive"**)
- A team which coordinates the onboarding journey and manages the Customer experience throughout the Service lifecycle. (**"Customer Journey"**)

Optional Add-Ons and customised Service Options are available and where required will be quoted and confirmed on the Work Order.

- A named Service Delivery Manager, service reviews and service reporting. (**"Service Delivery Manager" (Optional Add-On)**)

Together, the above comprise the "Snow Platform Service" referred to as the "Service" within this document.

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

- ISO 20000
- ISO 27001
- ISO 9001
- ISO 22301

Unless otherwise stated in the Work Order, and in addition to any terms set out in this Service Description, the following applies to the delivery of the Service set out in this Service Description:

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

1.2 SERVICE FEATURE TABLE

	Local	Hosted	Snow Atlas
Snow Platform			
Set up and technical Support of the Platform	✓	✓	✓
Provision of the Software agent ¹	✓	✓	✓
Provision of the chosen connectors	✓	✓	✓
Provision of SaaS add-on for Software agent	Optional ²	Optional	Optional
Revision, major upgrades, and Application patching ³	Optional	✓	✓
Platform monitoring ⁴		✓	✓
Revision, major upgrades, and patching of the Platform infrastructure		✓	✓
Reasonable requests, organisational unit creation, and auto-connect rule amendments (if implemented) ⁵		✓	✓
Adding new User Accounts with appropriate permissions		✓	✓
Platform back-up (OS, Application, and SQL database) ⁶		✓	✓
Provide essential Platform updates to registered Snow Platform users		✓	✓
Licence Manager Interface	Local	Hosted	Snow Atlas
Interface for accessing the Product and reporting features	✓	✓	✓
Data Intelligence Service	Local	Hosted	Snow Atlas
Library of software recognition signatures	✓	✓	✓
Microsoft Entra ID Connector	Local	Hosted	Snow Atlas
Provision of the Microsoft Entra ID Connector	✓	✓	✓
Snow Integration Manager	Local	Hosted	Snow Atlas
Additional device configuration and relationship information	✓	✓	✓
Connectors⁷	Local	Hosted	Snow Atlas
Microsoft Hyper-V	✓	✓	✓
VMware	✓	✓	✓
ESX Citrix XenServer hypervisor	✓	✓	✓
Inventory Gateway	Local	Hosted	Snow Atlas
Setup of a single network exit point		✓	

	Local	Hosted	Snow Atlas
Snow Extender	Local	Hosted	Snow Atlas
Setup of Snow Extender			✓
Service Desk	Local	Hosted	Snow Atlas
Log Support Tickets 24x7x365	✓	✓	✓
Online support portal to track and log calls	✓	✓	✓
Up to ten (10) authorised contacts	✓	✓	✓
P1 Incident Response SLA	✓	✓	✓
Service Delivery Executive	Local	Hosted	Snow Atlas
Contact and escalation	✓	✓	✓
Ad-hoc reviews ⁸	✓	✓	✓
Customer Journey	Local	Hosted	Snow Atlas
Coordination of onboarding activities	✓	✓	✓
Quarterly Customer journey reviews	✓	✓	✓
Service Delivery Manager (Optional Add-On)²	Local	Hosted	Snow Atlas
Named Service Delivery Manager	✓	✓	✓
Service Reports and Reviews	✓	✓	✓

¹For Snow Inventory five (5) and six (6) Agent for Windows. Flexera only supports Windows versions and editions that are within vendor support and have not reached end of life.

²"Optional" and "Optional Add-On" means a chargeable extra. Where optional extras and/or Optional Add-Ons are chosen by the Customer, these are confirmed on the Work Order.

³Some upgrades may require additional chargeable consultancy.

⁴Platform monitoring and maintenance, such as upgrades and patch management are carried out as standard by Flexera as part of the Snow Atlas Platform.

⁵Reasonable requests are defined as a maximum of ten (10) requests per calendar month unless otherwise agreed.

⁶OS, Application and SQL database backups are taken daily, weekly and monthly on the Hosted Platform. Full database backups are taken daily on the Snow Atlas Platform.

⁷Standard Connectors: Microsoft Hyper-V, VMware and ESX Citrix XenServer hypervisor. Additional Connectors are available upon request.

⁸Reviews are limited to once a month, these are usually initiated from an event and/or delivered as a response to a Customer request.

