



TECHNOLOGY
DESIGNED, SERVED AND SUSTAINED

ASSURED
stone

INFRASTRUCTURE SOLUTIONS



Contents

..... 1

Contents 2

Service Overview 3

Service Desk..... 4

Logging a Support Call 5

Email Notifications..... 5

Progress Monitoring..... 5

Onsite Engineer 5

Service Overview

Stone Assured is our comprehensive software and hardware support package, providing you with support on your critical infrastructure and devices through our dedicated support desk. Our flexible approach to support allows you mix and match service level agreements across all your technologies, to create a truly bespoke package to your requirements.

Supporting globally recognised vendors, Stone Assured provides a competitive alternative to traditional vendor support packages.



To meet the service requirements for you, Stone are proposing the following core services:

- A dedicated 24/7 phone number and email address to contact for support on any covered appliance, device or service.
- A UK based specialist system support team available 24/7 service experienced insupporting IT environments. The Service desk is manned by level 2 / 3 engineers and available for escalations. The service desk includes remote support and troubleshooting to expedite and enhance the troubleshooting process. All support is delivered by vendor certified engineers.
- Service Management including Service Delivery Manager, Service Level Monitoring and Reporting, Service Review Meetings and case escalations.
- Onsite Technician response – All parts and labour included within the agreed SLA and subject to the Terms and Conditions.

Our packages offer a similar service to that offered by vendors, as outlined in our table below.

Vendor	Break fix	1st and 2nd Line Support	UK Coverage	Global Coverage	Software and Firmware Support	Disk Media Retention
EMC/ Dell	Y	Y	Y	Y	Y	Y
Cisco	Y	Y	Y	Y	Y	Y
HPE	Y	Y	Y	Y	Y	Y
NetApp	Y	Y	Y	Y	Y	Y
Fujitsu	Y	Y	Y	Y	Y	Y
Overland	Y	Y	Y	Y	Vendor only	Y
IBM	Y	Y	Y	Y	Y	Y
Sun	Y	Y	Y	Y	Vendor only	Y
Brocade	Y	Y	Y	Y	Y	N/A

HDS	Y	Y	Y	Y	Vendor only	Y
Quantum	Y	Y	Y	Y	Y	Y

Further manufacturers support packages are available upon request.

Available Service Levels

Stone assured allows you combine varying service level agreements across all your technologies, enabling us to create a service that matches your operational and budgetary needs. We can offer the following support service level agreements across your infrastructure and devices;

Service Level Agreement	Description
8 x 5 x Next Business Day Fix	Call Window- 7 days a week, 24 hours a day, excluding public and bank holidays Coverage Window- 5 days a week, 8 hours a day, excluding public and bank holidays Resolution Window - Within the Next Business Day of incident acknowledgement
8 x 5 x Next Business Day Onsite	Call Window- 7 days a week, 24 hours a day, excluding public and bank holidays Coverage Window- 5 days a week, 8 hours a day, excluding public and bank holidays Response Window- Within next business day of incident acknowledgement
8 x 5 x 4hr Fix	Call Window- 7 days a week, 24 hours a day, excluding public and bank holidays Coverage Window- 5 days a week, 8 hours a day, excluding public and bank holidays Resolution Window - Within 4hrs of incident acknowledgement
8 x 5 x 4hr Onsite	Call Window- 7 days a week, 24 hours a day, excluding public and bank holidays Coverage Window- 5 days a week, 8 hours a day, excluding public and bank holidays Response Window- Within 4hrs of incident acknowledgement
24 x 7 x 4hr Fix	Call Window- 7 days a week, 24 hours a day Coverage Window- 7 days a week, 24 hours a day Resolution Window - Within 4hrs of incident acknowledgement
24 x 7 x 4hr Onsite	Call Window- 7 days a week, 24 hours a day Coverage Window- 7 days a week, 24 hours a day Response Window- Within 4hrs of incident acknowledgement

Service Desk

At the heart of our service will be a dedicated ITIL compliant Service Desk, a central place for all call logging, 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 help desk can be accessed via phone and email 24/7.

