

MANAGED FIREWALL SERVICE

SERVICE DESCRIPTION SD088



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1. SERVICE OVERVIEW

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

1.1 SERVICE SUMMARY

The Managed Firewall Service provides full management of our Customers Check Point Firewall Infrastructure which is delivered from our UK-based 24x7x365 Operations Centre.

The Service monitors the Customer's devices and applies security updates in-line with security best practice. Technical Support is provided and escalation to Check Point as needed.

The Service comprises:

- Pre-Sales Service requirement ("**Pre-Qualifying Questionnaire and Pre-deployment Audit**")
- 24x7x365 access to log Support Cases ("**Softcat Support**")
- Monitoring and patching of managed devices ("**Monitoring and Critical Security Patch Management**")
- Standardised methods, processes and procedures which are used for all changes ("**Change Management**")
- Management of high impacting events that affect a large number of users, depriving the business of one or more critical services ("**Major Case Management**")
- Root cause analysis to identify, track and resolve recurring incidents and ultimately prevents these from occurring ("**Problem Management**")
- Triage and resolution or workaround of hardware faults ("**Hardware Break-Fix Support**")
- Software advisory Support, updates, and recommendations ("**Software Support**")
- Configuration of Indicators of Compromise (IoC) feature ("**Indicators of Compromise**")
- Providing a named Service Delivery Manager, service reviews and service reporting ("**Service Delivery Manager**")

Together, the above comprise the "**Managed Firewall 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 Terms and Conditions: [T&Cs](#)
- The Data Processing Agreement: [DPA](#)

1.2 SERVICE FEATURE TABLE

Managed Firewall Service	
Pre-qualifying questionnaire & Pre-deployment audit	
Initial assessment of Customers Operating Environment	✓
Detailed assessment of Customers Operating Environment	✓
Softcat Support	
Log Support Cases 24x7x365 ¹	✓
Online Support portal to track and log calls	✓
A minimum of two (2) Customer Contacts	✓
P1 response Service Level	15 minutes
Monitoring and Critical Security Patch Management	
Device monitoring	✓
Full device management	✓
Support contract consolidation	✓
Configuration and policy backup	✓
Critical security patch management	✓
Annual compliance reporting ²	✓
Additional compliance reporting ³	Optional ⁴
Pro-active investigative tools	✓
Change Management	
Standard Change Requests	✓
Normal Change Requests	✓
Retrospective Change Requests	✓
Emergency Change Requests	✓
Customer performed maintenance	✓
Major Case Management	
Major Case management process applies	✓
P1 notifications	✓
Problem Management	
Problem Management	✓
Hardware Break-Fix Support	
Hardware Break-Fix	✓
Engineer to site option available ⁵	✓
Software Support	

Access to vendor portal	✓
Access to vendor hotfixes and service patches	✓
Access to vendor Software downloads and firmware	✓
Managed escalation to Vendor Support Centre	✓
Configuration advisory Support	✓
Service Delivery Manager	
Named Service Delivery Manager	✓
Service reports and reviews	✓
Indicators of Compromise	
Configuration of feature	✓
Dynamic blocking of known compromised sites	✓
Blocking of Tor Exit Nodes	✓

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

²The compliance report includes patching recommendations and is only applicable to Customers who are managed via Softcat's management server.

³Additional compliance reporting is provided via a Scope of Work and subject to additional charges.

⁴"Optional" means a chargeable extra. Where an optional extra is chosen by a Customer, this is confirmed on the Work Order.

⁵Only applicable to Break-Fix contracts with co-standard-onsite (Engineer to site next UK Working Day) or co-premium-onsite (four (4) hours engineer to site) Support.

2. SERVICE DETAILS

2.1 PRE-QUALIFYING QUESTIONNAIRE AND PRE-DEPLOYMENT AUDIT

The re-qualifying questionnaire is carried out between the Softcat Account Team and the Customer, this will provide Softcat with a high-level overview of the Customer's Operating Environment, capturing essential details, including any pre-existing faults or issues, required for further assessment.