2. SERVICE DETAIL

2.1 SNOW PLATFORM

All registered users of the Snow Platform will automatically receive essential Service updates, including planned maintenance and upgrade notifications.

2.1.1 HOSTED

Softcat will install and manage the hosted multi-tenanted Platform, including all maintenance, upgrades, daily backups, disk space monitoring and management, and retention of Application logs on the management Platform server. We will provide ongoing technical Platform support and assistance.

2.1.2 LOCAL

Softcat will deploy a local instance of Snow in the Customer's environment. Following Acceptance into Service, the Customer will be responsible for ongoing maintenance of the Snow installation, including Platform and Application updates, monitoring, back-up, and Application log retention.

2.1.3 SNOW ATLAS

Softcat will work with the Customer to configure an instance of the cloud-based Platform. As part of the Service onboarding, the Customer will be required to complete the configuration form provided, and grant Softcat access to their instance of Snow Atlas via the Partner Portal. The Platform is maintained by Flexera, including monitoring and back-ups, upgrades are automatically installed as they become available. Softcat will provide ongoing technical Support and assistance for the Platform.

2.2 LICENCE MANAGER INTERFACE

Snow Licence Manager is the main interface where the Customer can access the Product and reporting features. This allows access to all the information stored in the Snow database in a user-friendly format. Snow Licence Manager is the hub of the advanced Software Asset Management Platform which provides a unified view of all the software and hardware assets, licence entitlements and Application usage metrics.

2.3 DATA INTELLIGENCE SERVICE

The unique Data Intelligence Service automates several of the key SAM processes. It is a dynamic addition to the SAM Platform, providing both a constantly updated library of software recognition 'signatures', plus a fast and efficient service to recognise new and unknown Applications across all major enterprise IT Platforms.

2.4 MICROSOFT ENTRA ID CONNECTOR

The Microsoft Entra ID Connector retrieves data from Microsoft Entra ID to discover computers in the estate that are not yet inventoried in Snow Licence Manager, to achieve full coverage of the estate. Once configured, the Microsoft Entra ID Connector is fully automated and does not involve any user interaction. Data is retrieved from Microsoft Entra ID according to the schedule settings set.

2.5 SNOW INTEGRATION MANAGER

Additional device configuration and relationship information through data collection is made possible by the Snow Integration Manager tool which allows various Connectors to be integrated within the Snow Platform, some of which are chargeable.

2.6 CONNECTORS

There are a number of Connectors available which can be integrated with the Snow Integration Manager. The four (4) most commonly used Connectors are Microsoft 365, Microsoft Hyper-V, VMware ESX and Citrix XenServer. There are many more Connectors available to use, Customers are advised to contact their aligned ITAM sales specialist to find out more.

2.7 INVENTORY GATEWAY

In some cases, it may be necessary to have a single network exit point on the Customer estate for the data to be communicated to Softcat's hosted Platform. The Snow Inventory Gateway server works as a mid-point to push the data to Softcat. This server requires outbound internet access. There is no limit to the number of gateway servers hosted on the Customer estate. The inventory gateway is only applicable to the hosted Platform.

2.8 SNOW EXTENDER

Where the Customer has chosen the Snow Atlas Platform, a Snow Extender will be set up on the Customer's estate. This allows the snowpack files to be pushed to the cloud-hosted Snow Atlas servers. The extender also enables the local Snow Integration Manager to connect to the existing Snow Atlas instance.

2.9 SERVICE DESK

The Service Desk 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's Service Desk around the clock and on any day of the year ("24x7x365") to raise tickets.

Customer Contacts should raise Tickets for Incidents and Service Requests via phone, email or the Support portal.

The priority level of the Ticket will be agreed with the Customer at the point of logging the Incident or Service Request. Where Service Levels apply to the management of a Ticket, these will be confirmed on the Work Order. For any Incidents which the Customer believes should be categorised as a P1 Incident and other urgent Incidents, the Customer Contact must report to Softcat by telephone.

2.10 SERVICE DELIVERY EXECUTIVE

Customers will have access to the Service Delivery Executive team. This team will assist with 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.

2.11 CUSTOMER JOURNEY

The Customer Journey team is aligned to each Customer account to enhance the Service experience and manage Customer expectations. The team will coordinate the onboarding process, and host quarterly Customer journey reviews with the Customer to help realise service value and provide familiarisation sessions for best practice.

