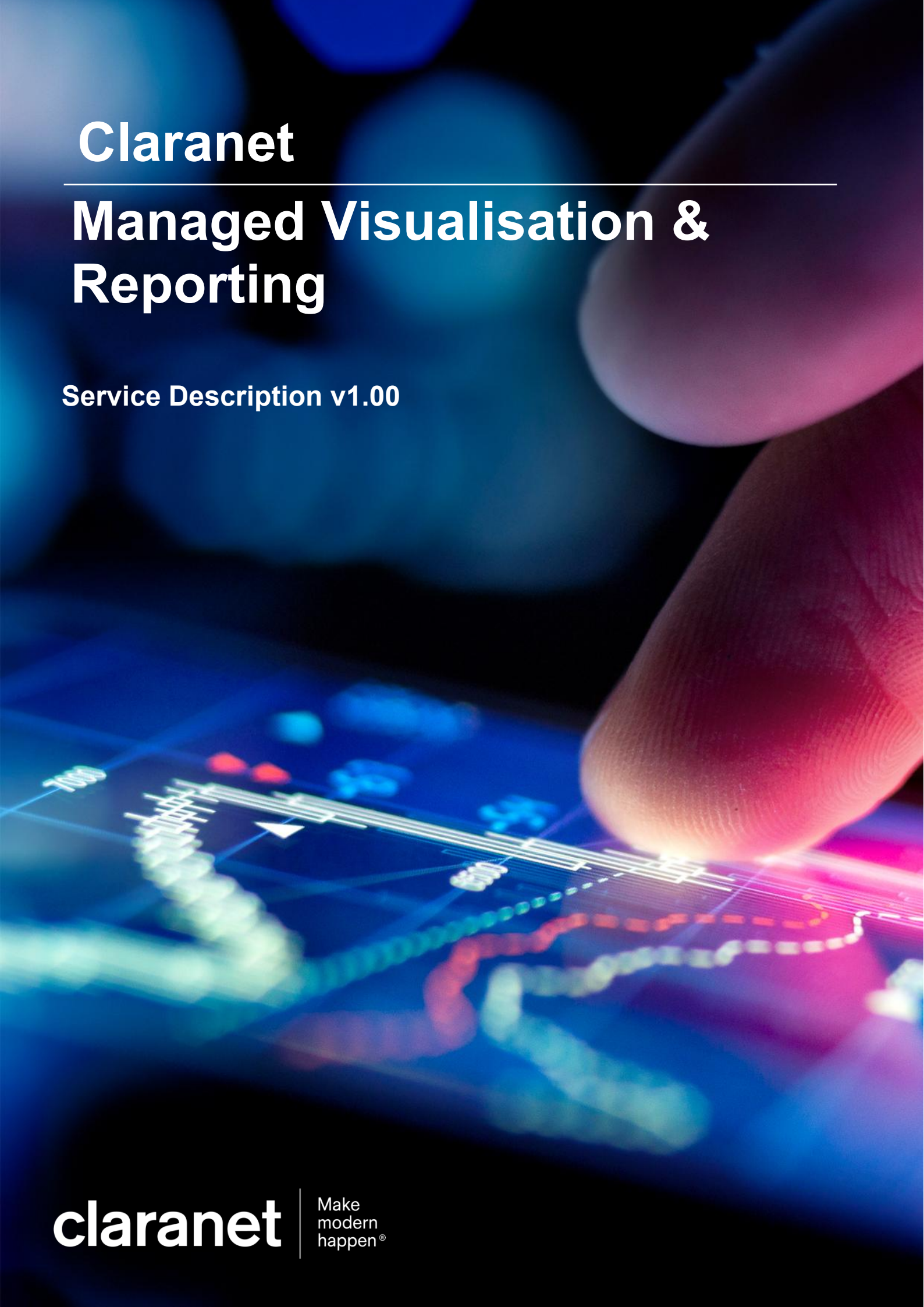




Claranet

Managed Visualisation & Reporting

Service Description v1.00

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1. Introduction

This Service Description describes the service Claranet provides and details the Customer's responsibilities in relation to this Service. The Service Description forms part of the Agreement between the Parties and should be read in conjunction with the terms of the Customer Experience for Managed Services Document ("CXMS") and the Claranet Master Services Agreement ("MSA") set out at www.claranet.co.uk/legal or as otherwise agreed by the Parties and the Parties agree to be bound by such terms. Unless otherwise specified, all terms used within this document are in accordance with the terms to be found in the CXMS and the MSA.

