

Service Definition Document

Contract Description: ANS Enhanced I3 Support

Contract reference: XXX/YYY/ZZZ

Service Type: Enhanced

THIS CONTRACT is dated DD/MM/YY and made BETWEEN:

- (1) ANS Group Limited; a company registered in England and Wales under company number 3176761 whose registered office is at Synergy House, Manchester Science Park, Manchester M15 6SY ("Supplier") and
- (2) ANS Group - Internal Systems; a company registered in England and Wales under company number whose registered office is at Guildhall Close, Manchester Science Park, Manchester, M15 6SY ("Customer").

BACKGROUND

- A The Supplier has developed a solution covering hardware and software so as to be able to provide the Customer with the service.
- B The Customer wishes to use the Supplier's service in its business operations.
- C The Supplier has agreed to provide and the Customer has agreed to take and pay for the service in accordance with the Contract and subject to the Terms and Conditions.

This Contract shall take effect on the Commencement Date and shall continue until expiry of the Initial Term, unless otherwise terminated in accordance with the Terms and Conditions. Thereafter this Contract shall renew.

The Commencement Date of this Contract is 1st July 2015

Financial Summary

Initial Term: 36 months

Total Service Charge: £0.00

1. Operational Services

Service Description

Normal Business hours = 9:00 -17:30, Monday to Friday (excluding bank holidays)

Extender Hours = 06:00 - 22:00, 7 days a week

24x7 = 24 hours a day, 7 days a week

ANS Service

Service	Service Description	Service Hours
Telephone and Remote diagnostics for faults	Fault diagnostics to troubleshoot software fault support via the following methods: <ul style="list-style-type: none"> - Telephone - Email - Remote connection 	Normal Business Hours
Service Desk - Non Business Critical Faults	The supplier provides access with relevant phone and email contact details to the Supplier Service Desk for non-critical system/service down and/or affected scenarios (P2/P3/P4)	Normal Business Hours
Service Desk - Business Critical faults	The Supplier provides 24/7 access with relevant phone contact details to the Supplier Service Desk for critical system down scenarios (P1) only	24x7
Priority Escalation to Vendor for Faults	Priority escalation to vendor through partner channels	Normal Business Hours
High Priority Escalation Vendor	High priority escalation vendor through partner channels for Priority 1 business critical faults	24x7
Asset Register for Support Assets	An inventory of all Customer Supported Assets as part of the Service	Normal Business Hours
On-Boarding Health Check with documentation	The Supplier may undertake an On-boarding Health Check on behalf of the Customer. Items to be supported under the Service will be reviewed and the Supplier will offer advice as to any remedial work required to be performed by the Customer. It is a requirement under this contract that the Customer Operating Environment in a working and supportable state in order to enable the Supplier to deliver the Service.	Normal Business hours
Update Documentation	Contribute up to date information, ensuring that any relevant changes to the Service are provided	Normal Business Hours
Configuration re-instatement in event of fault	Reinstatement of configuration from a valid Backup Customer Supported Assets within Demarcation Zone should a fault occur	Normal Business Hours
Enhanced Monitoring of Supported Assets	Probe to monitor the availability of all Customer Supported Assets covered under the Service. The Enhanced Monitoring services functionality is discussed in detail within the Managed Services Handbook	24x7 or Normal Business Hours
Monitoring Portal Access	Customer read-only access to a portal providing visibility of all Customer Supported Assets covered by the Enhanced Monitoring Services	24x7

Service	Service Description	Service Hours
Service Reviews	Service Review Meetings will be conducted at regular intervals (maximum monthly) between the Supplier and the Customer The Service Review Report will be reviewed for the previous service period with the Customer's Service Manager	Normal Business Hours
Root Cause Analysis	Applicable to P1 Incidents only, following a successful resolution of a P1 Incident, the Supplier will perform Root Cause Analysis. In the case of recurring Incidents (regardless of priority) further analysis maybe undertaken to identify the underlying cause.	Normal Business Hours
Change Advisory Board Member	The Supplier will act as Change Advisory Board Member for Customer Completed Changes to Supported Assets	Normal Business Hours

Vendor Maintenance

Service	Service Description	Service Hours
Hardware - Non Business critical faults	The Supplier provides access with relevant phone and email contact details to the Supplier Service Desk for non-critical system/service down and/or affected scenario (P2/P3/P4) on hardware with appropriately covered vendor maintenance	Normal Business Hours
Hardware - Business Critical Faults	The Supplier provides 24/7 access with relevant phone contact details to the Supplier Service Desk for critical system down scenario (P1) on hardware with appropriately covered vendor maintenance	24x7
NetApp Disk Replacement	Replacement of any failed or pre failure disk. Parts to site within 4 hours of request made to NetApp	Extended Hours

Incident Management

Service Description

Support is accessed through The Supplier's dedicated support line, call routing to the case owner or the relevant incident team can be made from this point to ensure the Customer reaches the expertise needed in a timely manner.

All incidents will be recorded on the Supplier Service Desk system under the Incident Management workflow. The Supplier records the name of the person reporting the Incident, time of call and any other pertinent information, along with criteria for resolution to ensure the workflow is initiated correctly.

