

Becrypt Cloud Support /Engineering Services

SERVICE DEFINITION - G-CLOUD 15

Contents

Cloud Support.....	1
1. Introduction	3
2. Service Features.....	3
3. Benefits.....	3
4. Initial Setup and On-Boarding	4
5. Service Attributes Table.....	4
6. Support Services	6
7. Product Incident & Classification & Resolution	7
<i>Incident response targets</i>	<i>8</i>
<i>Service reporting.....</i>	<i>9</i>
8. Enhanced Support Services	9
9. Vulnerability Management & Patching	10
10. Maintenance / Upgrades / Updates.....	10
11. Service Constraints	11
<i>Planned maintenance</i>	<i>11</i>
<i>Exceptional maintenance.....</i>	<i>11</i>
<i>Emergency maintenance</i>	<i>11</i>
12. Platform Support.....	11
13. Acceptable Usage Policy	11
14. Customer Responsibilities	12
15. Training.....	12
16. About Becrypt.....	12

1. Introduction

Accelerate the transition to cloud-based services by leveraging Becrypt's extensive cyber security experience and portfolio of tools, including expert advisory, design, development and implementation services for secure end user device services and platforms.

The diversity of modern end user devices and collaboration platforms, primarily driven by the commercial consumer market, has created opportunities for public services organisations to transform the way they work, benefiting from the enhanced capability and usability of modern computing platforms. However, expertise and effective configuration is required to mitigate the risks associated with integrating consumer software ecosystems, and to ensure platforms and systems are aligned to business requirements.

For more than 25 years, Becrypt has successfully fulfilled customer project requirements, meeting specific business requirements and delivering demonstrable value. Becrypt achieves this through rich customer engagement, agile processes and focus on efficiency and outcome-based targets.

2. Service Features

- Analysis, user stories and requirements workshops
- Agile software integration
- Security architecture
- Operating system configuration
- Open-Source software packaging
- Platform and system security auditing
- Efficient deployment, planning and support.

3. Benefits

- Deliver demonstrable usability, cost and flexibility gains
- Transformative outcome led results through rich customer engagement
- Ensure consumer technology meets enterprise management requirements
- Align device configuration to match business application requirements
- Mitigate risks through security best practices, without compromising usability.

4. Initial Setup and On-Boarding

Onboarding typically entails a non-chargeable requirements analysis process, allowing the potential for a mutually agreed Statement of Work between contracting parties. Off-boarding processes, should they be required, are mutually agreed.

5. Service Attributes Table

Service Name	End User Device Services
Service Layer	Cloud Support
Cloud Deployment Model	Private/Public/Hybrid
Networks to which the service is connected (directly)?	Internet/Intranet as required
'API' access available, documented and supported?	Yes
Services available to other suppliers so they can use them to provide services to government?	Yes Some elements that comprise this service are available to 3 rd party suppliers, such as ISVs, in order for them to deliver software services to the public services.
Data centre tier?	N/A
Minimum Contract/Billing Period?	1 Day - The minimum commitment and minimum billing periods are both 1 day.
Free option?	No
Trial Option?	No

6. Support Services

Becrypt offers telephone and e-mail technical support for all its products and services. Support is based in the United Kingdom.

Support Incident: To facilitate communication and obtain effective results, the customer should collect all available information related to the issue they have before raising a support incident.

The information typically required includes:

- Version of product being utilised
- Applications installed
- Incident details - A detailed description of the issue, with the steps required to reproduce it, and the results of any troubleshooting performed
- Relevant logs from BEM and / or syslog's

Becrypt customer support can be contacted by the following means:

Telephone Support Technical Support assistance and diagnostics provided by a support specialist Telephone: **0345 838 2070**

Standard Coverage: Monday to Friday 09:00 to 17:30

Additional Coverage: By arrangement only

E-mail Support Assistance via a dedicated e-mail address

For incidents and technical queries: support@becrypt.com

Coverage: this e-mail address is reviewed Monday to Friday
09:00 – 17:30

Additional Coverage: By arrangement only

7. Product Incident & Classification & Resolution

The incident classification scheme outlined below relates to the management of product defects, as opposed to vulnerability management addressed through regular patch set management.

