

UK BASED FLEXIBLE SUPPORT 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

The Flex Support service is a highly flexible and responsive extension of an organisation's own IT function that seamlessly augments the support services for organisations of all sizes. It is designed primarily for organisations that operate their own IT support staff and require occasional technical assistance or support cover.

Flex Support provides a multi-vendor remote (telephone, email, remote access) support service designed to provide a virtual extension to our customers' internal IT support structure. The contract is based on pre-purchased support where support is purchased ahead of when it is required and is used as often as is needed until the allocation has been used up or the usage limit has been reached.

Flex Support is most often used to provide reactive technical assistance and expertise for specialist products or technologies where internal IT support staff are lacking in-depth product knowledge or support on an ad-hoc basis for when key internal IT staff members may be on holiday, maternity/paternity leave, illness, busy with internal projects etc.

We recognise that each customer is unique and will have different needs. Therefore, a bespoke Flex Support agreement may be requested by the customer if required. As standard, Flex Support can contain as many or as little of the following options to match the needs of the customer.

- ✓ Centralised call logging and management
- ✓ Level 2 & 3 technical support via phone, email, and remote access
- ✓ Escalation and management of issues to vendors or consultants
- ✓ Management and incident reporting

Flex Support can provide support services upon a variety of technologies from several vendors including, but not limited to, the following vendors:

FLEX SUPPORT			
Microsoft	Citrix	VMware	Veeam
HP	Dell	NetApp	Symantec
Nexsan	Cisco	Equallogic	Sophos
AWS	Azure	Palo Alto Network	

*Please see our Supportability Matrix for a comprehensive list of supported manufacturers and technologies.

The service is managed centrally and delivered from our regional support centres.

A Flex telephone number and dedicated support email address is provided to each customer to access the various services of the agreement.

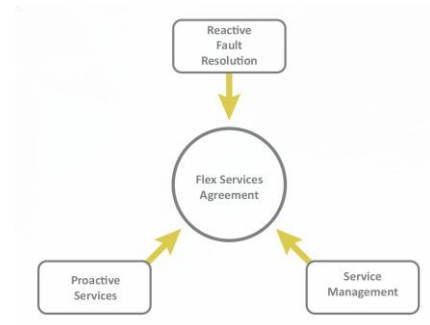
How Does the Service Work?

The Flex portfolio of products provides an end-to-end service, which includes proactive services, reactive problem resolution, and on-going service delivery management.

These Flex Services consist of three areas of service.

Flex Support addresses the reactive fault resolution and service management components of the above.

For Flex Support where the service required is that of a reactive support nature:



1. A call is placed by the customer to our central Service Desk where a first line Service Desk operator will:
 - a) Create an incident within the Exponential-e service management tool.
 - b) Determine whether the customer is entitled to support.
 - c) Collect basic customer details such as the customer's name, contact details, description of the problem, and priority information.
2. The call is then routed to an appropriate Service Desk operative based on the basic information that has been gathered who will:
 - a) Take additional technical details regarding the customer and the incident.
 - b) Evaluate whether the issue is within the technical ability of the Service Desk:
 - ✓ If it is, the issue is dealt with by the Service Desk operative.
 - ✓ If it is not, the issue is escalated to a senior member of our Professional Services division and the customer will be provided with a "call back" timeframe.
3. At each point the case is updated with additional information.
4. Unresolved issues are escalated automatically.
5. When a resolution is achieved the incident is closed.

Unit Based Flex Support Agreement

Our customers have the flexibility of choosing between two Flex Support contract variants:

- ✓ Unit Based support agreement
- ✓ Annual support agreement

Both variants are based on an agreement of a pre-purchased support allocation that is consumed for reactive support services. Services are consumed through remote technical support via telephone, email, or remote access method, providing total flexibility and control.