Claranet provides the following services as part of its Managed Visualisation & Reporting Service ("**Service**"). The Service components and features are set out below along with the related responsibilities for that Service component/feature.

2. Scope of Service Description

The Customer acknowledges that any services, activities, or deliverables not expressly described in this Service Description are out of scope for the Service. Any components identified as optional or additional will be chargeable at an additional cost and must be purchased separately. Notwithstanding the foregoing, if Claranet performs any additional services, activities, or deliverables at the request or direction of the Customer, the Customer shall be liable for all associated Fees and expenses, whether or not a formal Order Form or Change Request has been executed.

3. Service Overview

The Service is designed to ensure the reliability, performance, and scalability of the Customer's organisation's data visualisation platforms and reporting frameworks. This Service is built on industry-leading practices, enabling the Customer's visualisation and reporting platforms to deliver accurate, timely, and actionable insights critical for data-driven decision-making. By proactively managing key operational aspects, such as monitoring, optimisation, and change management, this Service ensures that the Customer's visualisations remain responsive and aligned with organisational goals.

Through continuous monitoring and analytics, the Service ensures the health of reporting workflows and identifies opportunities for improvement. Alerts will be provided to enable rapid detection and resolution of issues, minimising disruptions and preserving operational integrity. Optimisations based on usage data help refine report performance and reduce inefficiencies, while recommendations grounded in platform analysis enable standardisation, compliance, and future scalability.

4. Service Features

The Service supports the following features:

4.1. Standard Features

The following features are supported and included as standard:

Feature	Description
Monitoring & Alerting	Monitoring and alerting ensure end-to-end visibility of the Customer’s data visualisation and reporting ecosystem, allowing proactive identification and resolution of issues that impact performance or user experience. Performance metrics such as query times, data refresh success rates, and resource utilisation are tracked in real-time. Alerts provide early detection of anomalies, such as performance degradation, resource contention, or access failures, enabling prompt remediation. Coverage includes: • Platform: Status and availability. • Performance: Resource usage, capacity and compute utilisation, and report render time. • Data: Datasets and dataflow’s refresh, failed and inefficient refreshes, and duration. • Integration: Deployment pipeline status and activity, and gateway availability, connectivity and status. • Redundancy: Inactive reports and dashboards, datasets, dataflows, pipelines, and workspaces. • User activity: Developer workflow patterns and end-user activity patterns, including tracking the activities of privileged accounts to ensure appropriate use and limit unauthorised access to highly sensitive data Claranet will notify the Customer within two (2) business hours of an alert trigger.
Optimisation & Reporting	Optimisation of the data visualisation environment ensures it operates efficiently, delivering high performance and usability. This includes performance tuning of queries, dashboards, and visual elements to accelerate insights while minimising resource usage. Optimisation recommendations are tied to transparent metrics such as capacity utilisation, dataset refresh duration, and report rendering efficiency. The results of monthly analysis and reporting are used to provide advice and recommendations which includes the following subject areas: • Platform: Recommendations for configuration changes for new or redundant features and cost optimisation. • Dataflows and pipelines: Root cause analysis of refresh failures, optimisation of long or inefficient refreshes, and schedule profiling.

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- **Data connections:** Ensuring appropriate methods are used for connecting to data sources.
 - **Dashboard performance:** Recommendations for improving dashboard load times and queries used inside the dashboards.
 - **Data preparation:** Recommendations for optimising the Customer's data models, including dataflow and pipeline optimisation.
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Management of backup processes provides confidence that, in the event of an outage, reports, dashboards, and platform configuration is backed up and disruption is minimised. Managing backups ensures that recovery processes are consistent in the event of disasters or other data-loss scenarios.

