



TECHNOLOGY
DESIGNED, SERVED AND SUSTAINED



Stone Cloud Managed Networking Support

Service Definition Document



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The Stone Managed Networking Support package is for existing customers who wish to extend their contract term for one or more of Stones Infrastructure Services purchased from previous generations of the G-Cloud Framework

To support your infrastructure solutions, we provide a Stone Support Service to ensure that your investment made in your infrastructure enables a more productive environment for all.

Our processes are based on IT Infrastructure Library (ITIL) – adapted to the specific needs of remote diagnosis and cloud management and are maintained by subject matter experts from our network operations centre. This, underpinned by robust processes and dedicated Stone staff will ensure that the you will receive a highly responsive support service over the period of the contract.

Included within our subscription service are the following core services:

- > A support portal providing a single point of contact between the customer and Stone where you can log incidents, obtain help and request change.
- > A specialist systems support team, experienced in supporting complex IT environments, based in our Network Operations Centre in Stafford. Our team will deliver, proactive maintenance and automated service restoration.
- > Network Monitoring and Preventative Maintenance through the Systems Support Team. A named consultant will proactively monitor, review and document your IT infrastructure to ensure the integrity, security and operational effectiveness of your service.
- > Service Management including Service Delivery Manager visits, Service Level Monitoring and Reporting, Service Review Meetings, Financial Management, ICT Service Continuity Management and Continuous Service Improvements.
- > Commercial and customer management including assistance for all commercial and contractual elements of the project, and a Stone Account Management team for ongoing for ICT visioning and strategy.

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Service Desk

At the heart of the Managed Service will be a dedicated ITIL compliant Service Desk, a central place for all call logging, network monitoring, service reporting and remote support activity. The service will make the most of a broad range of enterprise-level remote support tools whilst providing a familiar level of support from an on-site team. The helpdesk can be accessed via phone during core business hours, and online 24/7.

Service Desk Feature	Availability	Description
Telephone Support	Stone Support Desk 8/5 Weekdays Cisco escalation 24/7 excluding bank holidays and Christmas	Unlimited support for nominated customer staff member(s) during normal business hours
Online Knowledgebase	24/7 except for planned maintenance	A constantly expanding database of knowledge articles and 'how to' guides for self-help support
Email Support	Stone Support Desk 8/5 Weekdays Cisco escalation 24/7 excluding bank holidays and Christmas	A unique email address will be provided to the customer to log support calls 24/7
Online Support Team	Stone Support Desk 8/5 Weekdays Cisco escalation 24/7 excluding bank holidays and Christmas	Unlimited support for nominated customer staff member(s) during normal business hours
Feedback Survey		Feedback as part of incident closure process

Feature releases and maintenance

Stone is committed to providing the highest levels of service to its customers. In order to facilitate such improvements, it is necessary to carry out upgrade and maintenance work from time to time. These activities, included within your subscription are carefully scheduled to minimise the impact we have on your environment. Customers will be pro-actively notified of any planned upgrades, and can choose to defer these to an appropriate time to implement.

Centralised deployment and management of firmware upgrades is one of the benefits of the StoneInfrastructure as a service solution. Through our network operations centre, a named consultant will schedule all upgrades to minimise downtime and disruption to your network. These periodic updates are designed to maximise the availability of new features on the most stable firmware available while minimising the amount of downtime required during the year to perform the upgrades.

In very exceptional circumstances, there may be an emergency requirement to instigate work outside of agreed maintenance windows to ensure the security and integrity of your network. For example; the wannacry attack resulted in an immediate patch pushed to the effected networks to ensure security wasn't compromised.

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Management Support

Stone has been providing IT services and solutions for over 30yrs, and as such our business processes and procedures are tailored to match the needs of our customers. Stone will provide a comprehensive team to deliver our service. Included within your subscription model you will receive a:

Dedicated Commercial Manager – Your commercial manager will be responsible for the contractual and commercial elements of the proposition to ensure that you receive the appropriate documentation in a timely and orderly fashion.

Dedicated Account Manager – Your account manager will be with you through every step of the journey with Stone. They will be responsible for any day-to-day enquiries, ensuring that you receive a highly responsive service from us.

Dedicated Service Manager – You will get a Service Delivery Manager for the duration of the contract with Stone. Each of our SDMs are qualified to ITIL Service Manager Level and fully competent in FITS processes. They are responsible for ensuring that all responsibilities are completed to the agreed service level, sharing this information with the you on a regular basis

Ordering and invoicing process

Stone will follow the framework process for receiving and invoicing orders. We must receive a completed call off contract and subsequent PO to enable our service to commence.

All Services available are billed monthly in arrears, unless otherwise agreed with both parties.

Payments can be made via:

- > Purchase Order
- > BACS

Contract termination process

The notice period needed for ending a Call-Off Contract is at least 90 Working Days from the date of written notice for disputed sums or at least 30 days from the date of written notice for ending without cause.



Stone responsibilities

Stone is responsible for the following aspects of the service:

- > Maintenance of the cloud management platform
- > Ongoing support of customer-specific configuration including advice and small implementation of changes if required. Major changes will be chargeable and priced upon request.
- > Proactive monitoring of network
- > Arranging replacement of faulty hardware

Customer responsibilities

The Customer is responsible for all other aspects including but not limited to:

- > Providing Stone with the technical details required for the design. E.g. WLAN IP address ranges, SSID names, VLAN assignments, local DNS servers, DHCP scopes and options etc.
- > Provision of suitable power, space and cabling
- > Access for deployment and maintenance if required onsite
- > Confirmation of reporting requirements.
- > End user support
- > Meeting any compliance requirements associated with offering a public Internet service to guests



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