Following the pre-qualifying questionnaire and where access is provided, an audit will be carried out to interrogate the Customer's Operating Environment prior to initiating the onboarding stage and determining the solution required by the Customer. Where necessary and assessed as beneficial, an audit will be carried out in tandem with the pre-deployment audit. Where access is unable to be provided, an audit will be completed at the start of Service onboarding.

Softcat may recommend and require reasonable and industry-standard changes be completed on the Supported Products before the Activation Date. Softcat can manage and implement these upgrades in collaboration with the Customer at an additional charge; the delivery will be via Softcat Professional Services. Any quotes required for Professional Services work will be provided via the Customer's Softcat Account Manager.

2.2 SOFTCAT SUPPORT ¹

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. For any Case which the Customer believes to be urgent, the Customer Contact must report to Softcat by telephone.

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

2.3 MONITORING AND CRITICAL SECURITY PATCH MANAGEMENT

Where possible within the Customer's Operating Environment, Softcat uses tools which automatically investigate the configurations, logs, and vital statistics of the Supported Products. The use of proactive and reactive tools allows Softcat to continuously validate the configuration of the Supported Products against an ever-growing knowledge base.

Where an opportunity has been identified, qualified, certified technical experts will establish and implement the most appropriate resolution, or workaround, to Software or configuration issues.

Softcat will generate an initial compliance report thirty (30) days after onboarding, then annually thereafter. This will typically include rule reviews against Check Point's best practices and recommendations for any Software updates.

2.4 CHANGE MANAGEMENT

When Softcat makes a recommendation for a critical security patch, a fix, a best practice upgrade or any other recommended change, Softcat and the Customer will follow the Change Management process to implement these changes.

Change Requests, including changes to configuration, will be managed under the Softcat Change Management process with the Customer approving all changes. During the Service onboarding process, the Customer will nominate named Customer Contacts who have the authority to approve these changes. The Customer can also initiate a change e.g. a requirement to make a configuration change.

2.4.1 STANDARD CHANGES

Standard changes are pre-approved changes that are determined as carrying extremely low risk. These changes have defined roll out, back out and test plans associated with them. Standard changes will complete within one Working Day of the request being logged unless the Customer specifies a later date.

2.4.2 NORMAL CHANGES

Normal changes are not pre-approved and will require a Softcat technician to complete a roll out, back out and test plan. Under the Change Management process, these plans will be approved by the Customer, and Change Management approval. If the change is expected to be actioned on a repeated basis, Softcat and the Customer can mutually agree that it is recorded as a standard change.

2.4.3 RETROSPECTIVE CHANGES

Retrospective changes are only permitted if the change was implemented to resolve or immediately prevent an outage on a business-critical system. For a retrospective change to be actioned, the Customer and Softcat Change Management approval will be tracked against the Case of the related issue.

2.4.4 EMERGENCY CHANGES

Emergency changes are raised when the implementation window is required in a time prior to the next available Change Advisory Board meeting (CAB). If a customer requests an emergency change, then it is implemented entirely at their own risk. If the change is not successful, it will be rolled back. No ad-hoc trouble shooting will be completed.

2.4.5 CUSTOMER PERFORMED MAINTENANCE

These changes are designed to allow Softcat Support to record when a Customer or a Customer's supplier advises that they are performing maintenance work. These changes they will automatically progress through to an 'open' and then a 'closed' state when the scheduled window begins and expires.

2.5 MAJOR CASE MANAGEMENT

When a P1 occurs, Softcat will manage communication with the Customer Contact(s) throughout the Case lifecycle, in accordance with the communication plan described in the Softcat Services Welcome Pack document. This document is sent to the Customer during the Onboarding Period of the Service.

In addition to communications, Softcat will follow its major Case management process to resolve the issue or find a workaround that is agreeable to the Customer.

2.6 PROBLEM MANAGEMENT

Softcat will use its Problem Management process to identify the root cause and make recommendations to the Customer to help to prevent further such incidents arising.

This problem management process captures information about problems and resolves them, according to Softcat standards and policies.