Backup & Disaster Recovery

- **Configuration as Code:** Configurations for visualisation and reporting platform assets (dataflows, reports, workspaces, deployment pipelines, etc.) are stored as code to enable recovery and rollback
 - **Data as Code:** Storing data assets as code, to enable recovery and rollback.
 - **Report/dashboard backup:** Backing up different versions of reports and dashboards for recovery and rollback purposes
 - **Recovery Testing:** Recovery testing is performed quarterly/bi-annually/annually to ensure efficient and effective recovery procedures.
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The Service provides support for managing day-to-day platform operations, including configuration management, updates, user access control, and scaling workflows within a data visualisation and reporting platform. These operations ensure that the platform is secure, updated, and running smoothly while being aligned to organisational policies and procedures. Managing platform operations includes setting up resource policies, enforcing best practice, and tracking changes to the platform for audit purposes. By streamlining these operations, the Customer can reduce operational complexity, improve overall resource management, and ensure compliance across systems. Claranet will leverage Infrastructure as Code, Configuration as Code and Data as Code, to efficiently administer the platform.

Platform Administration

- **Configuration Management:** Manage resource configurations across compute, storage, and pipelines.
 - **User Access Management:** Validate user and role-based access permissions.
 - **Log Management:** Management of log storage retention periods, access and amending destinations.
 - **Alert Management:** Managing alert configurations.
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Release & Change Management	• Audit Tracking: Record changes to infrastructure for compliance and governance needs.
	Ensures that updates to the data visualisation and reporting platform are applied seamlessly without disrupting user access or performance. This includes validating new features, ensuring version compatibility, and managing phased rollouts. The service focuses on approving new developments, using new features, managing CI/CD workflows, and ensuring efficient delivery of updates and changes while minimising risk to live environments. • Updates: Review and validation of data visualisation and reporting platform updates for stability, verifying platform functionality after changes. • Releases: Schedule releases in alignment with business priorities while minimising operational disruptions. • Rollback: Define fallback and rollback strategies to mitigate potential issues during changes. • Compliance: Validate developments for functionality, compliance with policies, and alignment with organisational goals. Ensure testing has been conducted and signed off prior to production deployment • CI/CD management: Maintain CI/CD processes for data pipelines and dashboards. • Post-release monitoring: Monitor and validate the stability of changes post-release, providing proactive issue handling Claranet will endeavour to acknowledge requests for change approval and/or configuration amendments within four (4) business hours. An approval resolution estimate will be provided as part of the acknowledgement, calculated using the complexity of the change, the amount of effort required to review the change and the number of active concurrent requests. Claranet will manage a release schedule, in co-ordination with the Customer.

4.2. Additional/Optional Features

The following features can be purchased on top of the standard Service and will be subject to additional charges:

Feature	Description
Analytics Engineering as a Service	Claranet can provide flexible access to analytics engineering capability to implement required changes where recommendations have been made as part of the core service.

Development hours are provided as a consumable resource, leveraging Claranet's expertise to perform a range of development and analytics engineering activities, including, but not limited to, the following:

- Implementation, refinement, and testing of data models, transformation logic, and analytical processes to ensure accurate and performant reporting and dashboard outputs.
- Creation and adjustment of metrics, measures, calculated columns, visuals, templates, and user-facing elements to enhance interpretation and usability
- Fine-tuning analytics layers, optimising query logic, and enhancing data refresh cycles to support efficient dashboard responsiveness and user experience
- Configuring and testing processes for release management, governance workflows, and version control within the analytics layer.

An estimation of effort will be performed for all development tasks so that resources can be aligned to meet development goals.

Managed Data Platform Service

The Managed Data Platform Service is designed to optimise the performance, reliability, and scalability of the Customer's enterprise data solutions. This Service ensures that the Customer's data platforms – encompassing ingestion, processing, analytics, and storage – operate efficiently while driving business insights and innovation.

The following are included:

- Monitoring & Alerting.
- Optimisation & Reporting.
- Backup & Disaster Recovery.
- Platform Administration.

