



tImNexus

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Cloud Support Service

G-Cloud 15 Cloud Support
Service Definition

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Service definition - the tlmNexus Cloud Support Service

1. Overview

The tlmNexus Cloud Software Services comprises software that is configured to meet the customer business needs. This document describes the Cloud Support services that are supplied by tlmNexus either in support of tlmNexus Cloud Software services or other customer specified solutions.

The elements of the service are organised around the following components:

- Planning
- Setup and migration
- Training
- Ongoing Support

2. Cloud Support Service Elements

All elements within this section will be priced utilising our SFIA Rate Card (see Pricing Document).

2.1. Planning

Planning for the user to migrate to the tlmNexus Cloud Software service or other customer specified solutions will include the following:

- Assessment of Service requirements
- Planning all aspects of the on-boarding including timescales
- Planning the migration of any customer data

The detailed requirements for the migration planning will be defined in conjunction between the customer and tlmNexus and will comprise the specific requirements for the Cloud Support Service.



2.2. Setup and Migration

Elements which are in addition to the standard on-boarding within the Cloud Software Service for tlmNexus Services and therefore would be included as a Cloud Support Service are the following:

- Migration of data required to populate the Cloud Software Service. Prior to migration, the customer must provide all the relevant approvals for tlmNexus and the tlmNexus hosting contractor to receive and access the data required for on-boarding
- Any additional configuration and setup adjustments to the standard Cloud Software Service required by the customer

2.3. Training

Any specific training requests outside our standard product training offered within our Cloud Software Service.

2.4. Ongoing Support

Any additional ongoing support required to support the standard Cloud Software Service required by the customer. An example of ongoing on or off-site support for a period of 1 day a week, could comprise the following:

Lot	Service	Service Description	Monthly Charge
Lot 3	Field Support Specialist	User Administration Support Activity	See Pricing Document

Based on the SFIA Rate Card

3. Cloud Support Service Management Details

3.1. Service Provision

The Cloud Support Service covers specific setup changes, including configuration and data migration to the standard Cloud Software Service to meet customer unique business requirements, their own business transformation initiatives, or integration to other owned systems. The service hosting, service levels, backup, recovery, delivery are the same as the associated Cloud Software Service.

3.2. Customer Data

All data migrated during the life of the service always remains the property of the customer. Data is repatriated in an agreed format if hosted on the Cloud Software Service and the customer wishes to off-board as described in the Cloud Software Service Definition document.

3.3. Customer Responsibilities

Customer Responsibilities are agreed in the call-off schedule and customers are expected to provide the necessary resources to enable tlmNexus to meet its obligations under the call-off agreement. Customer input is required to ensure the necessary On-Boarding configuration specification. Appropriate customer sign-off is required to agree that the Service has been configured and delivered in accordance with the requirements of the Order.

The customer is required to ensure that all necessary approvals are granted to allow tlmNexus and its sub-contractors to receive and have access to access any customer data required for on-boarding and ongoing service operation to receive and access the data required to on-board and support the service through the life of the order.

The customer is required to inform tlmNexus as soon as any event or activity is foreseen that may hinder the delivery or use of the service.

4. Ordering and Invoicing Process

For Cloud Support Service enquiries and orders please contact the tlmNexus Sales Team by telephone on 01273 545960 or by email at enquiries@tlmnexus.com .



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