Each support instance will be assigned its own unique reference number to enable Stone to manage calls through to a successful resolution.

	Availability	Description
Telephone Support	24/7 Service	Unlimited support for 1 st and 2 nd Line agents
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	24/7 Service	A unique email address will be provided to the customer to log support calls 24/7

The Stone Service Desk is UK based and is staffed by highly trained, dedicated support professionals, ensuring an excellent response to any issues that may occur.

Logging a Support Call

Support calls are logged via phone or email with the following criteria:

- Support Contract Number
- Serial number and make/model details of the appliance or device at fault
- Confirmed site address
- Fault description
- Preferred Email address and Phone number for ticket updates

A ticket reference will be assigned to your call and an engineer will be allocated to your ticket as soon as the initial triage has been carried out. Full details of the process will be included within your contract details.

Email Notifications

The service desk will send email notifications to your IT Staff that have escalated the service at pre-defined intervals of a calls life. With many types of calls, there can be a large amount of work ongoing in the background before a problem is able to be resolved. In these situations, the email notifications help to reassure users that their call is being dealt with and is progressing through the system at times when it is not obvious to them.

Progress Monitoring

We can monitor call progress and take appropriate action through the call life cycle.

Throughout the life of the call, users are kept up to date on call progress including:

- Email acknowledgement of logged call – ticket reference issued
- Email advising that a service desk technician is assigned
- Email advising that the call has been assigned to a specialist or on-site technician. The user will be advised of the action being under taken and the expected time to service restoration
- If escalated the user, Service Delivery Manager and senior user receive an email notification
- Call closed email is sent which provides the user with the ability to leave feedback.

The service desk portal also enables the service to escalate aged calls to ensure they are managed to resolution within your service level agreements.

Onsite Engineer

Included within our enhanced service level agreements is an onsite technician specialising in the technology set that is applicable to your environment. Our vendor accredited engineers will ensure that you are back up and running at the earliest opportunity. Stone engineers are experienced and dynamic, they work as a team to further develop their skills. Led by the engineering manager training is provided by the following methods:

- Shadowing senior engineers on call outs
- Training days on lab-based equipment – ranging from end user devices through to enterprise solutions.

Stone have the capability to deliver a 4-hour maintenance service across the whole of the UK mainland. In the last 9 months our SLA attainment was above 95%. Our strategic stocking locations, service centres and field engineer locations

enable fast resolutions to all metropolitan areas in the country. Managed by our service delivery team all maintenance requests will follow the same ITIL aligned methodologies.

Stone operate service centre and major stocking locations. Minor and bespoke stocking locations can also be mobilised within 15 days at client's request subject to terms and conditions.

- Green (A, B, C) are Stone service centre locations
- Orange (D-M) are Stone Major Stocking locations
- Average Driving time to site for any field engineer in the UK is 50 minutes.

Equipment Additions and Withdrawal

You can add any device to the contract by giving Stone 14 days' notice to add the item to the equipment list. The item will be co-termed to the original expiry date of the contract and invoiced to Stone for the term that the asset is on support.

You may withdraw any device from the asset list by giving 90's notice.

Any unexpired portion of the asset term will be credited back minus any expenses occurred by you for carrying out the withdrawal or sparing.

A true up/down process will be agreed during transition to enable accurate management of assets on support with Stone.

Where assets are moved between sites, Stone must be informed so as the asset register can be updated and to ensure accuracy.

Service Delivery Manager

Stone will provide a Service Delivery Manager (SDM) for the duration of the contract. Each of our SDMs are qualified to ITIL Service Manager Level. They are responsible for ensuring that all responsibilities are completed to the agreed service level, sharing this information with you on a regular basis.

Your SDM will beremotely and onsite to conduct his activities to keepyou informed of the service and to ensure feedback is acted upon accordingly.

