

UK MANAGED SERVICES

RM1557.15 G-Cloud 15 (Lot 3 Cloud Support)



CCS Approved Supplier:

RM1557.15 G-Cloud 15, RM3764.3 Cyber Security Services 3 DPS, RM6116 Network Services 3,
RM6190 Technology Services 4, RM1043.9 Digital Outcomes (DOS) v7, RM3825 HSCN DPS,
RM6094 SPARK DPS; RM6200 Artificial Intelligence DPS

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Overview of the Service

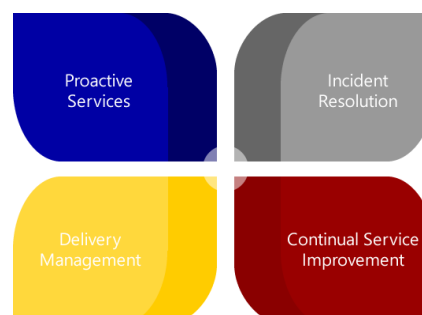
Exponential-e's Managed Service division supports and enables our customers to get the maximum value from the investments made in their technology assets, across a range of key vendor technologies and cloud services. This is achieved through the delivery of a reliable UK based 24x7x365 Service Desk, which is fully aligned to ITIL, vendor, industry, and customer best practice standards.

This document focusses on Flex Manage and Flex Monitor, which are two of the pillars of our highly accredited Flex Management product portfolio:

FLEX SUPPORT	FLEX MANAGE
A pre-purchased support service that may be used for planned or emergency break-fix support or advice via telephone or a variety of remote access methods.	A managed support, maintenance, and management service to supplement or replace the internal IT function of organisations of all sizes.
FLEX MONITOR	FLEX VALUE
An infrastructure monitoring service that delivers 24x7 proactive and reactive monitoring, infrastructure health checks, and alerts.	A value added offering that delivers a combination of licensing and managed service for a number of key IT services.

The Flex portfolio of products have been carefully designed to provide an end-to-end service to our customers and their managed products, which includes four essential components:

- ✓ Proactive services that is designed to mitigate against faults or security exposure,
- ✓ Reactive incident resolution across our entire technology product set,
- ✓ On-going service delivery management,
- ✓ On-going continual service review and service modification to improve the overall service.



Exponential-e's **Flex Manage** service addresses all four components of service management, and is the primary subject of this document.

This service is a highly flexible and responsive extension of an organisation's own IT function, and seamlessly augments the IT support and management services for organisations of all sizes. It provides multi-vendor telephone, email, and onsite support, portal access, consultancy, and management services to improve the reliability and resilience of supported items and improve the end user experience of using these systems.

We recognise that each customer is unique and have different management needs. Consequently, we are able to produce a bespoke and tailored agreement to our customer's exacting requirements by following a best practice approach to service management, as well as taking into account our customer's needs and wishes.

Service Scope

Managed Services has been designed so that our customers may choose from different levels of cover for their agreement. These levels offer a range of usable services that customers may choose to apply against their systems, to fit in with their organisations requirements, and work with the internal IT department as well as 3rd party providers as required.

Scope Coverage

The following service scopes are included with this document:

- ✓ **OS & Application Managed service**, where Exponential-e fully manages the entities, the customer desires. This includes all levels of management for the hardware, Operating System, and applications installed thereon by Exponential-e staff. This scope is available for infrastructure only.
- ✓ **OS Managed service**, where Exponential-e manages entities for the hardware and Operating System layer, and the customer or a 3rd party manages the applications layered upon it. This scope is available for infrastructure only.
- ✓ **End User Managed service**, where Exponential-e manages the organisation's end users and the devices they use day to day. This scope is available for end users and their devices only.
- ✓ **Monitoring Only service**, which monitors the required systems as agreed with the customer and reports the relevant alerts to the customer. This scope is available for infrastructure only.

The scope of cover may be varied for the different managed entities. This means that the customer may choose for individual systems to be managed differently from others, as the customer desires.

The following graphic details at a high level the components included with the above-mentioned levels of service scopes. More details are provided within the Managed Services service descriptions.

	OS & App Managed	OS Managed	End User Managed	Monitoring
Application monitoring	✓	✗	✓	✓
Application remediation	✓	✗	✓	✗
Application in-place upgrades	✓	✗	✓	✗
Application patching	✓	✗	✓	✗
Application data restores	✓	✗	✗	✗
OS monitoring	✓	✓	✓	✓
OS remediation	✓	✓	✓	✗
OS in-place upgrades	✓	✓	✓	✗
OS patching	✓	✓	✓	✗
Hardware firmware updates	✓	✓	✓	✗
Backup monitoring, system restores	✓	✓	✗	✗
Backup monitoring, file & system restores	✓	✓	✗	✗
End user support	✗	✗	✓	✗
Workstation support	✗	✗	✓	✗
End user device support	✗	✗	✓	✗

Service Technologies

Exponential-e have provided a robust Managed Service to its customers for the past 8 years. During this time there has been a significant amount of advancements in technologies, and where appropriate these have been absorbed and delivered upon by our business. This has

extended to our Managed Services division, with the Managed Services now being available for use with the following technologies and locations:

Amazon Web Services		Management of AWS infrastructure environments as well as connectivity to AWS.
Exponential-e Cloud		Management of Exponential-e shared and private cloud environments as well as third party services such as connectivity, security, and telephony.
Microsoft Azure		Management of Azure infrastructure environments as well as connectivity to Azure.
Private Cloud		Management of private cloud infrastructure environments.
Private Hardware		Management of private server infrastructure based on physical hardware.
Third Party Cloud		Management of private cloud infrastructure environments located on third party cloud infrastructures, and other Public Cloud technologies such as Google Cloud Platform and Alibaba.

Services

Exponential-e's Managed Service has delivered a rewarding experience to our customers since 2011 by providing **an industry-leading offering**. Exponential-e has worked with its customers to determine the advanced management needs and requirements for an **enhanced service**, and has developed the Managed Service solution as a result. This service allows greater levels of features and functionality to be delivered by the Service Desk.

The next table provides the features and benefits of the Exponential-e Managed Service in high level detail.

	OS & Application Managed	OS Managed	End User Managed
Application monitoring	✓	✗	✓
Application remediation	✓	✗	✓
Application in-place upgrades	✓	✗	✓
Application patching (automated)	✓	✗	✓
Application data restores	✓	✗	✗
OS monitoring	✓	✓	✓
OS remediation	✓	✓	✓
OS in-place upgrades	✓	✓	✓
OS patching (automated)	✓	✓	✓
OS data restores	✓	✓	✗
Proactive monitoring and automation	✓	✓	✓
Hardware firmware updates	✓	✓	✓
Hardware remediation	✓	✓	✓
AV monitoring, management, & remediation	✓	✓	✓
Backup monitoring, file & system restores	✓	✓	✗
End user support	✗	✗	✓
Workstation support	✗	✗	✓
End user device support	✗	✗	✓
Self-service password change/reset service	!	!	!
Cyber Essentials vulnerability remediation	!	!	!
Infrastructure Reports	✓	✓	✓
Service Reports	✓	✓	✓

	OS & Application Managed	OS Managed	End User Managed
Service Analysis	✓	✓	✓
Capacity planning	✓	✓	✓
Routine maintenance	✓	✓	✓
Product upgrades	✓	✓	✓
Inventory/stock management	✓	✓	✓
Service Delivery Management	!	!	!
Technical service management	!	!	!
Strategic planning and advice	✓	✓	✓
Onsite support cover	!	!	!
		Included	✓
		Not included	✗
		Optional	!

Service Details

This section details the various Service Scope for Managed Services, and how they are delivered by the service delivery team for all Service Technologies.

A number of the features for Managed Services are shared among the various Service Scope. The current list of new or enhanced items that affect all Service Scope are as follows.

Component	Detail
Infrastructure Reports	All customers receive the following high-level reports as standard from Managed Services monthly: ✓ Performance Review ✓ Computer Audit ✓ Patch Compliance ✓ Antivirus Health ✓ Software List

Component	Detail
	These reports are periodically reviewed and improved, and additional reports will be added where identified.
Service Reports	The following Service reports are generated annually for Managed Services Customers: ✓ SLA hits and misses ✓ Number of incidents and changes ✓ Top 5 incidents ✓ Top 5 changes These reports help identify the areas of the supported infrastructure that present the biggest service support effort needed by the Service Desk. In addition, it identifies which may benefit the most from improvements to the environment to reduce their occurrence, and to improve end users' interaction with the supported systems.
Service Analysis	To ensure we can make relevant recommendations to the customer during our frequent Service Delivery Management engagements, it is necessary to study the Infrastructure and Service reports to identify important trends. This in turn allows us to make calculated recommendations on improvements that can be made to improve the level of service, and end user satisfaction. The following reports will be delivered annually: ✓ Top 5 incident trends ✓ Top 5 change trends ✓ Improvements to be made
Technical Service Management	While the Service Delivery Management team can identify the overall direction for the service, it does not considerably review all technical aspects of the delivered service at individual periods. The Managed Services service includes a detailed Technical Service Management meeting every 6 months to review the systems, how they are used, how they perform, what improvements can be made to the service, and what improvements can be made to support them. This information is produced in a report to the customer so that decisions can be made to the service being delivered overall, to improve

Component	Detail
	our customer satisfaction, and its reliability from an end user perspective.

While several items are shared between the Managed Service scopes, there are differences in place and as a result the items have been separated into their respective Service Scopes.

OS & Application Managed

The OS & Application Managed service provides full support and management for the managed configuration items, including hardware, OS, and applications. Management of the entities are solely the responsibility of the Service Desk, and the customer does not provide any support, maintenance, or management for the managed infrastructure. Applications installed on the supported items as well as built-in services, such as Active Directory or Apache, are included within the management scope with this level of service.