The process identifies, documents, analyses, tracks and resolves all problems as follows:

- Problems are logged in a standardised format.
- The impact of problems and number of incident reoccurrences is minimised where possible recommendations on how to prevent further reoccurrence will be made. Any costs associated with such recommendations will be discussed with the Customer prior to implementation.
- Problems are routed and managed in accordance with ITIL-aligned processes.
- Problem status is accurately reported.
- Quality assurance on all problem records is provided.
- Problems are prioritised and handled in the appropriate sequence.
- Incident review meetings after major incidents and P1s generate reports which Service Delivery Management share with Customers.
- Trend analysis and root cause analysis is completed, and the output shared with Customers.
- Productivity of resources is maximised.
- The Service is monitored and measured.
- Resolutions or workarounds are implemented in accordance with ITIL guidelines.

2.7 HARDWARE BREAK-FIX SUPPORT

Where a hardware issue is identified following triage, a replacement Component or Supported Product (whichever is applicable) will be dispatched to support the resolution of the Case. Where the Customer has purchased a Service Level which includes an onsite engineer, the engineer will replace the faulty part and bring the Supported Product back to a working state.

Check Point typically provides four types of optional hardware Service Levels ⁶:

- Co-standard – next business day (NBD) parts-only
- Co-premium – four (4) hours parts-only
- Co-standard-onsite (Engineer to site next business day)
- Co-premium-onsite (four (4) hours engineer to site)

⁶Service Levels start from vendor acceptance of hardware request.

The Customer's hardware Service Level type and Engineer Response/Engineer Fix time will be confirmed on the Work Order.

It is assumed, unless agreed with the Customer and stated in the Work Order, that the Customer's Supported Products are situated at floor level. Where Supported Products are above floor level (and where this is up to three metres above floor level) it may be necessary for Softcat to add an additional cost in order to provide the Service. Any additional costs will be quoted to the Customer and confirmed on the Work Order.

2.8 SOFTWARE SUPPORT

Softcat's engineers will work with the Customer Contact to establish a fix or workaround for Software incidents.

Where vendor Software Support and Software updates are included in the Service as part of a Vendor Partner Programme, this will be stated on the Customer Schedule. Where applicable and required, Softcat will escalate Software incidents to the Vendor Support Centre and manage this through with the vendor.

Customers must keep their relevant Vendor Partner Programme Software Support contracts continuous with their underpinning vendor Agreements, prior to taking the Service with Softcat. If any Support Agreement has not been continuous, the Customer must disclose this to Softcat, including any relevant monies that are unpaid. Any additional charges (relating to outstanding Vendor Partner Programme costs) will be confirmed on the Work Order. In circumstances where the Customer does not or cannot confirm any outstanding monies, Softcat may apply such additional charges retrospectively after the Contract Start Date.

2.9 INDICATORS OF COMPROMISE

The IoC feature is a mechanism to import threat intelligence from third party sources to block traffic from common sources with poor security reputation. As part of the onboarding process, Softcat will enable Check Point AntiBot and AntiVirus blades in the SmartConsole where applicable and will configure IoC for Customers. The intelligence related to the IoC may come from these blades or gathered from external sources. Should the Customer wish to add or delete IoC on the feed, this will be requested via Softcat's Change Management process.

2.10 SERVICE DELIVERY MANAGER

Customers will be assigned a named Service Delivery Manager who will act as a point of contact and escalation for the Service during standard UK Working Hours.

The aligned Service Delivery Manager will produce service reports and deliver service reviews as agreed. As part of the service review, they will run through the report in more detail and discuss and capture any other Service-relevant actions.

Reporting provided will detail performance against pre-defined KPIs and Service Level targets, with various Case details.

3. SERVICE LEVELS

3.1 SOFTCAT SUPPORT ¹

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 metric, for example: 95% of Cases logged as a P1 are responded to within fifteen (15) minutes.

Softcat offers a Fix metric, which is Softcat's commitment to resolve a Case through Fix or workaround.

