Service Definition

Business Applications
Managed Service
SMB

1. Operational Services

1.1. Service Description

For the avoidance of doubt, the following definitions are provided:

Normal Business Hours = 9:00 -17:30, Monday to
Friday (excluding bank holidays)
Working Day – 8.5 Normal Business Hours
24x7 = 24 hours a day, 7 days a week

Elevate 365 Consultancy Hours: means the inclusive level of hours for Elevate 365 Consultancy Services (where the Elevate 365 Managed Service is purchased). Additional hours above the inclusive levels of Elevate 365 Consultancy Hours may be purchased by the Customer at the prevailing Supplier rate.

Elevate 365 Consultancy Services: means such services as may be agreed on by the parties from time to time in writing. Such services may include enhancements, consultancy, training, data migration, technical support, workflow design/report design.

1.1.1. ANS Service

Service	Service Description	Service Hours	Base	E365	CoE
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					
Inclusive consultancy hours per month	The Customer will be entitled to the Quoted number of Elevate 365 Consultancy Services per month.	Normal Business Hours	-	✓	✓
Expert Access	The Supplier provides access to Business Application Experts for question/query Service Requests & training relating to Dynamics 365 CE and Power Platform. These services are charged per hour and	Normal Business Hours	-	✓	✓

	will be deducted from inclusive Elevate 365 Consultancy Hours or invoiced ad-hoc.				
Change Management Process	On request, the Supplier will take full ownership of the Change Management Process for the Customer Supported Assets. Changes are charged per hour and will be deducted from inclusive Elevate 365 Consultancy Hours or invoiced ad-hoc.	Normal Business Hours	-	✓	✓
Change Guidance & Configuration Validation	The Supplier provides access to Change Advisory for: • Configuration • Change Validation • Design These services are charged per hour and will be deducted from inclusive Elevate 365 Consultancy Hours or invoiced ad-hoc.	Normal Business Hours	-	✓	✓
Service Operations					
Power Platform Management	The supplier will provide support on Power platform elements as provided as part of the delivered project, and also Environment Settings, Creation, Copy and Restore	Normal Business Hours	-	✓	✓
Performance Tuning and Diagnostics	The Supplier will help the Customer identify optimisations, upgrades or changes that can help the Customer's Application achieve better and more consistent performance.	Normal Business Hours	-	✓	✓
Update/Upgrade Management	The Supplier will assist the customer with the application of Updates/Upgrades to the Apps within their Dynamics 365 and Power Platform environments. Assistance will be charged per hour and will be deducted from inclusive Elevate 365 Consultancy Hours or invoiced ad-hoc.	Normal Business Hours	-	✓	✓
Integration Management	The Supplier will support the integration of Business Applications with approved supported 3rd party platforms. Additional	Normal Business Hours	-	✓	✓

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	charges may apply for issues caused by a 3rd party platform.				
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	✓	✓	✓
Customer Success	The Supplier will provide a Customer Success Manager and Customer Success Consultant.	Normal Business Hours	-	✓	✓
Portal Access	Customer access to service portal providing visibility of all Service-related tickets and performance dashboards.	24 x 7	✓	✓	✓
Centre of Excellence					
Functional Engineering	The Supplier provides access to the following skill sets for Service Requests and backlog implementation: • Power Platform. • Dynamics 365 CE. • Application Configuration. • Solution Creation. • Application Security. Functional Engineering will be charged per hour and will be deducted from inclusive Elevate 365 Consultancy Hours, COE velocity or invoiced ad-hoc.	Normal Business Hours	-	✓	✓
Enhancement Requests	The Supplier will capture new features or changes to existing feature as an Enhancement Requests via the Service Review Meeting with the Customer Success Manager or Customer Success Architect.	Normal Business Hours	-	-	✓
Active Backlog Management	The Supplier's Project Management Office & Customer Success Manager function(s) will manage the backlog in conjunction with the customer.	Normal Business Hours	-	-	✓

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Backlog implementation	The Supplier will assess, plan and implement items identified in the backlog in the order of priority defined by the Customer in line with the agreed Velocity.	Normal Business Hours	-	-	✓
Strategic and Technical Engineering Review(s)	The Supplier will provide periodic reviews of the customer's supported assets and current backlog work items to deliver a technical roadmap and advise on the prioritisation.	Normal Business Hours	-	-	✓
Dedicated Application Consultant	The supplier will provide a named application consultant with whom the customer will liaise.	Normal Business Hours	-	-	✓
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	-	-	✓
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	-	-	✓
User Adoption Insights	The Supplier will manage and maintain Power-BI reporting dashboards on user adoption and utilisation.	Normal Business Hours	-	-	✓
Update Insights	Service Reviews to include Wave Update Feature Enhancements, Roadmap and Feature Deprecation. Service Reviews will be charged per hour and will be deducted from inclusive Elevate 365 Consultancy Hours or invoiced ad-hoc.	Normal Business Hours	-	-	✓
Environment Health Checks	The Supplier will conduct environment health checks in line with regular Service Reviews (SMR).	Normal Business Hours	-	-	✓