All day-to-day management and configuration activities are included with this service such as expanding storage volumes or LUNs on servers or on storage devices.

In addition to the shared components listed above, the following list of items are in play for the OS & Application Managed service. Over time, more items may be added as technology and the industry changes.

Component	Detail
Operating System and application patching	Customers' managed systems will be patched via our standard automated patching mechanism against two patching windows. System patches will still be ratified with the customer prior to the patching date, to ensure the patch list is appropriate for the customer systems.
Operating System and application backup testing	Managed Services completes consistent checks on backups being configured correctly, and backups completing successfully. When backups are not correctly complete, the team also investigates the matter and ensures that corrective action is taken to remediate the situation. To ensure that the backups we take are reliable and can be used to recover systems where required, the Service Desk will carry out a subset of system restorations at the start of the agreement to prove the process works as desired.

The following details the entities that may be selected for the OS & Application Managed service:

Component	Detail
Physical Server	Physical Windows and Linux servers, and hypervisors
Virtual Server	Virtual Windows and Linux servers
Hyper-converged Server	Physical hyper-converged servers, used as hypervisors
Session Host	Remote Desktop or Citrix XenApp servers
Storage Area Network	Traditional physical SAN device and virtual SAN appliance
Storage appliance	Alternative NAS device and backup appliance
Infrastructure peripheral	SAN tray, fabric switch, or load balancer
Network peripheral	Printer, projector, MFD
3 rd Party cloud	3 rd party and public cloud management (Alibaba, AWS, Azure, Google; per cloud instance)
Security requirement	Infrastructure end user security solution (per device)

OS Managed

The OS Managed service provides Operating System support and management for the managed entities, including hardware, and OS. Management of the entities is solely the responsibility of the Service Desk, and the customer does not perform any support, maintenance, or management for the managed infrastructure Operating Systems. Applications installed on the servers as well as built-in services, such as Active Directory or Apache, are managed by the customer or 3rd party service providers within the management scope of this level of service.

All day-to-day management and configuration activities for the Operating System are included with this service such as expanding storage volumes or LUNs on servers or on storage devices. Monitoring and patching are included for the Operating System only and are not extended to the applications installed on the managed server or workstation.

In addition to the shared components listed above, the following list of items are in play for the OS Managed service. Over time, more items may be added as technology and industry changes.

Component	Detail
Operating System patching	Customers' managed Operating Systems will be patched via our standard automated patching mechanism against two patching windows. Operating System patches will still be ratified with the Customer prior to the patching date, to ensure the patch list is appropriate for the customer systems.
Operating System backup testing	Managed Services completes consistent checks on backups being configured correctly, and backups completing successfully. When backups do not correctly complete, the team also investigates the matter and ensures that corrective action is taken to remediate the situation. To ensure that the backups we take are reliable and can be used to recover systems where required, the Service Desk will carry out a subset of system restorations at the start of the agreement to prove the process works as desired.

The following details the entities that may be selected for the OS Managed service:

Component	Detail
Physical Server	Physical Windows and Linux servers, and hypervisors
Virtual Server	Virtual Windows and Linux servers
Session Host	Remote Desktop or Citrix XenApp servers
3 rd Party cloud	3 rd party cloud management (Alibaba, AWS, Azure, Google; per cloud instance)

End User Managed

The End User Managed service provides full support and management for the managed end user entities, including hardware, OS, and applications. Management of the entities are solely the responsibility of the Service Desk, and the customer does not provide any support, maintenance, or management for the managed infrastructure. Applications installed on the workstations as well as built-in services are included within the management scope with this level of service.

All day-to-day management and configuration activities are included with this service such as assisting end users with applications, creating/deleting user accounts/groups, or helping them with software issues. Monitoring and patching are included for the Operating System and applications installed on the managed workstation.

In addition to the shared components listed above, the following list of items are in play for the End User Managed service. Over time, more items may be added as technology and the industry changes.

Component	Detail
Operating System and application patching	Customers' managed systems will be patched via our standard automated patching mechanism against one patching window. System patches will still be ratified with the customer prior to the patching date, to ensure the patch list is appropriate for the customer systems.

The following details the entities that may be selected for the OS Managed service:

Component	Detail
Network peripheral	Printer, projector, MFD
3 rd Party cloud	3 rd party cloud management (per cloud instance)
Security requirement	End user security solution (per user)
2FA	Traditional two-factor authentication solution (per user)
User	Tradition end user (per user)
Workstation	Windows, Apple, and Linux desktop (per workstation)
End user device	Telephone, mobile phone, tablet, thin client, VDI desktop
Desktop onsite support	Onsite desktop support

Monitored Only

This level of cover provides a fully featured monitoring solution that includes hardware, OS, and application monitoring. Management of the entity is solely the responsibility of the customer, with Exponential-e only providing proactive and reactive monitoring and alerting function.

The monitoring solution operates 24x7x365 by default. Customers may choose to receive alerts via email or view these alerts in the customer portal, or both.

Scope Summary

The following table details the overall scope of options for Managed Services.

Component	OS & Application Managed	OS Managed	End User Support
Physical Server	✓	✓	✗
Virtual Server	✓	✓	✗
Hyper-converged Server	✓	✗	✗
Session Host	✓	✓	✗
Storage Area Network	✓	✗	✗
Storage appliance	✓	✗	✗
Infrastructure peripheral	✓	✗	✗
Network peripheral	✓	✗	✓
3rd Party cloud	✓	✓	✓
Security requirement	✓	✗	✓
2FA	✗	✗	✓
User	✗	✗	✓
Workstation	✗	✗	✓
End user device	✗	✗	✓
Desktop onsite support	✗	✗	✓

Service Desk

The main Exponential-e Service Desk is based in Aldgate, London and is manned 24x7x365 by a full complement of level 1-3 Engineers and Managers. This means that our Service Desk capability is not reduced after standard business hours. As a result, Exponential-e therefore operates a single SLA all hours of the day for Managed Services customers.

The Service Desk is aligned to ITIL and industry's best practice guidelines and is underpinned by a fully ITIL based ServiceNow ITSM.

Because it is aligned to ITIL standards, the Service Desk includes the following services across the managed infrastructure.

- ✓ Event management
- ✓ Incident management
- ✓ Request fulfilment
- ✓ Problem management
- ✓ Service management
- ✓ Service catalogue management
- ✓ Capacity management
- ✓ Service Level management
- ✓ Availability management
- ✓ Supplier management
- ✓ Change management
- ✓ Asset management
- ✓ Configuration management
- ✓ Release and deployment management



Service Levels

Providing the right levels of response to an incident is a process of co-operation between the customer and our Service Desk team. To assist us in responding in a suitable fashion to each incident, a priority needs to be set. This is automatically set up by the Service Desk team for incidents raised by the Remote Monitoring and Management solution. For incidents logged by the customer this should be set by the individual when initially raising the call.

The four categories below detail at a high level the service level classification that the Exponential-e Managed Service is aligned with.

Priority	Description
P1	A critical business service, ✓ is non-operational, thus impacting the customer organisation, multiple users or multiple sites; ✓ or Severe functional error or degradation of service affecting production, demanding immediate attention.

	Business risk is high, with immediate financial, legal or reputational impact.
P2	The customer, ✓ is experiencing failure or performance degradation that severely impairs operation of a critical business service; ✓ or the customer or service has been affected, although a workaround may exist; ✓ Application functionality is lost; ✓ or significant number of users or a whole site is affected. Business risk is high.
P3	The customer, ✓ is experiencing a problem that causes moderate business impact. The impact is limited to a single user or a small group of users; ✓ or incident has moderate, not widespread impact; ✓ or the customer or IT service may not have been affected. Business risk is low.
P4	Standard service request (e.g. User Guidance) or updating of documentation. Low or Minor localised impact.

In most cases where possible, a support response and remediation will be immediate. The maximum primary response time (i.e. the maximum elapsed time between the customer raising the call and receiving a technical response from one of our Service Desk technicians or an engineer) is detailed below.

Updates will be provided by the Service Desk to the customer at the specified frequency. Adherence to the Response Time Service Level Agreement (RTSLA) is automatically monitored and reported on using the ServiceNow ITSM, where workflows automatically escalate incidents.

Where Exponential-e becomes aware of a fault with supported Items, the customer will be alerted as soon as the Service Desk becomes aware of the fault, and an incident ticket has been raised by the Service Desk. If the customer first detects the fault, it should be reported by telephone or email to the Service Desk.

The incident priority consists of a combination of two items that are detailed for each incident in the Management Platform:

- ✓ **Impact.** The importance of the incident to the infrastructure at a technical level.
- ✓ **Urgency.** The importance of the incident to the customer.

For incidents logged to the Service Desk, the impact for the incident will be set by Exponential-e in line with the priority table below. Therefore, when the Service Desk logs an incident the priority of the incident will be set to the corresponding value as in the priority table below.

When the customer raises an incident or wishes to escalate the priority of an incident logged by the Service Desk, the urgency will be defined by the customer, acting reasonably, after consulting the priority table above. Exponential-e will allow incidents to be escalated by (1) priority level upon reasonable request by the customer or as deemed reasonable by Exponential-e.