2.12 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. The Service Delivery Manager will be responsible for producing comprehensive service reports and conducting service 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 SNOW PLATFORM

The following target Platform uptimes apply to the hosted and Snow Atlas Platforms.

Description	Metric	Target
Platform availability	Uptime per month	99.9%
Portal availability	Uptime per month	99.9%
Service monitoring	Detection of Service interruptions and report <30 minutes	99.9%

3.2 SERVICE DESK

Softcat offers a Response Service Level, which is Softcat's commitment to raise a Ticket against the Customer's Incident or Service Request within a given time from when the report or request is made to the Service Desk.

In the table below, the Service Level column is the percentage of reports or requests responded to within the Response Metric, for example, 95% of Tickets logged as a P1 Incident are responded to within fifteen (15) minutes.

Please note that the application support team are only operational during standard Working Hours, any cases that are raised outside of standard Working Hours will be actioned on the next Working Day.

The Response Service Level for Incidents and Service Requests is shown in the table below:

Service Priority	Description	Response Metric	Service Level
Priority 1 (P1)	Business impacted or imminent impact expected within 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	95%
Priority 2 (P2)	Partial Customer Site outage; loss of redundancy; a non-business-critical system or Supported Product is	<30 Minutes	95%

	down; Customer experiencing a high degradation in Service; risk to revenue generation; multiple End-Users unable to perform business critical roles.		
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	95%
Priority 4 (P4)	Single End-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	95%
Service Request	Service Request - Working Hours	<4 Hours	95%

4. CUSTOMER RESPONSIBILITIES

4.1 SNOW PLATFORM SERVICE

Customer Responsibilities	Hosted	Local	Snow Atlas
Deployment of agent to devices when required during set up and throughout the life of the Service thereafter	Yes	Yes	Yes
Ensuring compliance with the amount of Snow Software agents in use against purchased amount	Yes	Yes	Yes
Deletion or archiving of retired machines from the Snow Licence Manager Interface	Yes	Yes	Yes
Notify Softcat of new infrastructure that requires a Snow Software agent to enable complete reporting	Yes	Yes	Yes
Microsoft Entra ID policy management	Yes	Yes	Yes
Monitoring, back-up, and Application log retentions		Yes	
Adding new User Accounts and setting appropriate permissions		Yes	
Notify Softcat of joiners, movers, and leavers who have or require Snow Licence Manager user accounts	Yes		Yes
Monitoring, backup and Application log retention of any Snow Components installed on client infrastructure	Yes	Yes	Yes
Remove all Snow software and related Components from Customer infrastructure, upon Service termination	Yes	Yes	Yes

Customer Responsibilities	Hosted	Local	Snow Atlas
Notify Softcat of any intended Snow Component upgrades; these must be carried out by a Snow qualified engineer. Where approval has not been obtained before carrying out upgrades, this may result in additional charges to fix issues resulting from non-certified upgrades	Yes	Yes	Yes
Completion of the configuration form provided and granting Softcat access to the Snow Atlas instance via the Partner Portal.			Yes

4.2 SERVICE DESK

- a. The Customer should ensure that Customer Contacts are skilled in or knowledgeable of the Customer's operating environment, have sufficient access rights and are 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:
- c. Up to ten (10), but at least two (2), Customer Contacts for the purpose of Support and continuity;
- d. Any relevant Key Information e.g. models, serial numbers, tenancy, Subscription.
- e. When raising an Incident or Service Request the Customer Contact should provide, when requested by Softcat:
- f. Valid serial numbers for the affected Supported Product(s), where applicable;
- g. Reasonable visibility of system logs, configuration files and error messages;
- h. Details of Software versions and configuration;
- i. A description of the symptoms and other devices or services impacted;
- j. Confirmation of when the issue first occurred and if it has occurred before (where possible, provide previous Ticket references);
- k. Details of any recent changes or projects implemented prior to the issue being raised;
- l. Details of all attempted fixes, configuration amendments, and updates performed already to attempt to resolve prior to raising the Incident or Service Request;
- m. To what extent the issue is affecting operation of the Customer's business;
- n. The number of End-Users impacted and their location;
- o. Contact details of the Customer Contact.
- p. Implementation of best practice recommendations advised by Softcat.
- q. Direct support for End-Users. Customers should ensure the Customer's staff are trained to refer all Incidents to the Customer Contact in the first instance, and not permit persons other than a Customer Contact to approach Softcat to register an Incident or Service Request.
- r. Provide Thirty (30) days' notice to Softcat of any requested addition(s) to the Supported Product list.
- s. Follow the information in the "Softcat Services Welcome Pack".