Solution Hub					
Solutions Catalogue Access	The Supplier will provide access to the ANS Solutions Catalogue for the customers consumption	Normal Business Hours	✓	✓	✓
Service Onboarding					
Onboarding	As part of service commencement, a one-off allocation of inclusive consultancy hours will be provided to the customer, as per the quote. These hours are intended to be used to onboard a brownfield environment onto the service, or to deploy a new app into a green field environment.	Normal Business Hours	✓	✓	✓
Managed Onboarding	Should the customer wish to complete an expedited deployment of an App into their environment, the customer may purchase a Managed Onboarding Pack as an add-on to this service.	Normal Business Hours	✓	✓	✓

The Customer may be entitled to a certain level of inclusive Elevate 365 Consultancy Hours dependent on the number of units purchased as stated on the Quotation.

Where the customer has purchased the **Base Package**, no inclusive Elevate 365 Consultancy Hours will be provided.

Where the customer has purchased the **Elevate 365 Package**, one hour per month of Elevate 365 Consultancy Services is included with subscriptions up to 10 users increasing by one hour per 10 user increment. Any unused inclusive Elevate 365 Consultancy Hours may be carried forward to the following month but will be forfeited at the end of each 12-month period.

Where the customer has purchased a **Centre of Excellence Package**, the quoted number of inclusive Consultancy Hours will be provided. At the end of each month, any unused inclusive Elevate 365 Consultancy Hours will be forfeited and cannot be carried forward.

Any unused purchased Elevate 365 Consultancy Hours may be carried forward to the following month but will be forfeited at the end of each 24-month period.

No refund for unused Elevate 365 Consultancy Hours will be given and upon termination of the cloud services agreement between the Customer and ANS, any unused inclusive or purchased hours shall be forfeited.

There is no hard limit on the number of Incident Management support requests, but excessive usage will be queried by the Company and future requests changes may be chargeable. Daily requests for a period of greater than 10 days or a support request taking in excess of 30

minutes to complete will be chargeable. Charges for excessive usage will be calculated at our standard hourly rate.

1.2. Incident & Service Request Management

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

1.2.1. 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

1.2.2. Incident Response and Escalation Table

Priority	Response SLA	Specialist Review	Escalation Manager	Escalation Director/Vendor	Notification Frequency	Target Resolution KPI
P1	30 Minutes	1 Hour	Immediate	Immediate	Hourly Email	4 hours
P2	1 Hour	2 Hours	4 Hours	6 Hours	Portal	1 Day
P3	4 Hours	1 Day	2 Days	None	Portal	10 Days
P4	1 Day	Never	Never	None	Portal	30 Days
P5	2 Days	Never	Never	None	Portal	None

For an Incident, "Response" is the time from when the ticket is first logged within the ANS ITSM Tool to the time that the Supplier responds with a suitable qualified Employed person whether via an email, Portal update, telephone call or in person. For detailed process flow see the current 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 by email or Portal updates at such frequencies as set out in the table above.

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1.3. Change Management

All Changes require a Request for Change (RFC) form to be completed on the Suppliers Portal and submitted detailing the required Change. The Supplier will reject unapproved or incomplete RFC forms.

Changes will follow the Change Management Process as defined in the ANS 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) and/or a major Security Incident where the Supplier deems appropriate.

1.3.1. 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**

1.3.2. 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)
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)

Emergency Changes are dealt with in conjunction with the Incident Management Process; further details of this and all other change types are detailed within the Managed Services Handbook.

2. 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
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
Velocity	Delivery of agreed SLA backed monthly engineering hours against the backlog at the agreed Velocity as defined within the Customer Quote	100%	<90% - 5% Service Credit <80% - 10% Service Credit

*Minimum Service Levels and Service Credits are only applicable to customers who have purchased a Centre of Excellence package, as stated on the quotation.

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.

3. Exclusions

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

a. Issues resulting from misconfiguration by the Customer outside of the Customer Supported Assets resulting in impact to the Customer Supported Assets,

b. Issues resulting from failures in maintenance/administration by the Customer outside of the Customer Supported Assets resulting in impact to the Customer Supported Assets.

c. Issues resulting from misconfiguration or development by the Customer and/or the Customers chosen 3rd Party Application provider.

d. Issues resulting from Unauthorised Access by the Customer of Customer Supported Assets.

e. Technical Advice to any persons not listed as a Named Contact.

f. Failure to meet SLA due to Public Cloud provider outages.

g. All Changes will be subject to Additional Service Charges.

h. Project Changes (Normal CR6) are excluded from the service and will be subject to Additional Service Charges. Project Changes are recorded within the Supplier ITSM Tool for Informational and approval purposes only.

i. In the event that training services are booked to be delivered at the Customer's premises, such training must be provided in a block of not less that 6 hours.

j. If training services are to be delivered remotely, it must be booked in 1-hour increments with a maximum of 3 hours per session.