Infrastructure Service Levels

Our aim is to offer the following level of service for incidents logged:

PRIORITY	RESPONSE TIME	TIME TO ASSIGN	TARGET FIX TIME	UPDATES
P1	15 minutes	1 hour	4 hours	Every hour
P2	15 minutes	2 hours	8 hours	Every 2 hours
P3	30 minutes	4 hours	4 days	Every 2 days
P4	30 minutes	8 hours	7 days	Every 3 days

- ✓ These apply 24×7×365, including UK Bank Holidays.
- ✓ SLAs cover Response, Assignment, Target Fix, and Update cadence.
- ✓ “Target Fix Time” means restoring service or providing an effective workaround (per the clarification we added in the redline).
- ✓ Variations to RTSLA can be agreed with the customer but may incur additional charges

End User Service Levels

Our aim is to offer the following level of service for incidents logged:

PRIORITY	RESPONSE TIME	TIME TO ASSIGN	TARGET FIX TIME	UPDATES
P1	15 minutes	1 hour	6 hours	Every 2 hours
P2	15 minutes	2 hours	12 hours	Every 3 hours
P3	30 minutes	4 hours	4 days	Every 2 days

P4	30 minutes	8 hours	7 days	Every 3 days
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- ✓ Applies **24x7x365**, including UK Bank Holidays.
- ✓ SLAs cover **Response, Assignment, Target Fix, and Update cadence**.
- ✓ “Target Fix Time” means restoring service or providing an effective workaround (per the clarification we added in the redline).
- ✓ Variations can be agreed with the customer but may incur additional charges.

Change Management

Exponential-e will operate an ITIL-based Change Management process for all planned and unplanned changes to the Supported Items. This process will be documented by Exponential-e in the Operating Manual.

Problem Management

Exponential-e will operate an ITIL-based Problem Management process to initiate root cause analysis following the repetition of a critical incident (P1). A problem is defined as an unknown cause of one or more critical incidents. This process will be documented by Exponential-e in the Operating Manual.

Service Acceptance Criteria (SAC)

Exponential-e operates SAC which enables the controlled delivery of a live Managed Service that satisfies its own expectations and requirements as well as those of the customer. The SAC process measures the flow of information and subsequent On-Boarding activities that the Service Desk completes to ensure the Managed Service meets its functionality and quality requirements, and that Exponential-e is ready to operate the new service on the agreed service take-on date defined for each supported Item. The SAC process is agreed with the customer during the start of the On-Boarding process to ensure it meets both parties' needs.

Service Catalogue

Exponential-e will produce a Service Catalogue at the start of this contract and update the Service Catalogue when additional products become available for the customer to consume from Exponential-e.

Third Party Administration Rights

Exponential-e will provide access rights to the customer, or any customer nominated by third-party, if explicitly authorised by the customer in writing. Exponential-e will not be liable for any

problems caused by the execution of third-party administration rights against any supported Items.

Technical Gates

The supported items will undergo the following technical gates during transition into service. These technical gates are further detailed in the Operating Manual.

- ✓ **Acceptance into Service 1 (AIS 1).** AIS 1 is achieved once the supported item has been built by Exponential-e or a combination of Exponential-e and the customer. This is considered new build deployments. During this phase no management services are delivered to the customer by the Service Desk.
- ✓ **Acceptance into Service 2 (AIS 2).** AIS 2 is achieved once the Supported Item has been built by Exponential-e or a combination of Exponential-e and the customer, and application migration activities have been completed. During this phase no Management Services are delivered to the customer by the Service Desk.
- ✓ **Early Life Support (ELS).** ELS is achieved once the On-Boarding activity has been completed and Management Services have been started by the Service Desk. The timeframe for ELS is agreed with the Customer during the On-Boarding activity and is a minimum of 1 month following the On-Boarding completion date. During the ELS phase the Service Desk will deliver the Management Services to the values detailed in the Service Level Agreements section in this agreement, but it is not yet subject to the agreed Service Credits.
- ✓ **Business as Usual (BAU).** BAU is achieved once the ELS period has elapsed and once all projects and programmes and all expected activities that might introduce change have been concluded. The start of the BAU phase marks the start of the official Service Level Agreements and Service Credits section detailed in this agreement.

Service Availability

Exponential-e's Managed Service is available to all customers on a **24x7x365, including UK Bank Holidays** basis.

Service Details

Incident Management

Incident management is the unplanned interruption to one or more IT services, or the reduction in the quality of one or more services. These incidents typically impact the service of

an item, however the failure of a configuration item that has not yet impacted the service is also considered an incident.

The main objective of incident management is to restore the service that has been impacted to normal operational procedures, with the least amount of impact on the business. This requirement typically results in the main aim of incident management, to be the restoration of service of a failed item as soon as possible.

Exponential-e employs an incident management procedure, designed to affect incidents that is being rectified in a timely manner. The core design of the incident management procedure is based on ITIL standards:

- ✓ Each incident is classified as its priority by the nature that it affects the customer
- ✓ Each priority has an associated SLA that defines
 - The Service Desk Response Time
 - The Time to Assign the incident to a support operative
 - The typical time it will take to rectify the matter (Target Fix Time)
 - How frequently the support operative will provide Updates to the customer
- ✓ The time that the customer is signed up to receive support
- ✓ The Service Scope that Exponential-e is responsible for

In addition to standard ITIL standards, Exponential-e is also aware that simply providing standard ITIL levels of support does not always help us to deliver a significant improvement in the availability of customer services. For this reason, we have also assigned the following rules to our incident management procedure:

- ✓ Customers may elect to enhance the level of support at any point, for any reason, by one Priority level. This allows customers to change a P3 incident to P2 level, or a P2 incident to a P1 level for the Exponential-e Service Desk to rectify the matter faster.
- ✓ Due to our delivery of End User Support, we are aware that certain customer staff (such as a CEO, MD, or director secretary) must receive an enhanced level of support, again in a timely manner. As a result, the level of support we assign these individuals are of a consistent, reliable level of remediation.
- ✓ We allow our customers to request our use of a VIP list of individuals, whose support requirements are prioritised beyond those of the rest of the customers' staff.

Exponential-e fully utilises a Service Management platform, and all incidents are recorded onto this system when they are raised. Customers may request access to the Customer Portal in order to get access to a customer view of the incident management system that the Exponential-e Service Desk uses. Customers will see all customer specific information as soon as it is logged onto ServiceNow ITSM by our staff, to allow our customers to stay fully informed with our progress of remediation.

Incidents are managed to the Service Levels for Managed Services detailed separately in this document.

Change Management

As with incident management, Exponential-e's Change requests are aligned to ITIL standards and employs a Change Management procedure for small and large changes to the IT configuration and strategy. This procedure ensures proper accounting of activities, and that standardised methods and procedures are used for efficient handling of all changes. Exponential-e's standard Change Management procedure is initially based on standard ITIL change management procedures and are constantly refined to suit each customer organisation.

Changes are categorised by criticality (standard, normal, emergency) and type (commercial, technical). Commercial changes affect the cost of the solution, either favourably or unfavourably, for Exponential-e and/or the customer.

For example:

- ✓ A commercial change may arise when there has been a change in a third-party supplier's pricing structure after a quote has been issued, so the price we are charging a customer for a service is not in line with the price we are being charged by the third-party supplier. A change will be made to the charging price to establish a realistic pricing structure.
- ✓ Technical changes are any changes when the physical or technical nature of the solution requires an addition, removal, or amendment of an item. An example of a technical change includes, but is not limited to, the addition of a cross connect not considered at the pre-sales level, a change in supplier due to the initial supplier being unable to deliver as required, or a change in presentation or the amendment of equipment.

Planned Changes

In keeping with our customers' requirements, we will advise if a change is chargeable within two working days of it being created, and if it is not chargeable, we will provide an estimated timescale for performing the work at the same time. If work is chargeable, a written quotation will be provided to the Customer within three working days which shall include a timescale for performing the work.

The following graphic depicts the activities for standard planned changes:

Change Registration	✓ Change is logged with Exponential-e Service Desk ✓ Change is assigned to an engineer who will take ownership and manage ✓ Customers will receive a change reference to track the change in ServiceNow and email
Change Planning	✓ Change is assessed by engineers to ensure that there are no conflicts with the existing configuration ✓ Once approved, engineers progressed to plan the change
Change Approval	✓ Skilled engineering team ensures that it conforms to standards and ensures the rollout and backup plan is acceptable ✓ Change is assessed by the Customer, who approves or denies the change. ✓ Sign off is obtained
Infrastructure Change Implementation	✓ Exponential-e agree the date and time to implement the change ✓ Exponential-e implements the change
Application Change Implementation	✓ Exponential-e agree the date and time to implement the change ✓ Exponential-e implements the change
Change Testing	✓ Exponential-e tests that the Infrastructure Change conforms to expectations ✓ Exponential-e tests that the Application Change conforms to expectations

	✓ For substantial changes, Exponential-e requests the Customer to test the changes as well
Planned Change Closure	✓ Once confirmation is achieved from the internal Service Desk staff that the change is successful, the change is closed in ServiceNow and the Customer is given 3 days before the ticket is closed

For unmanaged and managed infrastructure, a change will not be considered complete until it has successfully undergone user acceptance testing by the customer and has been successfully implemented on the live system. The customer is required to carry out acceptance testing without undue delays.

Change Management information is recorded to ServiceNow ITSM, by the Service Desk. This information and the progress of all active change requests is viewable at all times in the ServiceNow ITSM Customer Portal, as is historic changes.

Emergency Changes

Where changes are identified by Exponential-e or the customer as being urgent, the emergency change control procedure is invoked. This procedure is a variation of the regular change control procedure and aims to expedite the time needed to approve the change without unduly risking the quality of service provided, or the users affected.

For a change to be considered urgent, it will first undergo analysis to clarify and classify the risk profile to the estate. This is not a long, drawn-out process and the SLA for completing this is 2 hours. Only when it is deemed appropriate is the emergency change control procedure invoked.