The response and Fix metrics for Cases are shown in the table below:

Priority	Description	Service coverage hours	Response metric	Fix metric	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.	24/7	<15 Minutes	<4 Hours	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.	24/7	<30 Minutes	<6 Hours	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.	M-F 09:00 - 18:00 (ex. Bank Holidays)	<4 Hours	<1 Working Day	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.	M-F 09:00 - 18:00 (ex. Bank Holidays)	<4 Hours	<2 Working Days	95%

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

Category type	Description	Service coverage hours	Response metric	Fulfilment target	Service Level target
Request ⁷	Request - Working Hours only	M-F 09:00 - 18:00 (ex. Bank Holidays)	<4 Hours	Five (5) Working Days	95%

⁷Unless specified otherwise, any requests are subject to the above metrics.

3.2 CHANGE MANAGEMENT

The Service Level is determined by the type of change. The Service Level starts from when the Customer supplies Softcat with all of the information that is required by Softcat for the completion of the work. Any time spent determining the Customers' expectations or requirements will not be included in the Service Level.

Category type	Description	Service coverage hours	Response metric	Fulfilment target ⁸	Service Level target
Standard Change	A pre-approved procedural change with minimum risk and impact to Service. ⁸	M-F 09:00 - 18:00 (ex. Bank Holidays)	<4 Hours	One (1) Working Day	95%

Normal Change	A change, which requires authorisation, is complex and / or requires down time for a related service.	M-F 09:00 – 18:00 (ex. Bank Holidays)	<4 Hours	Five (5) Working Days ⁹	95%
Emergency Change ¹⁰	A change required to restore service or protect / mitigate a threat to the environment where it is not acceptable to restore under the related Case.	Applied in line with a major Case (Priority 1)			

⁸ This is dependent on all required information being received to complete the request.

⁹ Dependent on complexity, impact, and approved design.

¹⁰ Softcat reserve the right to disable users, services, or devices, which are found to present an immediate threat to the Customer or Softcat environment without authorisation. This also excludes project related tasks where scope has deviated from agreed design.

3.3 MAJOR CASE MANAGEMENT

As part of the major Case process, initial P1 email communications are sent to the Customer Contact list within fifteen (15) minutes of receiving the escalation.

Updates will be communicated hourly, unless there is a specific reason for a delay (e.g. a restore job is running and is expected to take two (2) hours). In such circumstances, the Customer's expectation will be set in the previous communication.

When Softcat has determined that the impact of the P1 Case on the Customer has been mitigated, the P1 Case will be 'resolved'.

Following the resolution of the Case, if the Customer is still running at a loss of redundancy, or at a reduced but acceptable capacity, then the Case will be reassessed, and priority determined and reflected accordingly.

Upon resolution a report will be compiled and provided to the Customer.

If the reason for the outage has not been established, a problem record will be raised and managed by Softcat.

3.4 HARDWARE BREAK-FIX SUPPORT

A variety of Service Levels for parts shipping to site, and engineer arriving on site, and an engineer being on site to address an issue ("Engineer Response") are available for the Supported Products. Hardware replacements and engineers will be dispatched within the agreed Service Levels after the completion of the triage process and acceptance from the vendor. Service Level options will be discussed with each Customer and agreed Service Levels will be confirmed on the Work Order.

Any applicable Service Level commences at the acceptance of part or engineer requirement by Check Point providing all required information is captured/communicated to Softcat to remedy the Supported Problem.

Where a Supported Product is replaced pursuant to the Support Service following an RMA (hardware returned materials authorisation), the device with which it is replaced shall automatically take the place of the faulty device as a Supported Product.

3.5 INDICATORS OF COMPROMISE

Softcat's Change Management process applies.

4. CUSTOMER RESPONSIBILITIES

4.1 PRE-QUALIFYING QUESTIONNAIRE AND PRE-DEPLOYMENT AUDIT

- a. The Customer must complete all questions within the pre-qualifying questionnaire that will be sent to them by the Softcat Account Manager prior to any further works being carried out.
- b. Sufficient access to the Customer's Operating Environment must be provided at earliest possible stage to enable Softcat to carry out the audit of their environment.