- t. 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.
- u. Not use or attempt to use or misuse the Service in any way that is criminal or otherwise unlawful in any relevant jurisdiction.
- v. Configuration changes and upgrades to the Supported Products.
- w. Monitoring and/or management of the Supported Products.
- x. Patching of the Supported Products.
- y. Designating a Customer Contact to receive P1 outage notifications.

4.3 SERVICE DELIVERY EXECUTIVE

- a. Provide email distribution list for any service reports or communication.
- b. Keep the Customer Contact list 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 the Customer Contact list 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 SERVICE DESK

Service Requests for project and design work, including Professional Services.

5.2 SERVICE DELIVERY EXECUTIVE

- a. Any bespoke reporting or service reviews⁹.
- 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.

⁹ This is available, but subject to an additional charge. Customers can request a quote by contacting their Softcat Account Manager.

5.3 SERVICE DELIVERY MANAGER (OPTIONAL ADD-ON)

- a. Any bespoke reporting or service reviews⁹.
- 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.

⁹ 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 receipt of a Customer purchase order, Softcat will confirm the Contract by sending a Work Order, which is usually undertaken online via DocuSign.

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, for example the collation of the Key Information. 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, the Platform is active, and the Customer receives their log in.

7. SERVICE BILLING AND CONTRACT TERM

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

7.1 SERVICE BILLING AND INVOICING

The billing frequency will be agreed with the Customer and confirmed on the Work Order.

7.2 CONTRACT TERM AND SERVICE RENEWAL

The Contract Start Date and the Initial Term will be confirmed on the Work Order.

Where a Supported Product is added during an existing Term of the Service, where possible the Support for that Supported Product will co-terminate with the existing contract Term. Where this is not possible, Softcat will seek to agree a Term with the Customer for the additional Supported Product(s).

The Customer must provide Softcat with a minimum of ninety (90) days' notice of their intention to terminate the Service. Where a minimum of ninety (90) days' notice has not been provided, the Service will automatically renew for a period of the same duration as the existing contract Term, in accordance with Flexera's renewal policy. The Customer is responsible for any charges incurred by Softcat as a result.

7.3 DATA RETENTION

Before Service end date, the Customer is responsible for exporting any required data from the Platform.

7.3.1 HOSTED

If the Customer chooses to give Notice to terminate the Service, data will be retained for ninety (90) days. During this time, the Platform will be kept online for the first thirty (30) days. After this period has elapsed, the Platform data will be exported and the server decommissioned. The exported data will be stored for a further sixty (60) days before being deleted. If the Customer account is reactivated within the first thirty (30) days, the Service can resume without incurring additional setup charges. However, if the account is reactivated after the initial thirty (30)-day period has elapsed, additional setup charges may be incurred. The retained data will not be accessible without an active Service and will be deleted following the ninety (90)-day period.

7.3.2 SNOW ATLAS

Customer data will be deleted as soon as possible following Service termination; no later than thirty (30) days after termination.

8. TERMS AND CONDITIONS

8.1 OVERVIEW OF TERMS AND CONDITIONS

The delivery of the Service to the Customer shall be governed by the Terms and Conditions and the Work Order. This Service Description is deemed incorporated into the Work Order, but anything to the contrary in the remainder of the Work Order shall take precedence. In the event of any discrepancy or conflict between the Terms and Conditions and this Service Description, this Service Description shall take precedence.

Softcat Terms and Conditions: <https://www.softcat.com/terms-and-conditions-uk/>

Capitalised terms in this document shall have the meaning set out here:
<https://www.softcat.com/documents/glossary-and-definition-of-terms.pdf>

For the purposes of the relevant Work Order and this Service Description, the term "Service" shall be interpreted as an "Annuity Service".

8.2 DATA PROCESSING AGREEMENT

By signing the Work Order, in addition to agreeing to the Service Description, 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).

If, in the absence of a signed Work Order but following receipt of this Service Description, the Customer provides a Purchase Order for the Services and/or instructs Softcat to provide the Services, the Customer shall be deemed to have accepted the terms and conditions of the Contract, including the Service Description and the DPA.

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