k. Third Party Software supplied as part of the ANS Solutions Catalogue is provided subject to the Third-Party Terms as notified to the Customer.

l. Any Third-Party software supplied by the Supplier is supplied on an 'as is' basis and the Customer will have a direct licence with the manufacturer of such software and the Customer is obligated to acquaint itself with the terms thereof and abide by such terms.

m. Unless expressly covered under this Agreement, the Supplier shall not have any responsibility in respect of such Third-Party Software.

n. Rework to agreed changes will be outside of SLA, unless taken as part of functional engineers' hours.

o. Velocity i.e., under SLA cannot roll over or accumulate past any calendar month under any circumstances.

p. Any 3rd party integrated applications not supported by Microsoft.

q. Bug fixes on bespoke development not approved via ANS CAB.

r. Data processing and data entry.

s. Proactive monitoring of the D365CE Power Platform.

t. The Supplier will be exempt from Service Level Failure in the event the Customer fails to support the Supplier in the development, approval, and prioritisation of the backlog.

u. Formal classroom training will not be provided by ANS as part of this service however, this can be arranged as part of your Managed Service if required.

v. Escalation to Microsoft Premier Support is limited to Major incidents, subject to Major Incident Manager approval. Escalation of Sev B or lower cases is subject to additional charges.

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4. Customer Responsibilities

Including but not limited to:

a) The Customer shall have an established end user support function that may be validated by the Supplier.
b) Where required, the Customer shall make available appropriately skilled Employed persons while an Incident is being managed.
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 Supported Assets (regardless of perceived impact).
   e. The Customer shall check hardware onsite and ensure the hardware has power and cables are connected as expected (where required).
   f. The Customer shall check LED status of equipment onsite (where required).
d) 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.
e) The Customer is required to ensure that all Customer Supported Assets are appropriately licenced and have (where required) Supplier recommended hardware and vendor support in place.
f) The Customer is responsible for all configuration backups outside of the Supported Assets without exception.
g) The Customer is overall responsible for Data Backups and the Health of Data Backups for Recovery unless this Service is purchased with the Suppliers Managed Backup service.
h) The Customer is responsible for completing a Request for Change (RFC) 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).
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 via telephone only. The Supplier cannot offer any Service Levels or Service Credits for Business Critical Incidents raised via email.
n) Any changes implemented by the Supplier will be tested by the Customer.
o) The Customer will agree to provide qualified people to approve changes.
p) The Customer will maintain ultimate responsibility over the development & prioritisation of the backlog that Functional Engineering will deliver against.
q) The Customer is responsible for Approval of individual backlog features via Change Management.

5. Assumptions

a) All Customer specific pre-requisites have been completed before contract commencement.
b) Where D365 or Power Platform (Cloud only) is used the Customer can make use of the Supplier's Microsoft Pemier Support contract as part of the service.
c) The following Services increase cloud consumption at the customer's expense:
   a. DevOps – environments.
   b. Application Load Testing.
   c. Reporting and compliance tools.
   d. Licensing.
   e. Centre of Excellence.

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d)   Velocity is a guaranteed minimum pace of delivery under SLA up to the agreed number of hours a month.
e)   Under the Centre of Excellence service offering, the Supplier will deliver backlog implementation up to the Velocity defined within the Customer Quote.
   a.   Velocity bursting of 10% is allowed under the following terms:
      i.   Bursting consecutively for no more than 2 calendar months
      ii.   The Customer will be subject to Additional Service Charges for bursting of more than 10%
f)   Functional Engineering Velocity is measured only against the engineering resource.
g)   Where the Customer as purchased additional hours, a lead time may be required before they can be consumed at the agreed velocity. The Supplier will advise the Customer of this lead time at the point of purchase.
h)   Backlog Approval is defined as the capturing, estimating, prioritising and formal Customer Approval of individual backlog features.

6.   Pre-Requisites

a)   On-Boarding Health Check and Documentation.
b)   Registered Claiming Partner of Record.
c)   Administrative Access Permissions for ANS Engineers on supported Subscriptions/Accounts and Customer Supported Assets.

7.   Partner of Record

ANS SMB Biz Apps Base, E365 and COE services require either Cloud Solution Provider or Claiming Partner of Record to be in place for any issues that require escalation to Microsoft. In order for this to be able to be fulfilled, Microsoft leverage information collected from the CPOR or CSP system to assign back-end support rights. As such ANS must be registered as the Cloud Solution Provider or Claiming Partner of Record on any Subscriptions that contain or contribute to assets under support or management for the entire duration of the agreement. Consequently, the Customer shall, prior to the Commencement Date arrange for ANS to be registered as the CPOR or CSP on all Subscriptions that contain or contribute to assets under support or management for the entire duration of this agreement.

8.   Administrator Roles

To make configuration changes to applications a minimum of System Administrator level access is required for ANS Engineers within supported environments.

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

To administer some integration services enhanced 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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