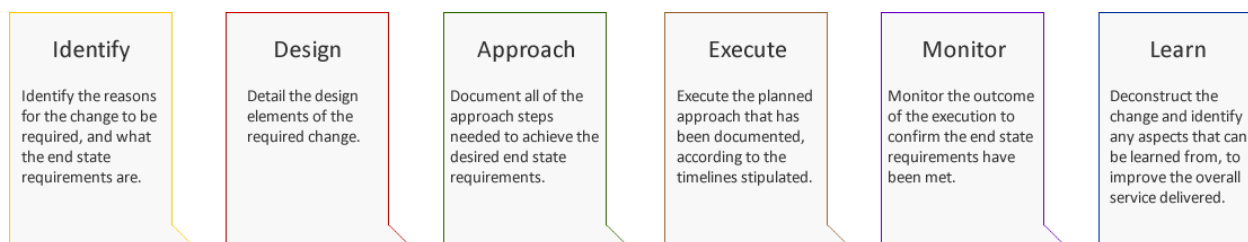
Change Process

The following items are considered part of this process:

- ✓ What the risks are of implementing the change
- ✓ What risks are to delay implementation of the change
- ✓ Whether the change should undergo full testing prior to being made, or whether the criticality of the change warrants immediate action
- ✓ Whether the change will be made during a maintenance window (after hours) or if it warrants immediate action even if this would affect users

Based on this information an implementation/deployment plan is drawn up by the Exponential-e Service Team. This includes a method statement, affected systems, and schedule. This is circulated to the customer for approval and executed upon receiving approval to do so.

The following details the preferred change process that will be used for regular and emergency changes:



Change Management Timeframe

As with the Incident Management process, the Service Desk aims to complete changes as quickly as possible, to minimise the effect of the change on its users. While it is important to remediate incidents as quickly as possible due to the service being affected, changes do not always affect the running of the service.

To ensure that changes are actioned and escalated correctly, Exponential-e operates a Change Process to which it attempts to deliver the service. Exponential-e will aim to complete all changes in a timely manner, while reducing the risk of the proposed change remediation. The timeframe for completing the change will be detailed within the Approach of the proposed change.

Problem Management

A Problem is a condition identified because of multiple incidents that exhibit common symptoms with known or unknown causes. Problems may also be identified from a significant incident for which the cause of the incident is unknown, but which has a significant impact.

The purpose of the Problem Management procedure is to resolve detected problems and incidents, to prevent the recurrence of incidents, and to minimise the impact of incidents that cannot be prevented. The Problem Management procedure initiates root cause analysis following frequently recurring incidents to identify underlying problems. The procedure is responsible for ensuring that the incident resolution mechanism is implemented through the appropriate control procedures in place, especially through Change Management and Release Management.

Problem Management will be responsible for ensuring information is developed and documented regarding the cause of recurring problems. This information about problems and

the appropriate workarounds and resolutions, will be retained in ServiceNow ITSM and our CMDB, so that the Service Desk is able over time to reduce the number and impact of incidents.

Problem Management in the Exponential-e Service Desk can be divided into two categories:

- ✓ Reactive Problem Management
- ✓ Proactive and Preventative Problem Management

Reactive

Reactive Problem Management identifies and resolves underlying or unidentified issues. It is achieved through root cause analysis of incidents on all incidents deemed significant. When the root cause of a problem is identified for this incident, the cause will be recorded so that future incidents of the same nature can be resolved quickly.

Proactive and Preventative

Proactive Problem Management follows up on the Reactive activity following the completion of root cause analysis, by cleaning up the configuration of other devices of the same type and with a similar configuration. This information is captured centrally by the Service Desk and will be covered off with the customer as part of the Service Delivery and Technical Management activities.

Through further analysis of the root cause of the original problem, it is also possible to prevent the reoccurrence of problems by reviewing items such as the process, training, or tools used to create/migrate a workload, and thereby identifying the means how the problem was inserted into the infrastructure. By remediating the cause of the problem at its source, it is possible to prevent future occurrences of the problem initiated by the same source.

Proactive Management

To facilitate Proactive Management of a supported environment, the monitoring solution will carry out regular automated health checks against the supported servers to ensure they are operating optimally. These checks are automated through the RMM system for a range of checks, and to achieve a predefined consistency of results. Further checks that cannot be automated can be scheduled to be completed manually for the supported infrastructure.

Maintenance Windows

Maintenance Windows are a defined period during which planned outages and changes to production services and their supporting systems may occur. Exponential-e operate Maintenance Windows so that proactive as well as remedial work can be carried out at pre-

planned scheduled times. Maintenance windows will be arranged with the customer's input to minimise the disruption of IT services to the user community.

A single maintenance window is managed for the customer each month. To ensure this window fits in with normal operations, the customer may choose the time of the maintenance window during the initial on boarding activity. To minimise user disruption and to streamline service provision, Exponential-e limits maintenance performed on all devices to be confined to the standard maintenance window. Where this is not possible for a particular managed device, in the event of an emergency, a bespoke service window will be undertaken for the affected device on an exception basis.

Maintenance windows are recommended as a starting point of our support relationship. These windows may be amended from time to time between the Customer and the Service Desk.

Release Management

The Service Desk operates an ITIL compliant Release Management process that aims to protect the live environment and its services through the use of formal procedures and checks. This procedure is enacted during routine maintenance activities such as patching, as well as software release updates. A bespoke Release Management procedure is created for each customer during on boarding that controls the release of updates, communication of changes with the customer, and roll-back options in the event of a failed release.

Access Management

For end users to sufficiently use systems and applications on the network, it is necessary for their user accounts to be granted the relevant access rights. As part of the End User Support service, the Service Desk will ensure user accounts are created, added to the relevant security and distribution groups, and access is granted to the required systems and applications via the Access Management process. To ensure that end user accounts are granted the correct levels of access, the process includes managed end user commissioning forms where the Customer can dictate the required access levels to be configured.

Maintenance Components

This section details the configuration and delivery of essential maintenance components when delivering this level of service.

On Boarding

During the initiation of the management of the managed estate, Exponential-e carries out on boarding of the items to be managed. This process includes a thorough review and health check of the environment to be supported to ensure the Service Desk understands and

appreciates the business and IT requirements of the system, and to ensure the system is in a supportable state. Where Service Technologies such as AWS, Azure, or third parties are utilised by the customer, their organisations are included as part of the service to ensure the system is in a supportable state.

The on-boarding activity is performed to carry out the following for all managed items:

- ✓ Document their roles/functionality
- ✓ Document their configuration
- ✓ Determine the maintenance windows (backups, patching, routine maintenance)
- ✓ Document the DR process and authorised DR personnel
- ✓ Note all specific passwords needed for the Operating System and applications
- ✓ Document the dependencies (upward and downward)
- ✓ Document the monitoring settings and thresholds
- ✓ List the authorised personnel responsible for management of the estate
- ✓ Detail the level of service to be provided

Once the information collection phase has been completed, Exponential-e will enter the information into its secure CMDB and perform cross-training of Service Desk staff to increase familiarity of supported systems. The Supported Items will undergo the technical gates, detailed elsewhere in this document, during transition into service.

The Business-as-Usual phase is entered into once all projects and programmes and all expected activities that might introduce change have been concluded. Items within AIS and ELS stages are not susceptible to SLA penalties. These items will be delivered aligned with the valid SLA period, but failures against these systems against the SLA will not be honoured until they have moved to BAU stage.

The On-Boarding activity is essential to ensure the Service Desk has all the correct information available to carry out the Managed Service. To ensure this information is correct, and to ensure the On-Boarding activity is signed off by the customer, all On-Boarding activities will undergo a ratification stage where they are approved or rejected by the customer. Systems will only formally progress into being managed by our teams once the customer have signed off the On-Boarding authorisation.

Off Boarding

Off boarding of supported systems occurs upon termination of the support agreement, either through the natural end of the support agreement or through cancellation prior to the contract termination date. Once the contract term has expired or all other commercial and legal obligations have been met by the customer, Exponential-e initiates the off-boarding process.

As part of this process Exponential-e will:

- ✓ Remove all management agents from the customer systems
- ✓ Remove all customer support information, including password details, from its CMDB
- ✓ Provide privileged account information to the customer
- ✓ Configure all assigned management accounts configured in Active Directory to expire on the date and time of contract expiry
- ✓ Provide the customer with any system information collected while providing the managed support service

Exponential-e will endeavour to have completed its obligations to the customer prior to the cessation of service where possible, or within 10 working days of the contract end date where it is not possible.

Antivirus (AV)

The OS & Application, OS, and End User Managed services include antivirus management as standard. This activity includes monitoring the environment for incidents such as virus infection or signature update failures, remediating these incidents, upgrading agent software, and configuring the antivirus solution to vendor best practice.

Configuration of the AV agent includes making sure the exclusions are correctly configured and documented for each system in our CMDB. The On-Boarding activity will carry out a thorough system wide scan using current AV signatures to ensure the environment is virus free.

Backup

Taking regular and consistent backups are essential to safeguard important systems and data. As part of the Managed Service, the Service Desk will set up and manage the running of daily backups.

The OS Managed backup service includes the following components:

- ✓ Maintenance of the backup platform,
- ✓ Monitoring backups,
- ✓ Remediation of backup faults,
- ✓ Restoring individual file system files, and
- ✓ Performing a full system restore.

Additional to the above items, the OS & Application and End User Managed backup service also includes:

- ✓ Restore services for applications, for the fully managed equipment.

Monitoring

Exponential-e will employ the use of a remote monitoring and management (RMM) solution to continuously monitor the health and status of the server, storage, and network infrastructure, and the event and fault logs generated by these. This will alert the Exponential-e Service Desk of any issues as they occur. These issues can immediately be investigated and corrected, rather than onsite or Service Desk personnel being made aware of the issue by the user community or Customer IT personnel.