- ✓ Support may be used for a variety of products and services.
- ✓ Support is consumed in support units of 30 minutes of support time.
- ✓ Monthly support statements will be issued when there has been support activity.
- ✓ The support allocation can be used for reactive fault fixing or advice.
- ✓ Support is provided as required and needs to be topped up when depleted or when the usage limit has been reached.
- ✓ Support is paid for upfront in units of time.
- ✓ Support units must be consumed within 12 months of their purchase.

The annual support agreement will provide the customer with support services for a specific set of technologies at a fixed annual cost. These agreements are negotiated based on the technologies to be supported and are fully bespoke in nature.

This agreement is based on the Unit Based Flex Support variant. This agreement will provide the customer with a number of support units that may be utilised at any time during the contracted period (12 months) for specified technologies. These units may be consumed for remote reactive support or advice. Once depleted, the customer may choose to top up the agreement with additional units.

Support Methods

Telephone and Email

Telephone support provides a virtual helpdesk service to an organisation's support staff or its users to aid in fault resolution. This service also provides third-line telephone and email advice for an organisation's IT staff seeking to ratify upgrade, management, or implementation procedures

Normal telephone support is provided with 24x7x365 coverage, including Bank Holidays.

Remote Support

Remote support is delivered in an identical way as described for telephone support. Numerous remote support options can be catered for including RDP, Citrix, ScreenConnect, VPN, VNC, etc. Solicited remote support methods typically require the presence of an individual at the supported computer to authorise the support session. We can resolve issues more quickly and easily having access to the customer's environment through an agreed remote access method.

Emergency Call-out & Onsite Consultancy / Support

The Unit Based Flex Support service does not cater for emergency call-out support, or onsite support and consultancy.

Service Particulars

Service Priority Levels

Providing the right levels of response to an incident is a process of co-operation between the customer and our Flex team. To assist us in responding in a suitable fashion to each incident, a priority needs to be set. This should be set by the customer when initially raising the call.

The four categories below provide a guide to service level classification. In most cases, a support response 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 helpdesk technicians or an engineer) is detailed below.

SLA	DESCRIPTION
P1	A Critical business service is non-operational 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; or Application functionality is lost; or significant number of users or a major 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 user or a small site; 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 documentation. Low or Minor localised impact.

Our aim is to offer the following level of service priority for incidents logged within contracted hours:

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

Service Availability

The service described in this document will be available during the following hours:

SERVICE AVAILABILITY	
24x7 Service Desk Service	24x7 (including UK Bank Holidays)

Service Quantity

The service described in this document is consumed in units of 30 minutes, with a minimum of 1 unit being claimed for a support activity.

A minimum of 40 support units may be purchased at a time in a single transaction.

Escalation Procedures

Internal Escalation

Flex Support operates an escalation procedure to monitor the progress of support incidents which includes notifying first and second line Flex managers of any incident that remains unresolved beyond internally defined time limits. This enables us to effectively monitor whether the appropriate resources are being made available and are actively working to resolve a support incident.

Complex technical issues will be escalated by a Flex manager to a 4th line consultant in the event it cannot be resolved by the Service Desk.

Client Escalation

A Service Level Priority should be set by the customer when initially raising the call. The priority levels are detailed elsewhere in this document. The priority level of a given case may be increased by the customer due to a change in circumstances or the amount of time elapsed during support by notifying the Flex Escalations Team.

Vendor Escalation

Flex Support also has an escalation procedure in place with major manufacturers and vendors should the need to escalate an incident arise. Flex will escalate an issue on request from the customer at the customer's expense. Flex will liaise with the vendor and provide the relevant information and assistance to assist in a speedy resolution.