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. The Customer's admin on Softcat's ticketing platform must maintain at least two (2) Customer Contacts for the purposes 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 and applicable serial numbers for the affected Supported Product(s);
 - 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 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;
 - x. Contact details of the Customer Contact; and
 - xi. Details of any trouble-shooting steps already undertaken.
- 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 Cases.
- f. Provide Thirty (30) days' notice to Softcat of any requested addition(s) to the Supported Product list
- g. 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.
- h. Not use or attempt to use or misuse the Services in any way that is criminal or otherwise unlawful in any relevant jurisdiction.

4.3 CHANGE MANAGEMENT

Customer has a responsibility to ensure that their Customer Contact list is maintained accurately. This determines who is a change approver and who is a commercial approver.

4.4 MAJOR CASE MANAGEMENT

Customer has a responsibility to ensure that their Customer Contact list is maintained accurately.

4.5 HARDWARE BREAK-FIX SUPPORT

- a. Unless stated otherwise in this Service Description, provide, at the Customer's own expense, all necessary electrical and other facilities required for the integration and operation of the Supported Products in the Customer's Operating Environment.
- b. Unless otherwise stated as supported under this Service Description or as Supported Products in the Work Order: the management or maintenance of, or Software associated to:
 - i. devices used by End-Users;
 - ii. datacentre infrastructure including compute, storage, networking, and other hardware in the Customer's Operating Environment;
 - iii. user authentication services; and
 - iv. connectivity, including the method, hardware, or protocol of connecting the Supported Product to the Customer's Operating Environment.
- c. Avoid the use of Components/Software which are/is:
 - i. unauthorised by Softcat (or where consent has not been received);
 - ii. not purchased via a route approved by the manufacturer/ vendor of the Component/Software (including 'grey' Products, being devices/Components purchased through unauthorised channels e.g. from overseas); and
 - iii. devices/Components excluded from Support by the vendor or manufacturer (e.g. where a Product is End of Life (EOL)).
- d. If requested by Softcat, provide reasonable access to the Supported Product(s) through an internet connection to establish a data communication link between the Supported Products and the engineer. This is so that problems may be diagnosed and, where possible, corrected remotely.
- e. Ensure that all Supported Products are insured for full replacement value against loss or damage and against all prudent and normal insurance risks.
- f. Keep each Supported Product at the original installation site, and not move it without notifying and receiving approval from Softcat.
- g. Structured and network cabling in the Customer Operating Environment and/or its connections to the Supported Product(s).
- h. Assistance where possible in troubleshooting any failed hardware prior to initiating the Hardware Break-Fix procedure.
- i. The name of a point of contact prior to delivery of replacement Components or Supported Product(s).
- j. Take all reasonable precautions to ensure the health and safety of Softcat employees and Softcat agents who are attending the Customer Site.
- k. Provide any necessary security authorisation and physical access to the Supported Products so that the Service can be provided.
- l. Following an RMA, the Customer shall retain all packaging for the replacement Supported Product and shall use the same, or provide packaging of similar performance, for the return of faulty device. The

Customer shall take all due care to pack the faulty device in such a way as to protect it from damage during transit. Following completion of an RMA, Softcat shall have the right to charge the Customer for the replacement Supported Product if the replaced Supported Product in question has not been returned as directed by Softcat within five (5) Working Days of delivery of the replacement Supported Product.