The monitoring solution also performs daily checks on hundreds of components, and an alert is generated whenever these are breached, before an issue occurs.

Information is displayed on a dashboard, and the health of all systems is always available to our Service Desk on a single pane of glass. Through automated health checking and monitoring systems, more time is freed for the Service Desk technician to respond promptly to user requests, and to correctly predict upcoming incidents before they occur.



The following solutions have been built to provide the monitoring solutions for Exponential-e:

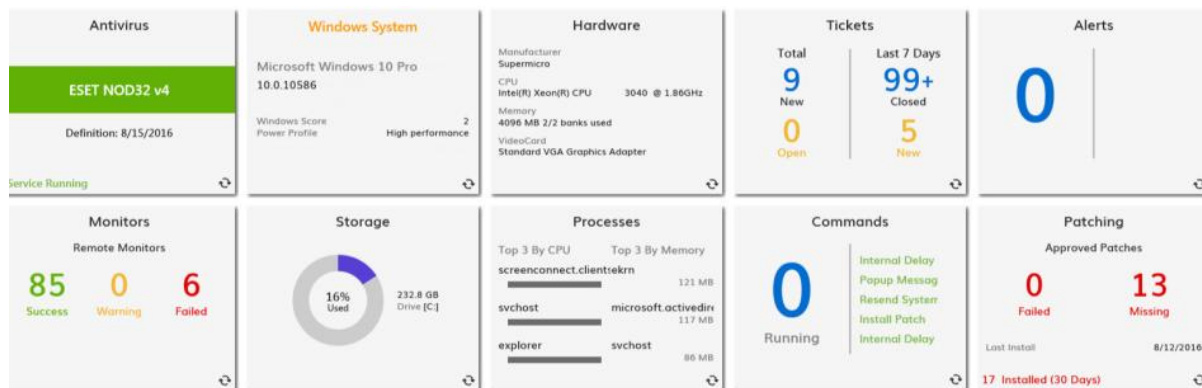
SYSTEM	SOLUTION
Apple Workstation	ConnectWise Automate
Linux Server	SolarWinds (N-able)
Linux Workstation	SolarWinds (N-able)
Microsoft Windows Workstation	ConnectWise Automate
Microsoft Windows Server	ConnectWise Automate

ConnectWise Automate

Windows server environments are monitored using ConnectWise Automate. This solution provides a comprehensive set of tools to manage and maintain the managed Windows environment reliably. This solution provides a range of features, such as the following (at a high level):

- ✓ Discovery
- ✓ Management
- ✓ Patching

- ✓ Monitoring
- ✓ Automation



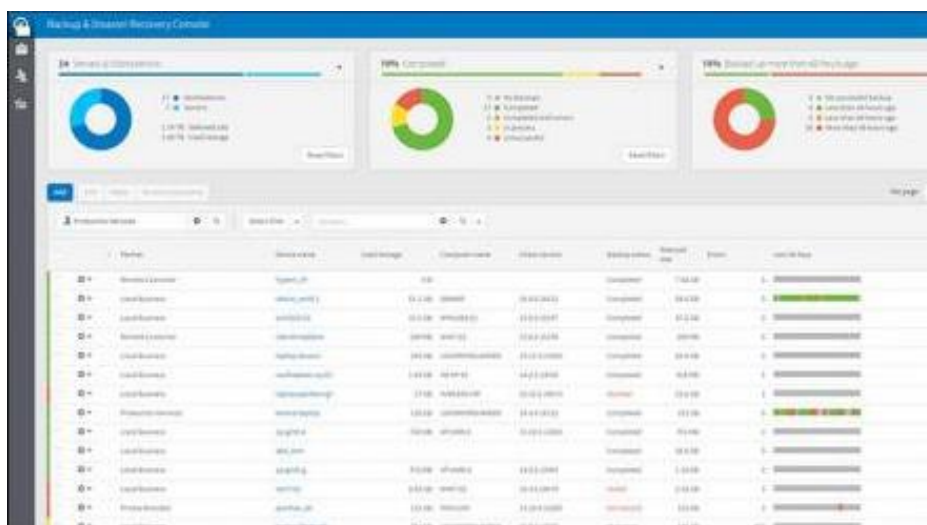
ConnectWise Automate is configured to provide a 24x7 monitoring solution, configured for the managed Windows infrastructure. This monitoring solution will monitor key health statistics such as CPU speed, RAM usage, disk space utilisation and free space monitoring, uptime, service uptime/failure, and event logs. Additional monitoring requirements may be specified and carried out if this is desired/required. The monitoring solution will carry out regular automated health checks against servers and workstations to ensure they are operating optimally. Issues are automatically logged to Service Management Platform, where an operative will further investigate monitored issues.

SolarWinds (N-able) RMM

Linux server environments are monitored using SolarWinds Remote Monitoring and Management. This solution provides a comprehensive set of tools to manage and maintain the managed Linux environment reliably. This solution provides a range of features, such as the following:

- ✓ Network path visualisation
- ✓ Remote access
- ✓ Automated monitoring and maintenance
- ✓ Patch management
- ✓ Prescriptive data analytics
- ✓ Data-breach risk intelligence
- ✓ Backup and recovery
- ✓ Managed antivirus

✓ Web protection



The SolarWinds (N-able) RMM is configured to provide a 24x7 monitoring solution, configured for the managed Linux infrastructure. This monitoring solution will monitor key health statistics such as CPU speed, RAM usage, disk space utilisation and free space monitoring, uptime, service uptime/failure, and event logs. Additional monitoring requirements may be specified and carried out if this is desired/required. The monitoring solution will carry out regular automated health checks against servers and workstations to ensure they are operating optimally. Issues are automatically logged to Service Management Platform, where an operative will further investigate monitored issues.

Patching and Firmware

Exponential-e operates a patch management procedure that consists of several tasks:

- ✓ Patch review
- ✓ Patch approval
- ✓ Patch installation
- ✓ Server reboot
- ✓ Functional testing

Managed Microsoft equipment will be patched with Microsoft updates primarily through the RMM system, or alternatively if Exponential-e prefers, by utilising the customer's WSUS or SCCM installation.

Managed Linux equipment will be patched with Linux updates primarily through the Ansible system that is used to manage Linux patches, for all Linux updates supported by Ansible.

Managed updating is highly recommended for several reasons:

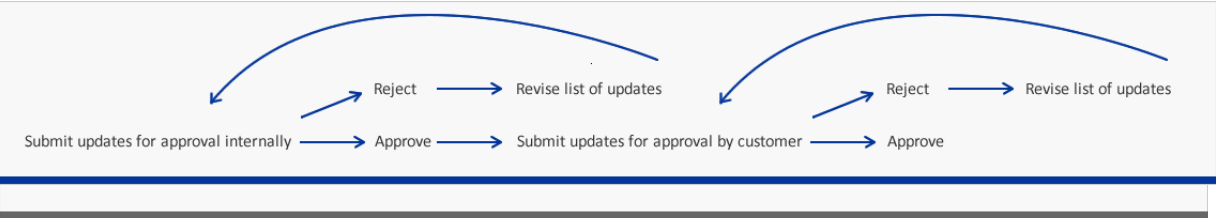
Automated update installation and reboots	Automated update installation and reboots will be configured for servers and workstations. Reboots will be staggered to ensure minimum loss of service for redundant services.
Monthly patch review	Exponential-e can ensure that updates are being installed by configuring a review process to report on whether updates have been installed on target computers.
Block unwanted updates	Unwanted updates can be blocked from being installed.
Delay certain updates from deployment	Specific updates, such as new versions of software, can be delayed from being installed until they have been tested with the customers' applications.
Dictate frequency of updates	Exponential-e can dictate alongside the customer the frequency that updates are applied to the managed estate.

Exponential-e carries out patch tests in a lab environment where possible, to ascertain whether patches are safe to deploy. In addition, Exponential-e typically lags its update schedule 2-4 weeks behind vendors' release cycles so that faults may be identified by the community and Exponential-e's test systems and corrected before they are approved for installation.

Software and hardware patches are carried out to the Change Management and Release Management processes and are installed during scheduled maintenance windows. Where appropriate/possible, systems are configured for automatic installation of updates, as this maximises the time available for system checking following the installation. Any servers deemed unsuitable for automated installation will have the patches downloaded for manual installation by the Service Desk.

For testing purposes, Exponential-e requires its customers to approve updates and carry out functional and acceptance testing for applications.

The following details of our default patch procedure:



Identify updates using analysis tools for the Operating System, applications, and identify the updates that require deployment.

Schedule updates for installation → Assign updates to engineer → Configure monitoring maintenance window

Submit updates internally to be approved, and once reached, submit the approved updates to the customer for approval. Failback positions exist where updates are rejected, in order to recover and reach approval.



Schedule updates to a particular day and time for installation and configure a maintenance window in the monitoring solution to allow reboots without triggering monitoring alerts.

Install the updates, reboot where needed, and test Operating System and application functionality automatically after installation. Where functionality fails, carry out remediation activities and retest the system.

When patches are identified by Exponential-e or the customer as being urgent, the emergency change control procedure is invoked. This procedure is a variation of the regular patch installation procedure and aims to expedite the time needed to install the update, without unduly risking the operation of the servers or applications affected.

Complete CMDB

A Configuration Management Database (CMDB) is the inventory of information relating to managed IT installations. The information held within the CMDB regarding configuration items (CI) is utilised extensively during the management of customer environments, and its accuracy is essential to the correct operation of the service.

Exponential-e's CMDB contains the logical representation of services, assets, and the detailed relationships between them that comprise the infrastructure of the customer environments we manage. This information is added using automated discovery mechanisms, as well as manually during our on-boarding activity.