Please refer to the Managed Data Platform Service Description for further detail.

AI & MLOps Managed Service

The AI & MLOps Managed Service is a comprehensive offering designed to manage the operational lifecycle, reliability, and performance optimisation of AI and ML solutions. This includes Platform-as-a-Service (PaaS) AI and LLM solutions and bot services, Software-as-a-Service (SaaS) AI bot services, and custom LLM and ML solutions.

The following are included:

- Monitoring & Alerting.
 - Optimisation & Reporting.
 - Backup & Disaster Recovery.
 - Platform Administration.
 - Release & Change Management.
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Please refer to the Managed AI & MLOps Service Description for further detail.

5. Managed Service

This Service Description applies to Managed Services and will be read in conjunction with the CXMS, which provides a framework for Claranet's core support experience and describes what a customer can expect from any standard Managed Service solution provided by Claranet. This Service Description is intended to complement the CXMS and provide details specific to the Service. In the event that this Service Description conflicts with CXMS, the provisions of this Service Description will prevail to the extent of such conflict.

For this Service, Service Hours are defined as Monday to Friday 08:00-18:00 excluding UK Public and Bank Holidays.

6. Customer Responsibilities

The Customer, or any appointed third parties, acknowledges and agrees to perform its responsibilities. Claranet's delivery, implementation, and performance of the Service depend on the timely and effective completion of these Customer's responsibilities and/or adherence to Claranet's reasonable instructions. If the Customer fails to meet these responsibilities and this results in an impact on any Service Levels set forth herein, Service Credits shall not be payable:

Responsibility	Description
Provide a suitable primary contact for the length of the Service.	To ensure smooth delivery of the Service, the Customer must provide Claranet with a primary contact with the relevant knowledge and experience to provide all necessary assistance to Claranet pursuant to this Service Description and/or the SOW.
Access to support, key staff and stakeholders.	The Customer must provide key staff and stakeholders, both internal and external (where relevant), are available for engineer visits, meetings and/or workshops. The Customer will provide the necessary access to support and relevant personnel. However, the Customer will be responsible for ensuring all communications to all key or relevant Customer managed stakeholders regarding the Service for the duration, including any technical change and/or approval required.
Provide a safe and suitable working environment.	Where Claranet employees are required to attend Customer and/or third-party premises, the Customer must ensure that Claranet employees are provided with a safe and suitable working environment.

Provide information required by Claranet.	The Customer shall provide any information requested in the format specified by Claranet within five (5) working days, unless agreed otherwise in writing.
Responding to project requests by Claranet.	The Customer shall respond to any project-related request made by Claranet within five (5) working days. Unless agreed otherwise in writing.
Reasonable and timely cooperation	The Customer will provide reasonable and timely cooperation and follow instructions as required by Claranet.
Notifications regarding platform change and maintenance	The Customer will inform Claranet of any planned changes to the infrastructure, processes or configurations of the data visualisation and reporting platform due to any maintenance or planned works within reasonable notice, so that any changes can be assessed for impact on the Services provided.
Changes to information	The Customer will ensure that technical details are kept up to date by submitting to Claranet to update the relevant details.
Data Access Provisioning	The Customer must provide and maintain secure access credentials for all data sources and systems involved in the service to ensure uninterrupted operations.
Data Governance Oversight	The Customer is responsible for defining data governance policies and participating in periodic reviews to ensure compliance with internal standards.
Compliance & Audit Coordination	The Customer must coordinate with auditors and compliance teams to provide necessary documentation and support during compliance assessments.
Security & Compliance Requirements	The Customer will provide relevant security policies and controls, compliance and regulatory requirements, and notification of any changes.
Change Coordination	Any planned changes to the infrastructure, processes or configurations of the data visualisation and reporting platform are communicated between the Customer and Claranet (and vice-versa), so that planned changes can be assessed for impact.

6.1. Pre-Requisites

Before Claranet can commence the Services, the Customer is required to fulfil or complete the following pre-requisites to ensure that the Services can be delivered successfully. If such pre-requisites are not met by the Customer, then this may have consequential adverse impact on the delivery of Services and may prevent Claranet from delivering on its obligation and/or require changes in a Change Request Form to remediate any impact.