It should be noted that the Customer shall report a Business Critical Incident via telephone only. The Supplier cannot offer any Service Levels for Business Critical Incidents via email.

Incident priority table:

Affect	Business Impact			
	Minor	Moderate	Major	Critical
System/Service	P3	P2	P1	P1
System/Service	P4	P3	P2	P1
User	P5	P4	P3	P2

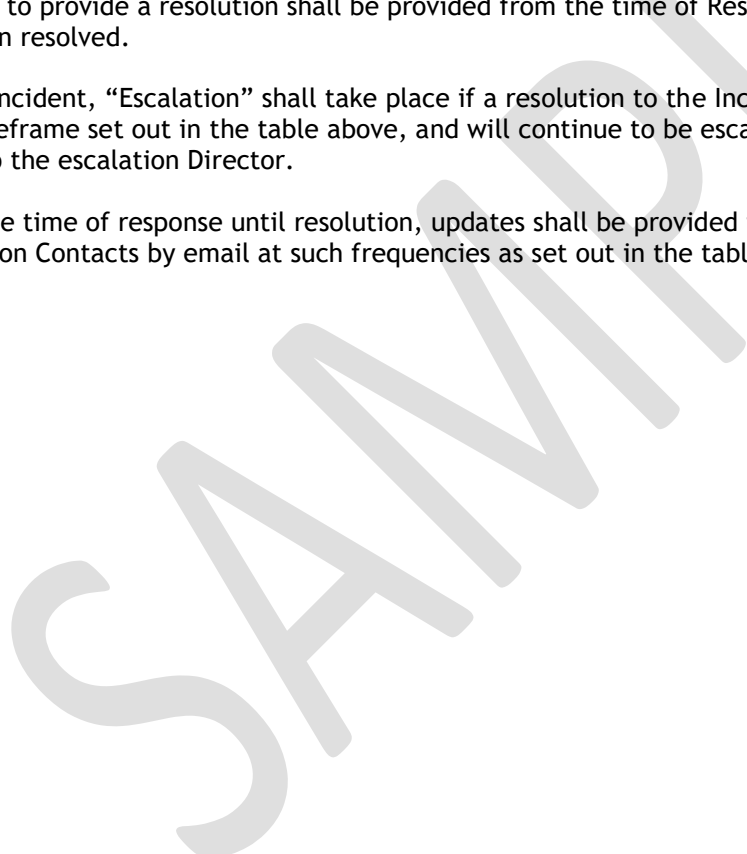
Incident response and escalation table

Priority	Response SLA	Specialist Review	Escalation Manager	Escalation Director	Email Frequency	Target Resolution KPI
P1	30 Minutes	1 Hour	Immediate	Immediate	Hourly	4 hours
P2	1 Hour	2 Hours	4 Hours	4 Hours	4 Hours	1 Day
P3	4 Hours	4 Hours	2 Days	Never	Daily	10 Days
P4	1 Day	1 Day	3 Days	Never	Daily	30 Days
P5	2 Days	2 Days	5 Days	Never	Daily	None

For an Incident, “Response” is the time from when the Customer first logs a request via telephone for assistance to the time that the Supplier responds with a suitably qualified Employed person whether via an email, telephone call or in person. For a detailed process flow see the current Managed Services Handbook. Support to provide a resolution shall be provided from the time of Response until such time as the Incident has been resolved.

For an Incident, “Escalation” shall take place if a resolution to the Incident has not been achieved within the timeframe set out in the table above, and will continue to be escalated until details of the Incident is given to the escalation Director.

From the time of response until resolution, updates shall be provided to the Named Contacts and/or Escalation Contacts by email at such frequencies as set out in the table above.



2. Service Levels, Key Performance Indicators and Service Credits

Category	Service Level Target
P1 Incidents	100% of incidents responded to within 30 minutes.
P2 Incidents	100% of incidents responded to within 1 hour.
P3 Incidents	100% of incidents responded to within 4 hours.
P4 Incidents	100% of incidents responded to within 1 day.
P5 Incidents	100% of incidents responded to within 2 days.
Root Cause	100% of P1 Incidents to receive a Root Cause Analysis within 10 days.

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3. Exclusions

The followings Customer causes are listed as exclusions, but this list should not be considered complete or exhaustive and the Terms and Conditions should be consulted

- Issues resulting from misconfiguration by the Customer
- Issues resulting from failures in maintenance / administration by the Customer
- Incidents arising from lack of training of the Customer
- Data restoration of any kind unless as part of a BaaS or fully managed back-up service purchased by the customer
- End User support
- Monitoring of Supported Asset that do not comply to the minimum support requirements as defined in the Managed Services Handbook
- Technical Advice to any persons not listed as a Named Contact

4. Demarcation Zone

- Scope limited individual Customer Supported Assets

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5. Customer Responsibilities