This information is updated continuously to ensure it is accurate, following the entering of information during our on-boarding activity.

End User Support

Description

Exponential-e delivers support for end users as well as their IT infrastructure through a planned and managed End User Support service. Our customers may choose from different levels of cover for the items being managed. These levels allow customers to choose the right levels of cover to provide support for end users as well as their IT equipment as it desires.

- ✓ End user support, which provides support for IT related faults, requests for assistance, and general IT queries.
- ✓ Workstation support, which provides support for users' workstations and the software installed on them.
- ✓ OS Managed Workstation support, where Exponential-e manages entities up to the OS layer for end users' workstations, and the customer manages the applications layered upon it.
- ✓ Managed support for printers, tablets, mobile phones.

The scope of cover may be varied for each managed entity. This means that the customer may choose individual systems to be managed differently from others as desired.

OS & Application Managed Support

End User Support

This level of cover provides full support and management for the given end user(s). Management of the entity is solely the responsibility of the Service Desk and the customer is not required to perform any support or IT management for the end users.

This service delivers direct support to the end user, for end user related problems that they are having. The following list provides an indication of the items that would be covered as part of End User Support:

- ✓ Create end user accounts
- ✓ Reset user passwords
- ✓ Add users to authorised groups
- ✓ Configure Access Management for end user accounts to systems and applications
- ✓ Assist users to log on to their devices
- ✓ Assist users to connect to printers

Workstation Support

This level of cover provides full support and management for the workstation(s) to be managed. Management of the entity is solely the responsibility of the Service Desk, and the customer is not required to provide any support or management of the end user workstations.

This service delivers direct support to the end users' workstations, for problems the end users have with the workstations. The following list provides an indication of the items that would be covered as part of Workstation Support:

- ✓ Install, update, and remove applications
- ✓ Investigating and remediating faults and errors with the Operating System and applications
- ✓ Operating System and application patching and firmware updates
- ✓ Operating System minor upgrades
- ✓ Application major and minor upgrades
- ✓ Full management of AV software
- ✓ Managing access to hardware and securing removable hardware from loss
- ✓ Hardware, OS, and application monitoring
- ✓ Operating System Reporting

OS Managed Support

This level of cover provides support and management up to the Operating System level for the Workstation(s). Management of the entity is shared with the customer, with the customer performing support and management of the applications installed on top of the Operating System.

Monitoring and patching are included for the Operating System only, and are not extended to the applications installed on the managed workstation.

The following details are the service components included with the OS Managed service:

- ✓ Hardware and OS monitoring
- ✓ AV monitoring, full management
- ✓ OS break-fix and remediation
- ✓ OS patching, firmware updates

Onsite Support

Onsite support is available for End User Support agreements, to allow the Service Desk to provide face-to-face levels of support for users. Exponential-e can offer this service for a limited number of days per month, or on a permanent basis.

Reports

The following reports are delivered to all Managed Services Customers to provide an insight into the status of the monitored estate. Reporting is provided for the managed infrastructure, service report, and service analysis.

Infrastructure Reports

Infrastructure reports provide infrastructure level reporting on important aspects of the monitored estate, providing a view of the status of AV, backups, patching, availability, security, performance, and software installed.

Frequency: Monthly

Component	Scope	Detail
Anti-Virus Health	End User, Infrastructure	Overall monthly AV health review
Patch Compliance	End User, Infrastructure	Overall monthly patch health review
Performance Review	End User, Infrastructure	The month end performance details of the monitored equipment.
Computer Audit	End User, Infrastructure	The month end audit information about all monitored devices.
Software List	End User, Infrastructure	The month end list of software installed on all monitored devices.

Service Reports

Service reports provide useful service level reporting on the status and performance of the Service Desk, providing a view of the status of SLA hits and misses, overall statistics on the number of incidents and changes, and the top 5 incidents and changes encountered during the report period.

Frequency: Annually

Component	Scope	Detail
SLA hits and misses	End User, Infrastructure	The infrastructure and end user SLA hits and misses encountered during the reporting period.
Incidents & Changes	End User, Infrastructure	The number of incidents and changes dealt with by the Service Desk during the reporting period.
Top 5 Incidents	End User, Infrastructure	The top 5 incidents encountered for infrastructure and end users during the reporting period.
Top 5 Changes	End User, Infrastructure	The top 5 changes encountered for infrastructure and end users during the reporting period.

Service Analysis

Service analysis provides detailed long-term analysis and recommended improvements to be made as identified by Exponential-e.

Frequency: Annually

Component	Scope	Detail
Top 5 Incident Trends	End User, Infrastructure	The top 5 incident trends obtained from report information during the past 12 months of service.
Top 5 Change Trends	End User, Infrastructure	The top 5 change trends obtained from reported information during the past 12 months of service.
Improvements to be Made	End User, Infrastructure	The top 10 improvements to be made to the infrastructure, and end user managed estate.

Network Reporting and Self-service

Exponential-e has invested considerably in network monitoring and management platforms, which have been integrated to provide an end-to-end view of the customer's services. The customer will have access to some of these tools such as our Insight customer observability portal (platform components may evolve) based on EMC Smarts.

This tool provides customers with online access to a graphical view of their entire server and network infrastructure, including service and site performance. This means that customers have 24x7 access to their service statistics. Data is available based on regular polling of devices with near real-time, historical, and projected statistics. The reports in the customer portal empower IT teams to proactively monitor their core critical infrastructure and promotes efficient decision-making.

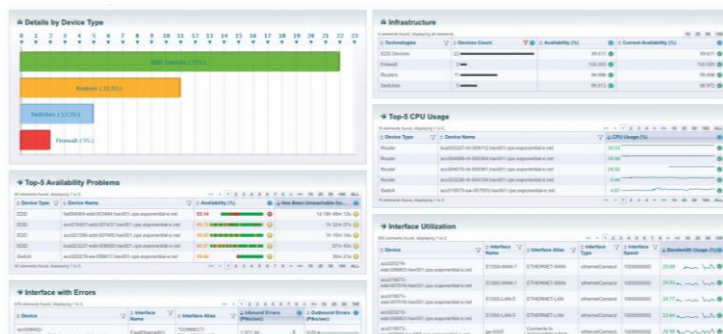
Reporting capability:

- ✓ Global reports
- ✓ Location reports
- ✓ Device reports
- ✓ Trend reports
- ✓ Situations to watch reports

With its user-friendly interface, Insight offers personalised, usable information. The global reporting dashboard also offers instant end-to-end visibility of the entire network infrastructure. Service, site and device status is easily identified with green, amber, and red traffic light colour codes. This information helps our customers troubleshoot and fine tune performance. Using the global dashboard, users can drill down to each location. Clicking on one of the network locations highlighted on the global map will reveal location specific reports such as:

- ✓ Availability
- ✓ Memory
- ✓ CPU
- ✓ Storage
- ✓ Bandwidth throughput
- ✓ Device summary
- ✓ Top N reports
- ✓ Recent alarms

✓ Event summary



The Insight tool enables customers and our Service Desk to easily track latency, jitter, and packet loss of the wide area network to ensure business performance is maintained. The portal in Insight allows users to view resources by device types, location, global summary, availability, trend, and more. An automatic view per device model can be seen in the portal, with drill-down facilities to generate granular reports such as availability, interface usage, and device health.

Benefits of Insight:

- ✓ Monitor usage, capacity and response times in near real-time.
- ✓ Track traffic and bandwidth, CPU and memory usage for capacity planning.
- ✓ Ensure compliance with contracted service levels and agreements.
- ✓ Identify potential issues before they impact the business with built in analytics.
- ✓ Discover potential cost savings by finding redundant resources.
- ✓ Measure latency, packet loss, and jitter on Wide Area Networks.

Exporting Information

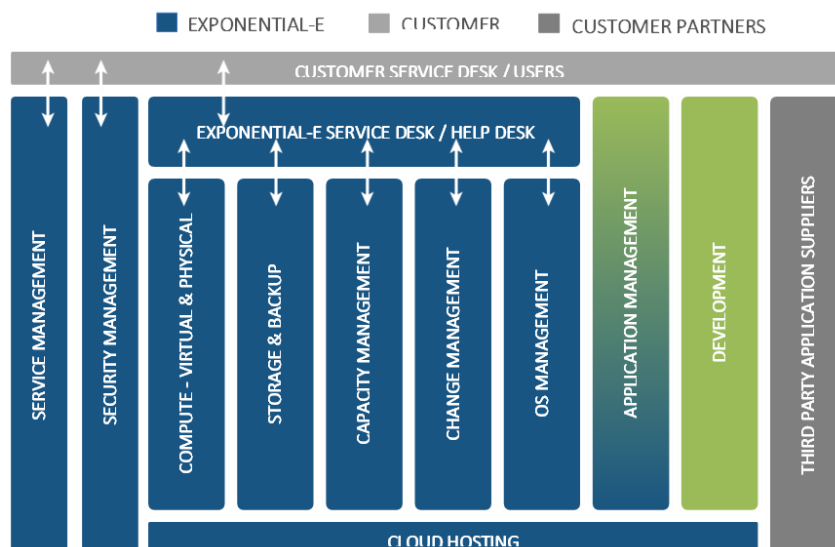
There are a number of ways to export information out of Insight:



Service Model

The Service Model provides a graphical representation of the key responsibilities assigned to the Customer, Exponential-e, and 3rd party suppliers for the overall Managed Service.

The following graphic shows an example Service Model that may be implemented between the Customer and Exponential-e.



It is expected that the initial due diligence or on boarding activities will fully define the model to be utilised. This model may be modified through mutual contract variation, as it suits the customer, throughout the contracted period. These variations are carried out via the contract change notification process and may incur additional charges.

