Service Definition

Business Applications | Co-Managed

1. Service Description

A structured proactive support program delivered by our Business Apps team in order to ensure your success with Microsoft Dynamics 365. This Managed Service addresses the key areas critical to long-term realisation of your business outcomes. This includes regular health checks with your Customer Success Manager and Customer Success Architect (see below), along with quarterly business reviews to discuss overall business strategy in relation to the platform. Our Managed Services team will also provide support with 'how to' questions, P1-P4 support with SLAs, in addition to access to Microsoft's Premier Support to ensure that your Microsoft D365 solution is evolving and delivering value.

2. Operational Services

2.1. Terms and Definitions

The definitions used in the Terms shall have the same meaning when used in this Service Definition. The following additional terms used in this Service Definition are defined as follows:

Term	Definition
Normal Business Hours	9:00 -17:30, Monday to Friday (excluding bank holidays in England and Wales)
Working Day	8.5 Normal Business Hours
24 x 7	24 hours a day, 7 days a week
ANS Glass	the portal where the Customer can log/view Service-related tickets, alerts and performance dashboards.
Bug Remediation	the process of identifying, analysing, and resolving defects or errors in an IT service, to restore normal functionality and prevent recurrence.
Business Applications	Microsoft's Dynamics 365 suite of business applications such as customer relationship management.
Business Critical Incident	Incidents that cause complete outage or failure of systems or services identified by the Customer as crucial to normal business operations.
CAB Approval	Change approval of the CAB required as part of the Change Management Process for Normal Changes.
Change	the addition, modification, or removal of anything that could have a direct or indirect effect on the Service.
Change Management Process	the Supplier's structured approach to managing Changes.

One Archway
Birley Fields
Manchester, M15 5QJ

0161 227 1000
enquiries@ansgroup.co.uk
ans.co.uk

Co. Reg No. 3176761
VAT No. 245684676

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Change Request Form	template that allows the Customer to submit requested Changes to the Supplier as part of the Change Management Process.
Customer Success Architect (CSA)	technical resource provided by the Supplier to provide architectural validation and technical expertise.
Customer Success Manager (CSM)	non-technical resource provided by the Supplier to facilitate delivery of value to the Customer as part of the Managed Service.
Dynamics 365 Health-Check	tool used by the Supplier to provide reporting on platform health such as storage utilisation
Emergency Change	a change required in order to resolve or implement a tactical workaround for a P1 incident
Enhancement Request	a formal proposal to improve or add new functionality to an existing IT service, system, or process. Submitted when stakeholders identify a desirable change that is not the result of a fault or failure.
Impact Assessment	information the Customer is required to provide as part of logging an Incident with the Supplier.
Major Incident	Incidents categorised as P1 using the incident priority table in this document.
Managed Services Handbook	document provided by the Supplier to provide the Customer with key supporting information regarding Managed Service provision.
Microsoft Premier Support	supplier owned support contract with Microsoft.
New Feature Request	Change Request from the Customer for the Supplier to implement a new feature, can be used as long term resolution of an Incident through problem management.
Normal Changes	Change that is not a Standard or Emergency Change. It goes through the Change Management Process, including assessment, authorisation and scheduling.
Project Changes	Changes delivered by way of the Supplier's Professional Services.

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Root Cause Analysis	A process used to identify the underlying cause(s) of Incidents or problems.
Service Disruption Report	Incident report completed by the Supplier
Service Hours	the applicable hours for provision of the Service as outlined in the column headed Service Hours below.
Service Requests	a pre-authorised Change that is low risk and follows a documented process for implementation.
Service Management Review	regular meeting delivered by the Supplier focused on performance and value of the Managed Services contracted.
Standard Change	a pre-authorised Change that is low risk and follows a documented process for implementation
Security Incident	an Incident that actually or potentially jeopardizes the confidentiality, integrity, or availability of an information system or the information the system processes, stores, or transmits or that constitutes a violation or imminent threat of violation of security policies, security.
Sev B	a priority classification from Microsoft Premier Support. Priorities are defined as; A – Critical impact, B – Moderate impact, C – Minimal Impact
Valid Supported Configuration	a configuration of an IT service or component that is formally approved, tested, and supported by the Supplier and vendor
Software Defect	a deviation between the actual and expected output of deployed solutions
WMI	Windows Management Instrumentation.