- The Customer shall have an established end user support function that may be validated by the Supplier
- Where required, the Customer must make available appropriately skilled Employed persons while an Incident is being managed
- Outside Normal Business Hours, the Customer shall undertake appropriate triage methods to ascertain whether an Incident is of P1 status before logging the Incident
- The Customer is required to undertake an initial impact assessment before logging the Incident with the Supplier. Such impact Assessment is to include:
 - Affected services
 - Business impact
 - Number & type of users affected
 - Recent changes on affected infrastructure (regardless of perceived impact)
- The Customer shall provide full physical access to the Customer Supported Assets at Customer Premises if/when required
- The Customer shall provide full administrative access to the Supplier to all the services outlined in the Impact Assessment and any subsequently identified service.
- The Customer is required to ensure that all Supported Assets are appropriately licenced and have Supplier recommended hardware and vendor support in place.
- The Customer is responsible for all data backups without exception. The Supplier does not backup any Customer data.
- The Customer shall provide the Supplier with suitable remote access to all supported systems
- The Customer is responsible for completing Change Request form in accordance with the Supplier's Change Management Process
- The Customer is advised to undertake regular valid backups of the configuration of all Customer Supported Assets and ensure they are available should the need arise to re-instate configuration on assets within the demarcation zone
- The Customer shall ensure that all relevant Customer employees have access to and have read the Supplier's Managed Services Handbook
- The Customer shall ensure an on-going availability of suitable internet connection
- The Customer shall ensure 24x7x365 availability of a suitable Escalation Contact should the Supplier need to gain approval for an Emergency Change or to engage other aspects of the Customer's support functions
- The Customer shall provide suitable notice to any planned/scheduled maintenance that could affect the Customer Supported Assets including environmental changes.

6. Assumptions

- All Customer Supported Assets within the Demarcation Zone within this Contact are covered by a valid software maintenance and support agreement in line with this Contract Service Level
- All Customer Supported Assets are in a Valid Supported Configuration
- All Customer specific pre-requisites have been completed before contract commencement
- Customer VPN connectivity will be maintained for the following elements of the Service to be delivered by the Supplier:
 - Telephone and remote diagnostics for faults
 - Enhanced monitoring of Customer Supported Assets

7. Pre Requisites

- On-Boarding health check and documentation
- SSH, SNMP access for all monitored devices

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8. Named Contacts

The Maximum number of Named Contacts for this contract is 1

The people listed below are the Named Contacts for this contracts

Contact Name	Title	Phone Number	Email Address	Location	Request Change	Technology Area

The service is available to a stated list of agreed Named Contacts only. Where a secure PIN has been issued, it will be at the Suppliers discretion whether or not to log a new incident should the Customer be unable to provide, when asked, the secure PIN.

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9. Escalation Contacts

The people listed below are the Escalation Contacts for this contract

Contact Name	Title	Phone Number	Email Address	Location

Escalation Contacts are used to inform all relevant stakeholders within the Customer business hierarchy of the status of P1 Incidents. The proliferation of this information will take the form of automated emails.

Escalation Contacts will also possess the authority to approve emergency changes should they be required.

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10. Base Charges

The Charges in this section are contractually committed and cannot be reduced.

Service Type	Service Name	Qty

Total Service Charge: £0.00

Initial Term: 36 Months

Please refer to the Managed Services Handbook for Additional Service Charges.

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11. Flex Charges

The charges in this section can be flexed up or down depending on the Customers' requirement or needs.

The Flex Charges will be levied if any of the Services listed below are used or provisioned for use at any time within a month.

Service	Description	Qty	Monthly Charge
Not Applicable	Not Applicable	Not Applicable	Not Applicable

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12. Special Terms and Conditions

For avoidance of doubt, if there is a conflict between the Special Terms and Conditions in this Contract and any clauses or schedules in the Supplier Term and Conditions, then the above Special Terms and Conditions shall take precedence.

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13. Signatures

IN WITNESS of which this Contract has been duly executed by the Parties.

SIGNED for and on behalf of
ANS Group - Internal Systems

SIGNED for and on behalf of
ANS Group Limited

Signature

Signature

Name:

Name:

Position:

Position:

Date:

Date:

Purchase Order Number [

]

The Supplier Terms and Conditions are incorporated into and form part of this Contract. By signing this Contract you confirm that you accept our Terms and Conditions, located at <https://www.ans.co.uk/terms-conditions/>, as currently in force.

The Customer hereby accepts that when entering into further Contracts with the Supplier (under this Contract or otherwise), the Terms and Conditions may have been updated and agrees that such updated Terms and Conditions shall apply to and take precedence over all previous versions of the Terms and Conditions.

For the avoidance of doubt any Contracts previously entered into between the parties are listed below as "Previous Contracts" and it is agreed that the Terms and Conditions located at <https://www.ans.co.uk/terms-conditions/>, will now apply to those contracts.

This contract replaces all previous versions of this contract where the reference starts with ANS/SOS/XXX

14. Customer Supported Assets

Item_ID	Item Name	Item Description	Serial Number	IP Address	Location	Monitoring Type	Monitoring Service Hours	Maintenance Contract Ref	Maintenance Contract Expiry

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15. Supplier Assets

Item Name	Item Description	Serial Number	IP Address	location	Monitoring Type	Monitoring Service Hours
Not applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

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