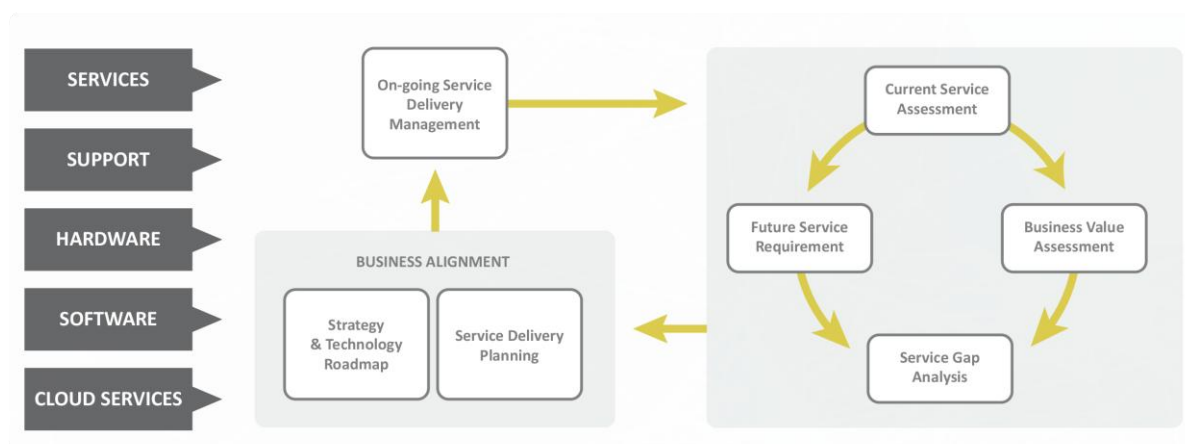
Service Management

To ensure maximum return for our customer's support investments we have developed a layer of Service Management for our Flex agreements, overseen by our dedicated Client Service Delivery Managers (CSDM).

Your assigned CSDM will work with you on:

- ✓ Service Delivery Planning & Business Alignment
- ✓ Service Delivery Management

The basic structure for how your assigned CSDM will engage with your organisation is provided below:



Service Improvement Reviews

Service Improvement Reviews (SIRs) may be undertaken on a quarterly basis. The purpose of the quarterly review is to review the service desk activity utilised by the customer during the preceding quarter.

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.

Outlined below is a list of the typical criteria that will be included as part of the SIR. Additional information may be included as defined during the on-boarding process and subsequent SIRs.

- ✓ Trends in any repeat issues arising from the customer or specific systems
- ✓ Review case utilisation levels and targeted technologies
- ✓ Identify any new product sets to be supported across the customer's estate during the coming quarter
- ✓ Identify any performance improvement opportunities within the customer's environment

Where the quarterly SIR's are required a minimum of 4 support units will be deducted from the Flex Support Agreement per quarter.

Due Diligence and Helpdesk Setup

An important part of our ability to offer quality support services is to ensure we have an accurate and detailed understanding of our customer's environment that will be recorded on our support system.

It is recommended that we carry out the necessary due diligence to gather the required systems information so that we can populate our support systems. This will help to ensure we are able to offer comprehensive and accurate support. This will also allow us to ensure the systems that we are to support are in a supportable state, and it will improve our effectiveness in providing support and consultancy. Where the due diligence is carried out, 10 support units will be deducted from the Flex Support Agreement to cater for this need.