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2.1.1. ANS Service

Service	Service Description	Service Hours
Incident Management		
Incident Management	The Supplier is responsible for conducting incident management via ANS Glass, telephone, teams, email, and remote connection for Priority 2-5 support in Normal Business Hours.	Normal Business Hours
Major Incident Management	The Supplier is responsible for conducting Incident management via telephone and remote connection for Priority 1 scenario support 24x7x365. Priority escalation to Microsoft Premier Support is also included.	24 x 7
Change Management & Advisory		
Expert Access	The Supplier provides access to Business Applications experts for question/query service requests.	Normal Business Hours
Change Advisory Board Authority	The Supplier will act as CAB authority for all Changes considered Standard Changes or Normal Changes for the Customer Supported Assets.	Normal Business Hours
Change Architecture Validation	Supplier Business Applications engineer will provide hands on validation and design guidance for new changes and configuration.	Normal Business Hours
Enhancement Requests	The Supplier will capture new features or changes to existing features as Enhancement Requests.	Normal Business Hours
Platform Operations		
Power Platform	The Supplier will provide support on Microsoft Power Platform environments for onboarded solutions. The Supplier will also provide guidance on environment settings, creation, copy and restore on request.	Normal Business Hours
Service Operations		
GLASS Portal Access	Customer access to ANS Glass providing visibility of all Service-related tickets, alerts and performance dashboards.	24 x 7
Problem Management	ANS problem management processes are adhered to for Enhancement Requests and Bug Remediation. Problems are reviewed during the Service Management Review.	24 x 7
Customer Success	The Supplier will provide a Customer Success Manager.	Normal Business Hours
Service Reviews	Service Management Review (SMR) reports will be distributed at regular intervals and discussed via a meeting between the Supplier and the Customer. The SMR report will cover the previous period.	Normal Business Hours

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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 may be undertaken to identify the underlying cause. Where applicable a Service Disruption Report will be created.	Normal Business Hours
Integration Management	The Supplier will support the integration of Business Applications with supported 3rd party platforms.	Normal Business Hours
User Adoption, Service Optimisation & Governance		
Capacity Insights	The Supplier will provide capacity reporting as part of the monthly Service Management Review meetings.	Normal Business Hours
Update Insights	Service Reviews to include wave update feature enhancements, roadmap and feature deprecation.	Normal Business Hours
Environment Health Checks	The Supplier will conduct environment health checks in line with Service Management Review meetings.	Normal Business Hours

2.2. Incident Management

Incident Management for software issues is used for initial response and triage of the software issues and its impact. Resolution of the Incident may be a Change Request to roll back another Change, a Software Defect problem record being raised, or a New Feature Request Problem being raised.

2.2.1. Incident Priority Table:

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

2.2.2. Incident Response and Escalation Table:

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

For an Incident, "Response" is the time from when the ticket is first logged within ANS Glass to the time that the Supplier responds with a suitably qualified employees whether via an email, ANS Glass update,

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telephone call or in person. For detailed process flow see the Managed Services Handbook. Support to provide a resolution shall be provided within Service Hours from the time of Response until the Incident has been resolved.

From the time of Response until resolution, updates shall be provided to the named contacts and/or escalation contacts named on the Customer's account by email or via ANS Glass updates at such frequencies as set out in the table above.

2.3.   Change Management

All Changes require a Change Request Form to be completed on ANS Glass and submitted detailing the required Change. The Supplier will reject unapproved or incomplete Change Request Forms.

Changes will follow the Change Management Process as defined in the Managed Services Handbook. It should be noted that Emergency Changes will only be carried out in the event of a P1 scenario (either pro-active or reactive) as identified in the table above and/or a major Security Incident where the Supplier deems appropriate.

Project Changes exceeding the service criteria (see Exclusions – 4(d)), will be assessed by the Supplier, if the implementation time for the change remains outside of the service criteria the Supplier will provide an estimate of effort.