Key responsibilities include:

- Case escalation and resolution
- Service desk management
- KPI reporting
- Incident management



FOR THE MAINTENANCE OF THE "EQUIPMENT" AT THE "CUSTOMER'S INSTALLATION ADDRESS" SPECIFIED, WHEREBY DURING THE CONTINUANCE OF THE AGREEMENT STONE COMPUTERS LTD, HEREINAFTER CALLED "SC" WILL SUPPLY AND THE CUSTOMER WILL ACCEPT SC MAINTENANCE SERVICE FOR THE EQUIPMENT UNDER THE TERMS AND CONDITIONS SET OUT BELOW AND, IN THE SCHEDULE, HERETO.

1. SERVICE PROVIDED

BETWEEN THE HOURS STATED OVERLEAF SC WILL SUPPLY, AS THE CUSTOMER SHALL FROM TIME TO TIME REQUIRE, EQUIPMENT SERVICE AS FOLLOWS:

- A) PREVENTATIVE MAINTENANCE, WHICH WILL CONSIST OF SC PERSONNEL TAKING THOSE ACTIONS WHICH IN THEIR OPINION ARE NECESSARY TO ENSURE PROPER MACHINE OPERATION. PREVENTATIVE MAINTENANCE WILL BE PERFORMED AT INTERVALS AS PRESCRIBED BY SC IN AGREEMENT WITH THE CUSTOMER.
- B) PROVIDE NECESSARY REMEDIAL MAINTENANCE SERVICE TO REMEDY MALFUNCTION OF THE EQUIPMENT, INCLUDING BUT WITHOUT PREJUDICE TO THE FOREGOING, THE REPLACEMENT OF UNSERVICEABLE PARTS. WHEN IMMEDIATE REMEDIAL MAINTENANCE OF FAULTY EQUIPMENT IS NOT POSSIBLE. SC WILL USE ALL REASONABLE ENDEAVORS TO PROVIDE A SUBSTITUTE UNIT UNTIL REPAIR OF THE ORIGINAL FAULTY EQUIPMENT HAS BEEN AFFECTED. THE RESPONSE TIME BY SC WILL BE WITHIN THE HOURS SPECIFIED OVERLEAF FROM RECEIVING NOTIFICATION THAT THE EQUIPMENT IS INOPERATIVE.
- C) PROVIDE ALL LABOUR AND PARTS WHICH IN THE OPINION OF SC PERSONNEL, IN AGREEMENT WITH THE CUSTOMER, ARE NECESSARY FOR MAINTAINING THE EQUIPMENT IN GOOD OPERATING CONDITION. ONLY NEW STANDARD PARTS OR PARTS OF EQUAL QUALITY SHALL BE USED IN PROVIDING MAINTENANCE. ALL PARTS REMOVED BY SC SHALL BECOME THE PROPERTY OF SC.
- D) SC RATE OF CHARGE COVERS ALL LABOUR AND PARTS, ASSOCIATED WITH NORMAL USE IN FAIR WEAR AND TEAR OF THE EQUIPMENT DURING THE HOURS STATED THIS EXCLUDES OPERATOR CHARGEABLE CONSUMABLES SUCH AS PRINTER RIBBONS, TONER CARTRIDGES AND COMPUTER STATIONERY. SC RESERVES THE RIGHT HOWEVER, TO MAKE ADDITIONAL REASONABLE CHARGES TO COVER ABNORMAL USE OF THE EQUIPMENT, USE SUBSTANTIALLY IN EXCESS OR OUTSIDE THE HOURS STATED, REPAIRS DUE TO OTHER THAN FAIR WEAR AND TEAR, AND SERVICE CALLS OCCASIONED BY OTHER THAN EQUIPMENT MALFUNCTIONS SUCH AS OPERATOR ERROR, ACCIDENT INTERRUPTION OF ELECTRICITY SUPPLY, STORM OR FLOOD ETC.