Incident & Request Classification. The incident shall be classified by the Customer and Becrypt according to the following classification:

Severity Levels

- | | |
|-------------------|--|
| Severity 1 | <ul style="list-style-type: none">▪ Your organisation experiences a complete loss of service, and the situation is an emergency – causing high levels of adverse impact to the business.▪ There is no viable workaround, later version or patch available. |
| Severity 2 | <ul style="list-style-type: none">▪ Your organisation is severely impacted, but operations can continue in a restricted fashion.▪ There are widespread symptoms across your organisation, affecting many users.▪ A major product feature is not working in the manner that was intended. |
| Severity 3 | <ul style="list-style-type: none">▪ Your organisation is impacted, but operations can continue.▪ There are limited symptoms across your organisation.▪ Loss of functionality or performance, but users may continue to use the product. |
| Severity 4 | <ul style="list-style-type: none">▪ There is limited impact or inconvenience on your organisation's daily activities.▪ There are only isolated symptoms within your organisation.▪ Minor loss of functionality, but users may continue to use the software. |
| Severity 5 | <ul style="list-style-type: none">▪ Does not affect your organisation's ability to conduct business.▪ Product and/or documentation enhancement request.▪ All other requests. Eg, new users, access change, device provisioning etc. |

Multiple incidents or requests reported by a single Customer shall be treated as separate tickets.

Every new incident & request will be logged on Becrypt's IT Service Management system and a reference number will be assigned for tracking purposes. The ticket number will be communicated to the Customer and should be quoted in all future communication.

All incident details and history will be logged on to Becrypt's incident management system. Incident reports may be provided upon request.

Incident response targets

Priority	Target response time	Target performance	Resolution
P1 – Major	30 minutes	95%	Restore services or get to a point that a reduction in severity level applies
P2 – High	1 hour	90%	Restore services where possible; an effective workaround may be found, or a patch supplied that alleviates the business impact as soon as possible. Fix may be incorporate into the next minor release
P3 – Medium	3 hours	80%	A short-term workaround will be investigated and implemented if possible. A longer-term fix may be incorporated into the next major release or upgrade
P4 – Low	17 hours	75%	A short-term workaround will be investigated and implemented if possible. Fix will be incorporated into the next major release or upgrade
P5 - Minor	26 hours	70%	Process request. Possible candidate for a future release (dependent on request)

Priority 1 incidents **must** be raised by telephone. All other priorities can be raised by either

telephone or email.

If necessary, Becrypt may provide an on-site diagnosis. If on-site visits identify that the root cause (reported by the Customer) was due to factors other than the Becrypt products, Becrypt reserves the right to charge the Customer. These charges would be Becrypt's published time and materials rate, and any out-of-pocket expenses for such support.

Internal procedures are in place to escalate any outstanding incidents to Becrypt's Customer Support Management, Senior Management Team and Executive.

Service reporting

Report type	Description	Frequency
Capacity and availability	Provides information on service availability and capacity.	Monthly (or as agreed)

Consumers of the service are also able to run (at a frequency of their choosing) their own reports from the service dashboard. Custom filter reports are categorised by the following filters:

- Devices
- Device Groups
- Device Logs
- Policies
- Domains
- Messages
- Audits
- Users

8. Enhanced Support Services

Becrypt can provide Enhanced Support Services on an ad hoc basis, as requested by the Customer. This may include but not limited to Consultancy, Development, On-site Installation and Training. These services may be charged at Becrypt's current applicable

rate plus related expenses, as mutually agreed upon in advance between Becrypt and the Customer. The provision of Enhanced Support Services shall be subject to the availability of qualified and (if appropriate) security-cleared personnel.

16. About Becrypt

Becrypt is a UK-based cyber security specialist delivering high-assurance products and managed services to government and critical national infrastructure organisations.

As an agile London-based SME with over 25 years of cyber security expertise, Becrypt designs and delivers trusted security solutions aligned with government-accredited platforms and standards. We enable our customers to safely and rapidly deploy mobile endpoint and cloud technologies, enhancing operational flexibility, agility, and productivity.

Becrypt supports government and critical national infrastructure organisations with a comprehensive portfolio of security solutions and services, ranging from funded research and development to commercially available products and flexible managed services.

For enquiries: sales@becrypt.com or 0845 838 2080