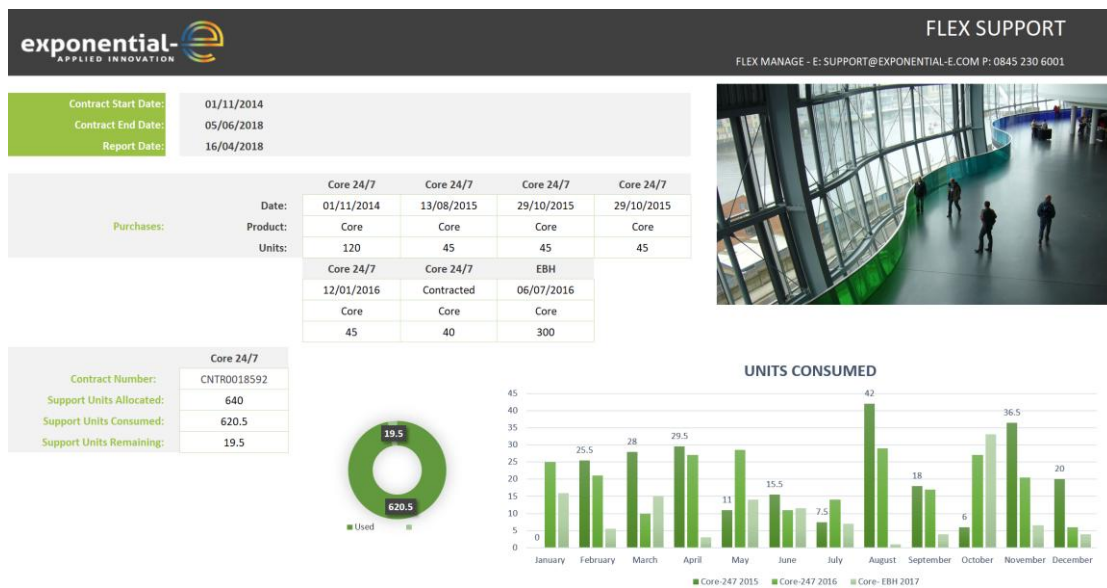
On request, the customer may choose to waive the full due diligence exercise that would normally be carried out at the start of the Flex Agreement. In this event 4 support units will be deducted from the Flex Support Agreement to cater for contract on boarding. This increases the number of units available for support to the customer, however it may also increase resolution times as we may need to gather additional information at the time a case is raised.

For contract renewals, 4 support units will be deducted from the Flex Support Agreement to cater for contract on-boarding unless the scope of the contract has significantly changed, in which case 10 support units will be deducted from the Flex Support Agreement to cater for this need.

Reporting

Detailed monthly reporting is included with the Flex Support service, whether there has been report activity or not. The reports will include a summary of each incident logged with the Service Desk and the support units spent on each. Examples of these reports are shown below.

Summary Report



Ticket Report

Reference	Created	Closed	SLA	Description	Units
IM003454	30/01/2024	19/02/2024	P2	Sage issue. Rebooted the server and working fine.	2.0
IM003497	03/02/2024	06/02/2024	P3	Troubles with Skype and my headset. No action was required, user has resolved issue	0.0
RF011770	04/02/2024	06/02/2024	P3	AD admin Password, password reset and emails details to user	0.5
IM003521	04/02/2024	05/02/2024	P3	Set up new Starter account on AD and created a mailbox	4.0

Reference	Created	Closed	SLA	Description	Units
RF011944	09/02/2024	11/02/2024	P2	File Access -Folder Access AUS and UK-Information	1.0
IM003555	09/02/2024	19/02/2024	P3	Katy email Issue.	0.5
RF012030	10/02/2024	10/02/2024	P3	Password reset account, pass info to Jess and Dave and set up access for Hannah	1.0
RF012011	10/02/2024	12/02/2024	P3	Add new user to Domain - Install Network driver and connect user to the domain	2.0
RF012019	10/02/2024	13/02/2024	P2	Suspected Malware Alert - Spam, email deleted	0.0
RF012053	11/02/2024	11/02/2024	P3	User Account, password reset as requested	0.5

Notes and Exclusions

The Flex Support Agreement is aimed at delivering a comprehensive Level 2 and 3 Technical Support service to customers. Support units may not be used for proactive support or consultancy.

Hardware maintenance contracts are excluded from the support agreement. Proactive monitoring is excluded under this provision of service. Proactive monitoring services are covered by our Flex Monitor and Flex Manage services.

For the Unit Based Support Agreement the minimum number of support units that may be purchased is 40 per year if purchased stand-alone, and 20 per year if purchased with project work.

Flex Support contracts are valid for a minimum term of 12 months, as specified in the Contract Schedule. Any unused support units expire at the end of the contract term.