4.6 SOFTWARE SUPPORT

- a. Unless stated otherwise in this Service Description, provide, at the Customer's own expense, all necessary electrical and other facilities required for the integration and operation of the Supported Products in the Customer's Operating Environment.
- b. Unless otherwise stated as supported under this Service Description or as Supported Products in the Work Order: the management or maintenance of, or Software associated to:
 - i. devices used by End-Users;
 - ii. datacentre infrastructure including compute, storage, networking, and other hardware in the Customer's Operating Environment;
 - iii. user authentication services; and
 - iv. connectivity, including the method, hardware, or protocol of communicating with the Customer's Operating Environment.
- c. Avoid Software which is/are:
 - i. unauthorised by Softcat (or where consent of Softcat to their use has not been received);
 - ii. not purchased via a route approved by the vendor or manufacturer of that;
 - iii. Software (including, but not limited to, 'grey' Products, being Software purchased through unauthorised channels e.g. from overseas); and
 - iv. Software excluded from Support by the vendor or manufacturer (e.g. where a Product is EOL).
- d. If requested by Softcat, provide reasonable access to the Supported Product(s) through an internet connection to establish a data communication link between the supported equipment and the engineer. This is so that problems may be diagnosed and, where possible, corrected remotely.
- e. Where the Service includes Software, the Customer acknowledges that the Service can only be provided if they have entered into an End User License Agreement (EULA).
- f. The Customer will provide Softcat with SFTP (Secure File Transfer Protocol) capabilities or internet access for the purpose of downloading Software images.
- g. The Customer will provide to Softcat with TFTP (Telnet File Transfer Protocol) capabilities or internet access for the purpose of downloading Software images.
- h. (Except to the extent it would be impossible) network diagrams and topologies of the technology infrastructure in which the Supported Products are embedded.
- i. Unless stated otherwise in this Service Description, provide, at the Customer's own expense, all necessary electrical and other facilities required for the integration and operation of the Supported Products in the Customer's Operating Environment.
- j. Customers must keep their relevant service Software Support Contracts continuous with their underpinning vendor Agreements, prior to taking the Service with Softcat. If any Support Agreement has not been continuous, the Customer must disclose this to Softcat, including any relevant monies that are unpaid. Any additional charges will be confirmed on the Work Order. In circumstances where the Customer does not or cannot confirm any outstanding monies, Softcat may apply such additional charges retrospectively after the Contract Start Date.

- k. Back-up Software images and configurations on the agreed regular periodic (e.g. monthly) basis (or, where no regular period is agreed, on a monthly basis).
- l. Network diagrams and topologies of the technology infrastructure in which the Supported Products are embedded (except to the extent it would be impossible).
- m. All systems passwords for Supported Products (and, to the extent reasonably required, any related firewalls / Software / infrastructure etc.).
- n. Data backup - the Customer shall maintain a separate backup system or procedure that is not dependent on the Products, materials or services provided under this Agreement such that lost or altered Customer files, data or programs can be constructed.

4.7 INDICATORS OF COMPROMISE

The Customer is responsible for identifying any additional IoC after they are onboarded to the Service and raising a Change Request to Softcat via the Change Management process.

4.8 SERVICE DELIVERY MANAGER

- a. Provide email distribution list for any service reports or communication.
- b. Keep Customer Contacts up to date in ticketing platform (ServiceNow) 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 PRE-QUALIFYING QUESTIONNAIRE AND PRE-DEPLOYMENT AUDIT

- a. Pre-qualifying questionnaire and pre-deployment audit scope is limited to the listed devices provided by the Customer for Softcat's onboarding process, and this is not a full network audit of the Customer's Operating Environment.
- b. Any access issues into the Customer's Operating Environment in order to complete the audit will not be the responsibility of Softcat to resolve.

5.2 SOFTCAT SUPPORT

At an additional cost the Customer can request project and design work, including Professional Services by contacting their Account Manager for a quote.

5.3 MONITORING AND CRITICAL SECURITY PATCH MANAGEMENT

- a. Customer Data management.
- b. Security analytics.
- c. Policy, configuration, and rule base advice, except in line with vendor recommendations.
- d. Management of DLP (data loss prevention).
- e. Management of any VPNs (virtual private networks) connected to the firewall (including VPNs created as part of the Service).
- f. Event management for Cases relating to applications on the Supported Products.
- g. Access to administer the Supported Product(s). Upon request, the Customer can be given read only access to the Supported Product(s).
- h. Provision of the Service outside the UK, unless specifically agreed by Softcat.
- i. Check Point firewalls running EOL Software versions, unless specifically agreed by Softcat.
- j. Certain firewall technologies cannot be included in the Service. The Customer's account manager will confirm excluded technologies when providing a quote to the Customer.
- k. Any gateways not managed from Softcat's management server will not be included in the compliance report.