Pre-requisites	Description
Network Access	The Customer will ensure Claranet is able to access the network(s) in which the platform is deployed. For example, cloud networking access for managing gateways.
Credentials & User Access	The Customer will provide Claranet with necessary credentials and relevant role assignments to be able to monitor and manage the data platform resources and repositories.
Git Repositories	The Customer will have a git repository for storing code artifacts for the following: • Data as Code; • Configuration as Code.
Configuration as Code	The Customer will have a process for maintaining their asset configuration. For example, dashboard and dataflow configuration will be stored as code. This is used by Claranet to provide maintenance and change management of data visualisation and reporting platform components and applications.
Continuous Integration / Continuous Delivery (CI/CD) Workflows	The Customer will have functional CI/CD workflows for any configurations stored as code within the platform (including Data as Code & Configuration as Code). This is used by Claranet to provide maintenance and change management of all components of the data platform.
Data Visualisation and Reporting Platform Health Check	Where an existing data visualisation and reporting platform has not been built by Claranet, any high priority remedial actions identified by Claranet as part of a health check should be completed before onboarding. This is to ensure the visualisation platform meets Claranet's functionality expectations and implementation standards.

Note: In the event a Pre-requisite is not fulfilled, the delivery of Service may be delayed, quality of Service may be impacted and/or additional costs may be incurred to deliver the Services. In addition, the Service shall not be subject to the SLAs or Service Credits (if applicable) and shall be provided on a reasonable endeavours basis until the above activities are completed.

7. Delays and Cancellation Terms

- 9.1** Professional Services, if applicable as part of delivery, must be used within six (6) months from the date of Customer's signature of the Order Form. At the end of this period, Claranet may invoice the full balance of any unused Professional Services Fees and the Customer shall pay such Fees in accordance with the Agreement. The Customer will then have a further six (6) months to utilise the remaining Professional Services. Any unused Professional Services at the end of this additional six (6) month period will expire. Unless otherwise agreed in writing, all Professional Services Fees are non-refundable.
- 9.2** The Customer agrees and acknowledges that Claranet will provide an estimate of time required to complete the Services. The Customer further acknowledges that additional Professional Services days may be necessary to complete delivery. Claranet shall notify the Customer in good faith if it determines that additional days are required and such additional days may only proceed upon the Customer's authorisation through an additional Order Form.
- 9.3** If the Customer postpones a booking (e.g. a workshop, meeting or a call) at short notice, then the following will be charged by Claranet, depending on the amount of notice given:

Notice for Postponement	Postponement Fee
Less than 15 working days but greater than 10 working days	50% of the Fees associated to the booking
Less than 10 working days but greater than 5 working days	75% of the Fees associated to the booking
Less than 5 working days	100% of the Fees associated to the booking

- 9.4** If the Customer seeks to cancel a Service/s before the expiry of the Initial Term or Renewal Term, Claranet shall invoice the Customer for cancellation charges equal to the total Fees that would have been payable for the remainder of the Initial Term or Renewal Term of the respective Service/s, unless agreed otherwise in writing. The Customer shall pay such cancellation charges accordingly.

8. Assumptions and Exceptions

Service delivery may be affected if the following occur below. Where relevant and to the extent any Service Levels set out herein are impacted by the below, Service Credits will not apply as a result.