2. CUSTOMER OBLIGATIONS

THE CUSTOMER WILL:

- A) ENSURE THAT WHERE THE CUSTOMERS COMPUTER SYSTEM, CURRENTLY OR AT ANY FUTURE DATE, SUPPORTS MORE THAN ONE UNIT OF ANY PERIPHERAL DEVICE, IN USE OR NOT, EVERY PERIPHERAL DEVICE OF THAT TYPE MUST BE INCLUDED IN OR ADDED TO ANY EXISTING AGREEMENT FROM DATE OF ACCEPTANCE BY SC.
- B) ENSURE THAT ENVIRONMENTAL AND SUPPLY CONDITIONS SUITABLE FOR THE EQUIPMENT ARE MAINTAINED IN ACCORDANCE WITH THE RECOMMENDATIONS SET OUT IN THE SITE PREPARATIONS MANUAL, AND WILL KEEP THE EQUIPMENT CLEAN, AND IN GOOD CONDITION.
- C) ALLOW SC ACCESS TO THE EQUIPMENT FOR MAINTENANCE PURPOSES, PROVIDE ADEQUATE WORKING SPACE AND FACILITIES FOR STAFF AND WILL CO-OPERATE THEM IN THE DIAGNOSIS OF EQUIPMENT MALFUNCTION.
- D) KEEP AND OPERATE THE EQUIPMENT IN PROPER MANNER, ENSURE THAT ONLY COMPETENT TRAINED STAFF ARE ALLOWED TO OPERATE IT, AND WILL USE MEDIA OF A TYPE APPROVED BY SC WHICH APPROVAL WILL NOT BE UNREASONABLY WITHHELD.
- E) NOT MOVE THE EQUIPMENT NOR MAKE ANY ADDITION, MODIFICATION OR ADJUSTMENT TO IT WITHOUT THE PRIOR WRITTEN CONSENT OF SC, WHICH CONSENT WILL NOT BE UNREASONABLY WITHHELD, NOR ALLOW PERSONS OTHER THAN SC'S STAFF TO ADJUST, REPAIR OR MAINTAIN IT.
- F) THE CUSTOMER WILL NOT DURING THE CURRENCY OF THE AGREEMENT CARRY OUT ANY REPAIRS OR MAINTENANCE TO THE EQUIPMENT EITHER ITSELF, OR THROUGH ITS AGENT, SERVANT, OR EMPLOYEE, AND IN THE EVENT OF THE EQUIPMENT BEING REPAIRED BY THE CUSTOMER OR ITS AGENT, SERVANT OR EMPLOYEE, THIS AGREEMENT SHALL TERMINATE FORTHWITH AND THE OBLIGATION OF SC UNDER THIS AGREEMENT SHALL TERMINATE WITHOUT PREJUDICE TO ANY CLAIM SC MAY HAVE AGAINST THE CUSTOMER IN RESPECT OF SERVICE CARRIED OUT OR TO BE CARRIED OUT UNDER THIS AGREEMENT

3. DURATION

SAVE AS HEREAFTER PROVIDED THIS AGREEMENT WILL CONTINUE UNTIL THE EXPIRY OF 3 MONTHS' NOTICE OF TERMINATION GIVEN BY EITHER PARTY.

4. CHARGES

SC'S CHARGE WILL BE AS HEREIN STATED TO THE FIRST YEAR OF THE AGREEMENT. SC WILL GIVE 3 MONTHS' NOTICE EXPIRING AT ANY TIME OF ANY VARIATION THEREAFTER.

5. REFURBISHING

IF SC ARE OF THE OPINION AND THE CUSTOMER AGREES, THAT AN ITEM OF ELECTROMECHANICAL EQUIPMENT CAN NO LONGER BE SUBJECT TO ECONOMIC MAINTENANCE, SC WILL SUBMIT A REFURBISHING COST ESTIMATE, WHICH WILL BE IN ADDITION TO THE STATED ANNUAL CHARGE. IF SUCH WORK IS AUTHORIZED BY THE CUSTOMER WITHIN 30 DAYS, THE ITEM OF EQUIPMENT WILL SUBSEQUENTLY REMAIN UNDER CONTRACT, IF NOT, SC MAY DELETE THAT ITEM FROM THE CONTRACT AT 30 DAYS' NOTICE AND THE CUSTOMER WILL RECEIVE A REDUCTION IN HIS MONTHLY CHARGES EQUAL TO THE MONTHLY CHARGES FOR THE EQUIPMENT SO DELETED.