5.4 HARDWARE BREAK-FIX SUPPORT

- a. Equipment or technology, listed as Supported Products, which Softcat reasonably believes is counterfeit or procured from a region not authorised by the vendor (also known as 'grey market'), stolen or second-hand.
- b. Equipment or technology, listed as Supported Products, which Softcat reasonably believes is not in good working order at the Contract Start Date.
- c. Equipment or technology, listed as Supported Products, where third-party Components have been installed such as memory, which were not manufactured by or certified by the vendor of the Supported Product.
- d. Consumable items, where these have been identified as Consumable items by the vendor.
- e. Repair or replacement of Supported Products which, in Softcat's opinion (acting reasonably) are beyond economical repair.

- f. Customer will be charged in addition to the agreed Fees at Softcat's then current rate, should it be deemed the Supported Products, Components or labour supplied to the Customer are as a result of the Customer being in breach of any of the conditions, obligations, or undertakings in this Service Description or otherwise the Contract (or to bring the Customer back within those contractual obligations).

5.5 SOFTWARE SUPPORT

- a. Equipment or technology, listed as Supported Products, which Softcat reasonably believes is counterfeit or procured from a region not authorised by the vendor (also known as 'grey market'), stolen or second-hand.
- b. Softcat Service Level targets will not apply to the resolution or workaround of any Software Cases and Support is provided on a reasonable endeavour's basis. Only response metrics apply to Software Cases.
- c. Support where recommendations based on vendor guidelines have not been implemented by the Customer, unless agreed otherwise by the relevant vendor in writing.
- d. Software, Operating System, and firmware Support for Supported Products that are End of Sale (EOS).
- e. Software Support for Supported Products that are excluded from Support by the vendor.
- f. The effects of a vendor-recommended patch on the Supported Product.
- g. Field engineer attendance to resolve incidents (unless stated as includes elsewhere in this Service Description).
- h. Where, following vendor-recommended best practice, Softcat advises that use of the latest release of Software will correct a reported Software problem and the Customer chooses not to do this, Support could be limited.
- i. The following are not included in the Support provided by the Service, and Softcat shall have no liability under any Work Order for the Service described in this Service Description for:
 - i. Software;
 - ii. upgrading any Supported Products (other than Customer-authorized minor Software patches);
 - iii. Vendor-recommended patches and hotfixes;
 - iv. the effects of a manufacturer-recommended patch on the Supported Products;
 - v. structured and network cabling;
 - vi. any devices which are not Supported Products or are otherwise outside the scope of the Service;
 - vii. vendor equipment/Components which is/are (a) unauthorised, (b) not purchased from a vendor-approved route (including, but not limited to, 'grey' Products, being devices purchased through unauthorised channels e.g. from overseas), (c) counterfeit devices, and (d) devices excluded from Support by the vendor (e.g. where a product is EOL); and
 - viii. devices that reside outside environments where Softcat has end-to-end responsibility and visibility.

5.6 INDICATORS OF COMPROMISE

- a. This feature is not applicable if the Customer does not have Anti-Bot or Anti-Virus licenses.
- b. Customer gateways under version R81.
- c. Check Point small and medium business appliances.

5.7 SERVICE DELIVERY MANAGER

- a. Any bespoke reporting or service reviews.¹¹
- 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.

¹¹This 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.

At the end of the Onboarding Period, the Customer will be provided with an Acceptance into Service (AIS) document which is required to be signed by the Customer within five (5) days of receipt. The Activation Date for the Service will be the day on which the Onboarding Period ends and is signed off as complete by the Customer or, in the event of no response, five (5) days after the Onboarding Period has completed and the AIS document has been provided (whichever is the sooner). 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 billing frequency, and the Initial Term will be agreed with the Customer and confirmed in the Customer Schedule.

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).

Unless it is stated on the Work Order that the Service will not Auto-Renew¹¹, or written notice is given by either Party to the other of its intention not to renew the Contract at least ninety (90) Working Days before the expiry of the Initial Term or any subsequent Renewal Term, the Service at the expiry of the Initial Term or any subsequent Renewal Term will be renewed automatically for a further term of twelve (12) months on the same Terms and Conditions as detailed within the Contract.