2.3.1. Change Risk Assessment Matrix

Impact on Service		Low	Medium	High
	High	Significant 3 CR3	Major 2 CR2	Critical 1 CR1
	Medium	Minor 4 CR4	Significant 3 CR3	Major 2 CR2
	Low	Candidate for Standardisation 5 CR5	Minor 4 CR4	Significant 3 CR3
		Low	**Medium**	**High**

Probability of Negative Impact **Until Change is Successfully Completed**

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Change implementation targets Table:

Change Type	Implementation Start Date
Normal CR1	1 Working Day from CAB Approval
Normal CR2	2 Working Days from CAB Approval
Normal CR3	3 Working Days from CAB Approval
Normal CR4	4 Working Days from CAB Approval
Normal CR5	5 Working Days from CAB Approval
Normal CR6	Project Changes (Informational and Approval only) – New Feature Requests are classed as Project Changes
Standard	Change to be completed within 4 Working days from logging on ANS ITSM Tool
Emergency	Change to completed in conjunction with Incident Management Process (P1)

3.   Service Levels, Key Performance Indicators and Service Credits

Category	Service Level Target	Minimum Service Level	Service Credits
P1 Incidents	100% of Incidents responded to within 30 minutes – 24x7 Service Hours.	100%	1st Incident missed response time – 5% Service Credit 2nd Incident missed response time – 10% Service Credit
P2 Incidents	100% of Incidents responded to within 1 Normal Business Hour.	Service credits apply from 2nd failure within a calendar month	1st Incident missed response time – 0% Service Credit 2nd Incident missed response time – 5% Service Credit 3rd Incident missed response time – 10% Service Credit

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P3 Incidents	100% of Incidents responded to within 4 Normal Business Hours.	80%	<80% - 5% Service Credit
P4 Incidents	100% of Incidents responded to within 1 Working Day.	None	No Service Credit
P5 Incidents	100% of Incidents responded to within 2 Working Days.	None	No Service Credit
Root Cause	100% of P1 Incidents to receive a Root Cause Analysis within 10 Working Days of Resolution	None	No Service Credit
CR1 Change	100% of Changes start implementation within 1 Working Day from CAB Approval	100%	1 Change missed implementation time - 5% Service Credit 2 Changes missed implementation times - 10% Service Credit
CR2 Change	90% of Changes start implementation within 2 Working Days from CAB Approval	85%	5% Service Credit
CR3 Change	90% of Changes start implementation within 3 Working Days from CAB Approval	None	No Service Credit
CR4 Change	90% of Changes start implementation within 4 Working Days from CAB Approval	None	No Service Credit
CR5 Change	90% of Changes start implementation within 5 Working Days from CAB Approval	None	No Service Credit
Standard Change	100% of Changes implemented within 4 Working Days	90%	5% Service Credit

Service Credits are calculated as a percentage of the monthly Base Charge and in any event, shall not exceed 10% of the monthly Base Charge in the month that the Service Credit arose. Where a Service Credit is due it shall not accumulate with any other Service Credit and only one Service Credit can be offered within the monthly period.

4.   Exclusions

The following are listed as exclusions, but this list shall not be considered complete or exhaustive and the applicable Terms should be consulted.

a. Technical advice to any persons not listed as a named contact on the Customer's account.
b. Failure to meet SLA due to Microsoft outages.
c. Failure to meet SLA due to lack of disaster recovery services due to application design (All applications are designed as resilient but may not be agreed by the Customer).
d. Project Changes are excluded from the Service and will be subject to Additional Service Charges. These Changes are recorded within ANS Glass for informational and approval purposes only. A Project Change is defined by requiring over 4 hours of effort to scope and implement.
e. Individual Changes that relate to an overarching project, which requires architectural scope to manage complexity. The Supplier reserves the right to define what is classed as a project.
f. Emergency Changes that are not a direct output of a Priority 1 incident.
g. Rework to agreed changes will be outside of the SLA.
h. Any integration services, plugins or bespoke code that is not onboarded to the Supplier's Managed Services.
i. Bug fixes on bespoke development.
j. Data processing and data entry.
k. Customer Azure DevOps management and underlying code.
l. Proactive monitoring of the Dynamics 365 Centre of Excellence Power Platform.
m. Applications, Changes or add-ons by 3rd Party engineers (including the Customer) that have not been onboarded to the Supplier's Managed Services.
n. Support on any resources that sit outside of the Customer's Power Platform, including PowerBI.
o. Escalation to Microsoft Premier Support is limited to Major incidents, subject to the Supplier's Major Incident manager approval. Escalation of Sev B or lower cases is subject to Additional Service Charges.