Service Tiers

Our vision for the service delivered to our customers is to enable the IT services function to become a world-class internal service provider, recognised for innovation, service flexibility, and technology leadership. To this end and to meet the SLA requirements, but also to not overkill availability, retention, site availability etc. for non-critical services, Exponential-e propose the implementation of customer specific service tiers.

The services tiers will create a set of tiers from which full applications and service delivery can be mapped, optimising delivery. This allows the best levers to be applied covering the technical, service, and commercial principles that drive cloud consumption, and determine the system availability.

Through this delivery model, the customer will be able to leverage these service tiers and commercial tariffs to allow the flexible mapping of applications and services into a new service model, aligned to their business importance and usage patterns.

While largely a commercial construct, service tiers simplify the association of managed equipment with the relevant managed service scope. The use of service tiers will be explored during the on boarding phase to determine the customer benefits to be derived from the use of

such a model, and to benefit other parts of the on-boarding activity such as Disaster Recovery.

RACI Matrix

A responsibility assignment (RACI) matrix shows the split of responsibilities between Exponential-e, the Customer, and 3rd party suppliers. Such a matrix will be drawn up to formalise the responsibilities assigned to each party to ensure a joint understanding. The RACI is bespoke to each contract, and is formalised during the onboarding phase. The following responsibilities are typically captured in the RACI:

- ✓ Provisioning
- ✓ Configuration
- ✓ Patching
- ✓ Backup
- ✓ Security
- ✓ Antivirus
- ✓ Monitoring
- ✓ Incident management
- ✓ Change management
- ✓ Release management
- ✓ Capacity management
- ✓ Availability management

Continual Service Improvement

Continual Service Improvement (CSI) is a measure that the Service Desk employs at various intervals to allow the Customer's requirements and wishes to be expanded on, and reacted to by the Service Desk. CSI is included for Managed Services Customers at the following intervals at a minimum. The Customer may also elect to invoke the CSI process at any point in time in the event of continuous problems.

- ✓ Throughout the on-boarding bedding in activity
- ✓ The first 3 months after on-boarding has been completed
- ✓ Every 12 months following the completion of on-boarding

This process is helpful as it allows the Service Desk to help us bed down the service, and to learn from our mistakes and successes, to continually improve the effectiveness of our service delivery.

Handover from Professional Services (PS)

Internal procedures typically result in Professional Services projects being carried out alongside Managed Services delivery. Generally, this fits alongside the on boarding stage for new customers, but it also involves existing customers undergoing project work from time to time.

In these circumstances it is necessary for the Managed Service solution to progress, following the successful delivery of the project work. To ensure that the Managed Services team is adequately resourced and informed to deliver the ongoing support of the customer estate, it is necessary for the Professional Services team to provide essential activities and critical information for the system on boarding activity to be completed.

Once the items have been successfully handed over by the Professional Services team, the Managed Services handover will be considered complete, and the Managed Services team will be solely responsible for the day-to-day management and upkeep of the system. At this point, the Managed Services teams will manage the environment fully.

All systems that have undergone the handover process will be under the main management of the Managed Services team, however it is necessary for the Professional Services team to be available to assist Managed Services with difficulty to resolve matters, for a period of 30 days from the handover date.

The list below details the various activities that need to be completed by the Managed Services and Professional Services teams to carry out and complete the handover of project focused systems.

	Managed Services	Professional Services
Application: monitoring in place	✓	✗
Application: patching established and lined up	✓	✗
OS: monitoring in place	✓	✗
OS: patching established and lined up	✓	✗
OS & application: backups in place	✓	✗
OS & application: backups tested	✓	✗
AV: installed and configured	✓	✓
CMDB: server roles identified	✗	✓
CMDB: server configuration handed over	✗	✓

	Managed Services	Professional Services
CMDB: server dependencies identified	X	✓
CMDB: passwords handed over	X	✓
CMDB: abnormalities in infrastructure	X	✓
CMDB: alert checking	✓	X
CMDB: contact list and instructions	X	✓
CMDB: performance report run (no users)	✓	X
CMDB: system functionality signed off	✓	✓
CMDB: system configuration signed off	✓	✓
CMDB: system DR configuration documented	X	✓
CMDB: system DR testing completed (test)	✓	✓
CMDB: system HA testing completed (live)	✓	✓

Service Management

To ensure maximum return for our customers' support investments, a layer of Service Management is included with all Managed Service agreements which is overseen by our dedicated team of Service Managers, and Service Desk management staff. The main purpose of the Service Management service is to improve the level of service we provide a customer with, and to provide detailed information about the performance of the services that the customer consumes from Exponential-e.

The information below describes **the available options** for the delivery of Service Management. Some activities are carried out as standard, while others are available at additional charge for use by the customer as add-on service options.

Technical Design Authority

Background

The customer will be assigned a nominated Technical Design Authority (TDA). The TDA will work closely with the Exponential-e Service Desk during major faults or issues affecting the customer services. They will also manage the overall service engagement to ensure that the customer's service level agreements are met or exceeded, and that the service learns from problems that are encountered. In the event of any major incidents, the TDA will produce an incident report, giving an overview of the sequence of events, the root cause, and capture any corrective actions.

Purpose

The TDA acts as an additional point of escalation, interfacing with relevant operational teams from Service Delivery through to Engineering, Change Control, Service Desk, and Accounts. This ensures that any issues are resolved effectively.

The TDA has all the relevant skills to manage the Customer account, reflected by the formal qualifications they have attained. The TDA will be dedicated to understanding Customer needs, while setting dates and deadlines to ensure tasks are completed on time. This long-established approach has proved successful for Exponential-e Customers that had previously experienced poor service with other providers.

Responsibility

The Exponential-e TDA will be responsible for the operational performance of the Services. The core responsibilities of the TDA include:

- ✓ Ensuring that Services are delivered in a manner that achieves the service level agreements
- ✓ Financial reporting including any efficiency recommendations
- ✓ Attending periodic service review meetings with the Customer management team. The purpose of these reviews will be to:
 - Review the features and SLA of the Services against the current requirements of the Customer in order to identify any changes that may be required
 - Review suggestions from the Customer or Exponential-e concerning potential improvements to the Services
 - Review suggestions from the Customer or Exponential-e for changes or additions to the set of Standard Service Requests documented in the Service Catalogue
- ✓ Identifying and implementing tactical changes to improve service quality and efficiency
- ✓ Providing a primary point of escalation and interface for the Customer management team for handling issues with respect to the Services
- ✓ Overseeing the impact of the delivery of any projects on the Services
- ✓ Owning any service improvement plan that may be defined by Exponential-e

Technical Service Manager

Background

The Customer will be assigned a nominated Technical Service Manager (TSM). The TSM will work closely with the Exponential-e Service Desk during major faults or issues affecting customer services. They will also manage the overall service engagement to ensure that the Customer's service level agreements are met or exceeded. In the event of any major incidents, the TSM will produce an incident report, giving an overview of the sequence of events, the root cause, and capture any corrective actions.

Purpose

The TSM acts as an additional point of escalation, interfacing with relevant operational teams from Service Delivery through to Engineering, Change Control, Service Desk, and Accounts. This ensures that any issues are resolved effectively.

The TSM has all the relevant skills to manage the Customer account, reflected by the formal qualifications they have attained. The TSM will be dedicated to understanding Customer needs, while setting dates and deadlines to ensure tasks are completed on time. This long established approach has proved successful for Exponential-e Customers that had previously experienced poor service with other providers.

Responsibility

The Exponential-e TSM will be responsible for the operational performance of the Services. The core responsibilities of the TSM include:

- ✓ Ensuring that Services are delivered in a manner that achieves the service level agreements
- ✓ Financial reporting including any efficiency recommendations
- ✓ Attending periodic service review meetings with the Customer management team. The purpose of these reviews will be to:
 - Review the features and SLA of the Services against the current requirements of the Customer in order to identify any changes that may be required
 - Review suggestions from the Customer or Exponential-e concerning potential improvements to the Services
 - Review suggestions from the Customer or Exponential-e for changes or additions to the set of Standard Service Requests documented in the Service Catalogue

- ✓ Identifying and implementing tactical changes to improve service quality and efficiency
- ✓ Providing a primary point of escalation and interface for the Customer management team for handling issues with respect to the Services
- ✓ Overseeing the impact of the delivery of any projects on the Services
- ✓ Owning any service improvement plan that may be defined by Exponential-e

Client Relationship Advisor

Exponential-e's proposed solution includes a Client Relationship Advisor (CRA) dedicated to the Customer. The CRA run service review meetings with the customer in which new requirements, services changes (such as application landscape changes or changes in the IT arena), and new services from Exponential-e (such as service improvements or areas for awareness and potential interest) could be raised. These meetings would be regularly scheduled, however service-specific review meetings could be called at short notice should this be desired.

The CRA is responsible for the operational and financial performance of the Services. The CRA acts as an additional point of escalation, interfacing with relevant operational teams from Service Delivery through to Engineering, Change Control, Service Desk, and Accounts. This ensures that any issues are resolved effectively and that those services are delivered in a manner that achieves the SLA.

A customer's assigned service manager will work with them on:

- ✓ Service Delivery Management
- ✓ Service Assessment
- ✓ Future Service Requirement
- ✓ Service Gap Analysis

Client Service Delivery Manager

Exponential-e's proposed solution includes a Service Delivery Manager (CSDM) dedicated to the Customer. The CSDM run service review meetings with the Customer in which new requirements, services changes (such as application landscape changes or changes in the IT arena), and new services from Exponential-e (such as service improvements or areas for awareness and potential interest), could be raised. These meetings would be regularly scheduled, however service-specific review meetings could be called at short notice should this be desired.