¹¹ The state of Auto-Renew will be reflected in the 'service specific section' of the Work Order.

Customers can renew the Service at any time by obtaining a quote from their Softcat Account Manager. Before the end of any existing Contracts, Softcat will contact the Customer with a quote for renewal.

8. TERMS AND CONDITIONS

8.1 OVERVIEW OF TERMS AND CONDITIONS

The delivery of the Service to the Customer shall be governed by Softcat's Terms and conditions, this Service Description and the Work Order, and the other Agreements listed below.

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

Softcat's glossary of definitions: Capitalised terms in this document shall have the meaning set out here: <https://www.softcat.com/documents/glossary-and-definition-of-terms.pdf>, unless they are defined in the Terms and Conditions. In the Event of any discrepancy or conflict between the Softcat T&Cs, this Service Description and the Work Order, the Work Order shall take precedence to the extent of any discrepancy or conflict.

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, 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 ADDITIONAL TERMS

8.3.1 ONBOARDING

- In the event that the Customer a) supplies serial numbers which do not meet this requirement, or b) does not provide the Key Information within two (2) weeks of the Contract Start Date, Softcat shall be entitled to i) charge any increase in the cost of their delivery of the Service, to the extent that increase results from increased upstream supplier pricing (e.g. from the vendor), or ii) terminate the Contract relating to the Service. If Softcat elects to terminate that Contract in such circumstance(s), the Customer shall be required to pay the cancellation charge. Alternately, Softcat may agree to an extension to the Onboarding Period. If Softcat elects to extend the Onboarding Period, they will use reasonable endeavours to provide the Service, but the Service Levels shall not apply.
- In the event further assessment is declined by the Customer, or any requirements highlighted are not implemented by the compliance report, Softcat reserve the right to remove certain elements or devices from the Service.

8.3.2 SUPPORT PROCESSES

- a. Security patches:
 - i. When, in respect of a Supported Products (or any other relevant part of the Customer's Operating Environment), Softcat makes a recommendation for a critical security patch, a fix, a best practice upgrade or any other recommended change, it is the Customer's responsibility to authorise this change. By authorising the change, the Customer agrees that the impact of the recommended changes is acceptable on the Supported Products and Applications that are not directly supported by this Service. Softcat will follow its Change Management process when implementing these changes. In the event the Customer does not apply or consent to the change, performance of the Service is subject to Softcat's reasonable endeavours, and the Service Levels shall not apply until the required security patch has been permitted or made. Softcat will recommend critical and security patches in line with vendor guidelines.
 - ii. Where Intrusion Protection System and Anti-Virus/Anti-Bot is included, vendor security patches may be automatically updated when a Change Request is applied to the firewall. Softcat is not responsible for the impact of such automatic updates on the Customer's Operating Environment.
- b. Upgrades:
 - iii. Minor Software upgrades (where these can be completed remotely) are included in the Service.
 - iv. Major upgrades (where a Softcat engineer or an IT partner engineer needs to attend the Customer Site) will require Professional Services days, which can be purchased at an additional cost through the Customer's Softcat Account Manager. Both will follow the Change Management process.

8.3.3 WARRANTIES

At Contract Start Date, the Customer warrants:

- a. The Supported Products are in good working order at the Contract Start Date.
- b. The information provided in the Key Information Document is accurate.
 - i. Where the above is not adhered to, the Service may be withheld in respect of those (and potentially other) Supported Products, and/or
 - ii. Softcat may elect to extend the Onboarding Period for that/those Supported Products. For clarity, this does not extend the end date of the Contract.
- c. Quotations for the Service are only valid for thirty (30) days from the date stated on the quotation. Softcat reserves the right to withdraw the quotation at any time and is deemed to have done so automatically if the vendor changes the price of the Software updates included in the Service within that thirty (30) day period and, in such event, Softcat shall make reasonable endeavours to notify the Customer.

8.4 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 service 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.