6. LIABILITY

EXCEPT AS HEREIN EXPRESSLY STATED SC SHALL NOT BE LIABLE FOR LOSS OR DAMAGE ARISING FROM ANY STOPPAGE, BREAKDOWN OR FAILURE OF THE EQUIPMENT. IF, HOWEVER, PERSONAL INJURY OR DAMAGE TO PROPERTY IS CAUSED BY THE NEGLIGENCE OF SC OR ITS SERVANTS OR AGENTS, THEN SC LIABILITY (EXCEPT IN CASES OF DEATH OR PERSONAL INJURY) WILL BE LIMITED TO £5,000,000 IN RESPECT OF ANY CLAIMS OR SERIES OF CLAIMS ARISING OUT OF ANY ONE ACCIDENT. SC SHALL USE ALL REASONABLE ENDEAVOURS TO REMEDY ANY STOPPAGE OR BREAKDOWN OR FAILURE AS PROMPTLY AS IT IS ABLE AND LIKEWISE SHALL USE ALL REASONABLE ENDEAVOURS TO KEEP THE EQUIPMENT IN GOOD WORKING ORDER.

7. DEFAULTS

IF THE CUSTOMER SHALL FAIL TO MAKE PUNCTUAL PAYMENTS OR IF EITHER PARTY SHALL BE IN BREACH OF ITS OBLIGATION HEREUNDER, SC OR THE OTHER PARTY (AS THE CASE MAY BE) MAY FORTHWITH BY WRITTEN NOTICE TERMINATE FORTHWITH THIS AGREEMENT WITHOUT PREJUDICE TO THE PRE-EXISTING RIGHTS.

8. NOTICE

ANY NOTICE GIVEN HEREUNDER MAY BE SENT BY POST ADDRESSED TO THE PARTY TO BE SERVED AT ITS REGISTERED OFFICE FOR THE TIME BEING AND A NOTICE SO SENT BY PREPAID POST SHALL BE DEEMED TO HAVE BEEN RECEIVED BY THE PARTY TO WHICH IT IS ADDRESSED AT THE TIME AT WHICH IT WOULD HAVE BEEN DELIVERED IN THE ORDINARY COURSE OF POST.

9. FORCE MAJEURE

NEITHER PARTY SHALL BE UNDER ANY LIABILITY FOR FAILURE OR DELAYS ATTRIBUTABLE TO CAUSES BEYOND ITS CONTROL.

10. ASSIGNMENT

THE BENEFIT AND RESPONSIBILITIES UNDER THIS AGREEMENT MAY BE ASSIGNED OR SUB-CONTRACTED BY SC AS IN ITS ABSOLUTE DISCRETION IT THINKS FIT BUT THE CUSTOMER SHALL NOT ASSIGN THE BENEFIT OF THIS AGREEMENT WITHOUT THE CONSENT NOT TO BE UNREASONABLY WITHHELD.

11. ARBITRATION

ANY QUESTION OF DIFFERENCE WHICH MAY AT ANY TIME ARISE BETWEEN THE PARTIES HERETO CONCERNING THE PROVISIONS OF THE AGREEMENT OR THE EFFECT THEREOF OR THE RIGHTS AND DUTIES OF THE PARTIES HERETO SHALL BE REFERRED TO A SINGLE ARBITRATOR TO BE AGREED BETWEEN THE PARTIES HERETO OR IN DEFAULT OF AGREEMENT TO BE APPOINTED BY THE PRESIDENT FOR THE TIME BEING OF THE LINCOLNSHIRE LAW SOCIETY AND SUCH REFERENCE SHALL BE DEEMED TO BE FOR ALL PURPOSES A REFERENCE TO ARBITRATION UNDER THE ARBITRATION ACT 1950, OR ANY STATUTORY MODIFICATIONS OR RE-ENACTMENT THEREOF FOR THE TIME BEING IN FORCE.

12. GOVERNING LAW

THE VALIDITY, CONSTRUCTION AND PERFORMANCE OF THIS AGREEMENT SHALL BE GOVERNED BY THE LAW OF ENGLAND.