The CSDM is responsible for the operational and financial performance of the Services. The CSDM acts as an additional point of escalation, interfacing with relevant operational teams from Service Delivery through to Engineering, Change Control, Service Desk, and Accounts. This ensures that any issues are resolved effectively and that those services are delivered in a manner that achieves the SLA.

A customer's assigned CSDM will work with our customers on:

- ✓ Service Delivery Management
- ✓ Service Delivery Planning
- ✓ Strategy and Technology Roadmap
- ✓ Service Assessment
- ✓ Future Service Requirements
- ✓ Service Gap Analysis

Service Improvement

During the life of the agreement there will be continual focus on service improvement. This will be delivered via a variety of methods, including a joint service improvement plan which Exponential-e will develop as part of the on-going service. The commercial model allows for such variations to be managed without the need for contract renegotiations. Changes in volume demand will be recognised and reviewed for their implications to the delivery of service and resource plans established to meet the change in demand. Exponential-e will provide service reports and drive the service performance review meetings. Review frequency is anticipated to be monthly, moving to quarterly when both parties agree the service is stable and that it is appropriate.

A highly structured approach to meeting our customers' goals and agreed KPIs is achieved through a combination of Exponential-e's 24x7 technical support and the Service Delivery Management team that provide all non-technical support. Exponential-e is accredited in ISO 20000 for Service Management and detailed account and service management processes for the Customer would be set out in a Customer Service Plan document.

Service Improvement Reviews

Customers that make use of our CSDM service will receive Service Improvement Reviews (SIRs) which will be undertaken on a quarterly basis as part of the Service Review meeting. The purpose of the quarterly review is to review the overall service activity provided during the preceding quarter, and benchmark it against customer expectations. These meetings will

make use of detailed trend reports to gain a thorough understanding of the level of performance delivered by the Service Desk.

The following reports and details will be provided by the CSDM review:

- ✓ Executive summary
- ✓ Incident trending
- ✓ Capacity management
- ✓ Utilisation
- ✓ Problem management
- ✓ Continual Service Improvement
- ✓ Availability
- ✓ Response/resolution KPI
- ✓ Incident closure trending
- ✓ Change reports
- ✓ Priority trending
- ✓ VM patch health
- ✓ Backup utilisation
- ✓ VDC resource utilisation
- ✓ Last Meeting Minutes
- ✓ Trends in any repeat issues arising from the customer or specific systems
- ✓ Scheduled Planned Maintenance
- ✓ Service Provisioning
- ✓ Performance Reporting
- ✓ Identify any new product sets to be supported across the customer's estate

Details of the information that is captured during the quarterly periods, as well as the review criteria that will be included within the service improvement review document, are defined during the service on boarding process.

Exponential-e's CSDM will provide the above-mentioned service reports and drive the service performance review meetings. Review frequency is anticipated to initially be monthly, moving to quarterly when both parties agree the service is stable and that it is appropriate.

Continual Service Improvement

Continual Service Improvement (CSI) is a measure that the Service Desk employs at various intervals to allow the Customer's requirements and wishes to be expanded on and reacted to by the Service Desk. CSI is included in Managed Services at the following intervals at a minimum.

- ✓ Throughout the onboarding bedding in activity
- ✓ The first 3 months after on-boarding has been completed

This process is helpful as it allows the Service Desk to help bed-down the Managed Service and to learn from its mistakes and successes, to continually improve the effectiveness of its service delivery.

SLA Performance Monitoring

Performance against the SLA for the Customer solution will be tracked and reported by the dedicated Service Manager associated to the account. Any breaches of the SLA will be addressed in a structured fashion during either a face-to-face meeting or a conference call at the earliest opportunity. In the unlikely event that Exponential-e fails to meet our SLAs or KPIs, agreed service credits will become payable. We understand that our Customer need to know that we will be focused on resolving issues should they occur, and that service credits help ensure that. Our commitment to support as detailed in this document, in addition to our shared escalation paths, also demonstrates how focused we are on resolving all issues.

Exponential-e would present to the Customer an RFO report for every service-affecting incident and for any breach of service levels. All 'reason for outage' reports contain a summary of the incident, root cause analysis and corrective action.

Institute of Customer Service

Exponential-e holds a corporate membership with the Institute of Customer Service (ICS). The partnership enables us to improve our Customers' overall experience, and enables the business to utilise the great training, research, best practice, and accreditations that the ICS can offer. This is an independent professional body with the primary purpose of driving improvements in Customer service performance and professionalism. Membership is an excellent way to position our organisation for continued growth and improve business performance.

Standards

Exponential-e operates a standards based, compliant Service Desk solution. We have achieved a variety of qualifications and operate to the standards set out by these. This section details the standards and qualifications Exponential-e operate throughout its business.

ISO 9001:2015 Quality Management Systems

This is a global quality management standard which establishes an organisation's quality management system (QMS). The standard demonstrates our commitment to quality, client satisfaction and continuously improving operations.

ISO/IEC 27001:2022 Information Security Management Systems

This specifies requirements for implementing security controls to meet the needs of our Information Security Management System. It highlights our ability to select and implement appropriate security controls to protect company information assets.

The Information Security System for the provision of bespoke communications services, including: WAN solutions and Cloud, Voice and IP managed services to corporate enterprises in the UK and Internationally. Security management covers physical security of our premises, our data centres, the management of our Network and related products and services. To keep our ISO27001 certification actively implemented, our policies include strict virus and password control, regularly reviewed business continuity plans and maintenance of information systems.

ISO 20000-1 Information Technology Service Management

This standard shows an organisation can ensure its IT service management processes are aligned both with the needs of the business and with international best practice. It recognises our capability to meet client requirements and create frameworks for independent assessment. This ISO standard covers our client helpdesk, performance reporting, capacity management, business relationship management, supplier management, problem management and change management activities. Members of the team that deliver service management for Exponential-e clients are ITIL qualified.

ISO 22301 Business Continuity Management

This standard specifies the requirements for a management system to protect against, reduce the likelihood of, and ensure a business recovers from disruptive incidents.

ISO 14001 Environmental Management

Achievement is based on the company's ability to reduce costs in waste, recycling and consumption, as well as manage environmental risks. This certification will help Exponential-e's long-term commitment to reducing its environmental impact – putting sustainability at the heart of the business.

ISO 50001 Energy Management

Achievement demonstrates Exponential-e's commitment to energy efficiency across the business by raising employee awareness, and working towards a more secure long-term energy supply. It also ensures Exponential-e's compliance with the Environment Agency's Energy Savings Opportunity Scheme (ESOS). Examples of Exponential-e's energy and environmental initiatives include installation of 30,000 motion sensors across its offices that manage light usage, and the replacement of all its plasma screens with more environmentally-friendly LEDs, which hold A+ ratings.

CSA STAR

This is a rigorous third party independent assessment of the security of a cloud service provider. Holding this certification enhances our commitment to ISO 27001: 2005. It provides our clients with the extra confidence that their data is fully protected by improving transparency and assurance within the Exponential-e cloud.

Cyber Essentials / Cyber Essentials Plus Cyber Essentials has been developed as part of the UK's National Cyber Security Programme and is a set of controls that provide the minimum level of protection against cyber threats. It is a standalone certification and complements compliance to industry.

ITIL v4

ITIL is the most widely adopted approach for IT Service Management in the world. It provides a practical framework for identifying, planning, delivering and supporting IT services to the business. This qualification is held by Exponential-e's Service Desk and Service Management employees.

PRINCE2

PRINCE2 is a process-based method for effective project management. Our Project Managers are PRINCE2 qualified and follow best practice guidance on project management, ensuring all clients receive exceptional project management.

PCI DSS

The PCI DSS is a set of comprehensive requirements for enhancing network security. It includes requirements for security management, policies and procedures, network architecture and their critical protective measures. It reflects an organisation's ability to proactively protect its network.

Agile

Agile complements and works with existing corporate processes such as PRINCE2, quality and audit processes which improves rigour and visibility around project management, leading to a proven track record of successful deliveries to our clients.

Training

Exponential-e will ensure that the customer's staff is fully trained in its procedures and systems for raising support requests, escalating issues, the billing process, important contact numbers and email addresses, and all other elements that the customer and Exponential-e mutually feel is needed to fulfil the Managed Service.

Ordering and Invoicing Process

The Managed Service is billed for based on the infrastructure to be supported under this service. The service is available on pay as you go (PAYG) terms with an on-boarding charge, or on an annual basis without an on-boarding charge. Additional discounts are applied to annual agreements with longer terms.

Termination Terms

For PAYG agreements the service may be cancelled at any time with 30 days' notice. For annual agreements please refer to the GCloud 14 Supplier Terms and Conditions for full details relating to termination.

Responsibilities

The following table highlights the respective areas that the customer and Exponential-e are responsible for in the delivery of this service.

Item	Responsible Party
On boarding meeting	Customer and Exponential-e
Requesting on boarding documentation and information	Exponential-e
Providing on boarding documentation and information	Customer
Installing management agents on supported systems	Exponential-e
Communicate escalation paths	Exponential-e
Make firewall modifications to allow remote management	Customer and Exponential-e

Conduct training of key staff members on making use of the managed service	Exponential-e
Agree maintenance windows	Customer and Exponential-e
Agree support procedures	Customer and Exponential-e
Sign off on boarding	Customer

Technical Requirements

- ✓ The monitoring and management agent used by Exponential-e requires .Net Framework 3.5.
- ✓ Internet access is required for software agents to check in with the Exponential-e management server.
- ✓ Administrative credentials are required for supported systems to provide this service effectively.

Trial Service

Customers who wish to trial the Managed Service should elect to take up a PAYG model initially and can convert this to an annual agreement if desired.