5.   Customer Responsibilities

Including but not limited to:

a. The Customer shall have an established contact that will raise tickets with the Supplier who ensures an agreed amount of triage has been completed before raising tickets with the Supplier.
b. Where required, the Customer shall make available appropriately skilled employees while an Incident is being managed to help with troubleshooting.
c. The Customer is required to undertake an initial Impact Assessment before logging the Incident with the Supplier. Such Impact Assessment is to include:
    a. Affected Services
    b. Business impact
    c. Number & type of users affected
    d. Recent changes on Customers and related services (regardless of perceived impact)
d. Any Changes implemented by the Supplier will be tested by the Customer.
e. Any changes implemented by the Customer or a 3rd Party supplier other than the Supplier must be onboarded by the Supplier to be included in the Contract.
f. The Customer will agree to provide suitably qualified people to approve Changes.
g. The Customer shall provide full administrative access to the Supplier to all the services outlined in the Impact Assessment and any subsequently identified services or provide persons with adequate access to allow investigations to proceed.
h. The Customer is responsible for completing a Change Request Form in accordance with the Supplier's Change Management Process.
i. The Customer shall ensure that all relevant Customer employees have access to and have read the Supplier's Managed Services Handbook.
j. The Customer shall ensure an on-going availability of suitable internet connection (if not provided by the Supplier).

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k. 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.

l. The Customer shall provide suitable notice to any planned/scheduled maintenance that could affect the Customer Supported Assets including environmental changes. Failure to do so may result in Additional Service Charges.

m. It should be noted that the Customer shall report Business Critical Incidents (P1) via telephone only. The Supplier cannot offer any Service Levels or Service Credits for Business Critical Incidents raised via email.

6. Assumptions

a. Where Microsoft Dynamics 365 or Power Platform is used, the Customer can make use of the Supplier's Microsoft Premier Support contract as part of the Service.

b. The following Services increase Consumption (as defined in the applicable Terms) at the Customer's expense:
- o DevOps – environments
- o Application load testing
- o Reporting and compliance tools
- o Licensing
- o Centre of Excellence toolkit
- o Portal or cloud services associated with Microsoft Power Platform solution

c. All Customer specific pre-requisites have been completed before the Commencement Date.

d. The Customer will allow the Supplier to deploy a Dynamics 365 Health-Check tool, in order for the Supplier to provide reporting on platform health.

7. Pre-Requisites

a. Registered Partner of Record as outlined in section 8 below.

b. Administrative access permissions for the Supplier's engineers on supported Cloud Resource Subscriptions/Accounts.

c. Platform and where applicable WMI access for all monitored services.

d. Health check for taking on any co-managed services.

e. Where applicable supporting service agreements for integrated services (example: Cloud Services or Data Service to support Logic Apps or Microsoft Azure data functions).

8. Partner of Record

ANS' Managed Cloud for Azure incorporates Microsoft Premier Support for any issues that require escalation to Microsoft. In order for this to be able to be fulfilled, Microsoft leverage information collected from the Partner of Record (PoR) system to assign back-end support rights. As such the Supplier must be registered as the digital PoR on any Cloud Resource Subscriptions that contain or contribute to assets under support or management for the entire duration of the Contract. Consequently, the Customer shall, prior to the Commencement Date arrange for the Supplier to be registered as the PoR on all Cloud Resource Subscriptions that contain or contribute to assets under support or management for the entire duration of the Contract.

9. Administrator Roles

To make configuration changes to applications, a minimum of "System Administrator" level access is required for the Supplier's engineers within supported environments.

To administer the Microsoft Power Platform environment settings, create, backup, copy or restore an environment, enhanced Microsoft Active Directory privileges are required. These privileges are not mandatory for this Service; if not granted the Customer must provide the Supplier with Power Platform Administrator role or Global Administrator role access via screenshare to provide support.

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To administer some integration services enhanced Microsoft "Active Directory" privileges are required. These privileges are not mandatory for this service; if not granted the Customer must provide a contact with Global Administrator role access via screenshare to provide support.

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