- 10.1 It is assumed that where required as part of the Service, access to the Customer's IT infrastructure is quickly established and retained for the duration of the Service. Any issues relating to access and permissions may result in work being halted or delayed until such access is resolved, or cause failures in delivery because Claranet personnel are unable to access the Customer's relevant sites.
- 10.2 Where software licences are not provided as part of the Service, it is the Customer's responsibility to ensure they have the appropriate subscriptions and licences as required to benefit from the Service. The costs of such licences and subscriptions are not included in the price of the Service as set out in this Service Description unless otherwise provided in the Agreement.
- 10.3 Claranet shall not be responsible for any failure of any component for which Claranet has no control over, including but not limited to, electrical power sources, networking equipment, computer hardware, computer software or website content provided or managed by the Customer.
- 10.4 Claranet shall not be responsible for meeting any Service Levels to the extent that performance is impacted by the exceptions set out below. Accordingly, no Service Credits shall be payable in relation to any outage or failure resulting from such exceptions.
 - a. if the Customer is in default under the Agreement;
 - b. in the event that the Service is unavailable due to any component, event or situation not wholly within Claranet's control, including, but not limited to, a failure of a component that Claranet is not responsible, or issues with electrical power sources, networking equipment, computer hardware, computer software or website content provided or managed by the Customer;
 - c. in respect of any non-availability which results during any periods of scheduled maintenance or emergency maintenance;
 - d. in the event that the Service is disrupted or unavailable due to viruses, unauthorised users or hackers;
 - e. in the event that the Service is unavailable due to changes initiated by the Customer, whether implemented by the Customer or by Claranet on its behalf;

- f. in the event that the Service is unavailable as a result of the Customer exceeding system capacity;
- g. in the event that the Service is unavailable due to viruses, not arising from the failure or breach of Claranet or Claranet's Service;
- h. in the event that the Service is unavailable due to the Customer's failure to adhere to Claranet's implementation, support processes and procedures;
- i. in the event that the Service is unavailable due to the acts or omissions of the Customer and its employees, agents, contractors or otherwise;
- j. in the event that the Service is unavailable due to Customer's third party contractors or vendors or anyone instructed by the Customer gaining access to Claranet's network, control panel or to the Customer's website at its request;
- k. in the event that the Service is unavailable due to a force majeure event;
- l. in the event that the Service is unavailable due to any violations of Claranet's Acceptable Use Policy;
- m. in the event that the Service is unavailable due to the Customer's negligence or wilful misconduct, or that of any person authorised by the Customer to use the Services provided by Claranet;
- n. in the event that the Service is unavailable due to any failures that cannot be remedied because the Customer is unreachable or Claranet personnel are unable to access the Customer's relevant systems, assets and/or sites.

9. Terminology

Unless otherwise specified, capitalised terms used in this Service Description shall bear the same meanings as those used in the Master Service Agreement, unless otherwise expressly stated herein. Set out below are a description of key technical terms used in this Service Description.

Terms	Definition
CI/CD	CI/CD, or Continuous Integration/Continuous Delivery is a practice that automates the building, testing, and deployment of software to accelerate the development lifecycle and improve reliability.

Configuration as Code	Configuration as Code is the practice of managing configuration resources in a source repository
Customer Experience for Managed Services (CXMS) Document	The CXMS document provides a framework for Claranet's core managed support experience and describes what a customer can expect from any standard Managed Service provided by Claranet. It outlines the responsibilities of both Claranet and the Customer, including how to log and escalate cases, how SLA targets are prioritised, set, and achieved, as well as the tools used to perform these functions.
Data as Code	Data as Code is an approach where data structures, transformations, and configurations are treated like source code and backed by a version control system.
Disaster Recovery	Disaster recovery is an organisation's strategy to regain access to and functionality of IT system, data and critical business operations after a disruptive event, such as a natural disaster, cyberattack, or equipment failure.
Infrastructure as Code	Infrastructure as Code is the practice of managing and provisioning IT infrastructure (like databases, servers, pipelines) using code and configuration files, rather than manual processes.
LLM	LLM, or Large Language Model is a complex AI model capable of understanding and generating natural language content.
ML	ML, or machine learning, is a subset of AI that focuses on creating systems that can learn from data without being explicitly programmed.
MLOps	MLOps, or Machine Learning Operations, is focused on streamlining the process of taking machine learning models to production, and then maintaining and monitoring them.
Platform-as-a-Service	Platform-as-a-Service is a cloud-based software delivery model where people access applications over the internet, while the cloud service provider handles infrastructure, security, and updates.
Software-as-a-Service	Software-as-a-Service is a ready-to-use software for end-users that is accessed over the internet