



## Schedule Document

**Managed Support Services**

Public  
Aztech IT Solutions  
01/07/2019

# Schedule Document

## Managed Services

This Schedule will apply where you are purchasing Managed Support Services from Aztech. It will apply in addition to the Terms of Business. In the event there is a conflict between the general terms of business and managed services schedule then the terms of the schedule shall govern.

### 1.1 Interpretation

In this Schedule, capitalised words shall have the meaning given to them in the Terms of Business. In addition, the following definitions apply to this Schedule:

**“Business Hours”** mean the hours between 8.30am and 5.30pm on Business Days

**“Managed Support Services”** means our service desk support service, support calls services, remote 24/7 support services, dedicated onsite support services and any other managed support services as applicable to the Customer and as described and set out in more detail in the Service Order Form

**“Service Desk”** means the helpdesk and related services provided by us from time to time

**“SLA”** means the service level agreement entered into between the parties setting out the common understanding about the Managed Support Services, priorities and responsibilities as set out in 9.2 of this Schedule

**“Target Resolution Time”** shall be construed in accordance with the tables in 9.2.1 of this Schedule

### 2.0 Service Desk

Various services provided may include and will be determined by the service order form;

2.1 We will provide technical advice and assistance during the Business Hours via the Service Desk in accordance with the SLA.

2.2 You must submit a separate support request to the Service Desk for each error, fault or incident identified and provide us with all information reasonably required for the purpose of investigation, diagnosis and correction of such.

2.3 The Service Desk may be contacted using the following details (as amended by us from time to time):

2.3.1 Telephone: 01908 571510

2.3.2 E-mail: [helpdesk@aztechit.co.uk](mailto:helpdesk@aztechit.co.uk)

2.3.3 Web portal: <https://hub.aztechit.co.uk/>

2.4 The Service Desk will log and attempt to resolve all 1st and 2nd & 3rd line issues, which would typically include anything relating to end-users and their workstations, from hardware and software issues through to ‘how to’ questions and general administrative changes.

2.5 All support requests will be acknowledged with a ticket reference number and remote diagnostics started within an agreed response time as per the SLA.

2.6 As a ticket is progressed, it will be assigned a status in accordance with the table below, although a ticket may not pass through every status:

Ticket Status	Definition
New	All new tickets will be assigned this status.
Assigned	The ticket has been reviewed and assigned to the appropriate technician
In Progress	Our technicians are working on resolving the issue.
Waiting Client Update	Information is required from the client and we are waiting on an update before progressing the ticket further. (SLA Paused)
Waiting Vendor Update	Information is required from a third party and we are waiting on an update before progressing the ticket further. (SLA Paused)
Complete	Our technicians have resolved the issue and completed the
Closed	The ticket has been quality checked by a team leader or service delivery manager. The ticket has been closed and archived.
Re-opened	The ticket has been re-opened for the same issue as first reported.

## 2. The Service

Aztech provides two levels of access to its service desk. **“Business Hours Support”** and **“24/7/365 Support”**

Support is purchased either as **“pre-paid support blocks”** which is a **“reactive”** service or at a fixed rate **“per user per month”** which is a fully managed **“Pro-active service”**

### 2.1 Patching Policy

During the on-boarding process Aztech will implement a Patch Policy. Aztech can either work with the client to complete a pre-approved policy or provide the created policy on-demand to the client.

### 2.2 Monitoring & Alerting

During the on-boarding process Aztech will implement a standard monitoring and alerting configuration based on best practices. Should the client require any custom monitoring setup, the client commits to working with Aztech during the on-boarding process to complete an approved monitoring and alerting configuration worksheet.

### 2.3 Monitoring & NOC

Aztech monitors its client’s IT environments on a 24/7/365 basis.

Aztech’s Advanced Application Monitoring Services are available for customers requiring additional monitoring. Pricing available upon request.

### 2.4 Maintenance window

Where Aztech plans to perform essential works Aztech will endeavour to perform such works during low traffic periods and will endeavour to give the Customer at least five (5) days prior notice. In the event of an emergency or Service affecting fault such notice may be less than 24 hours. Aztech will use reasonable endeavours to perform such works between the hours of 00:00 and 04:00 and will use reasonable endeavours to give the Customer at least five (5) days prior notice for network related work and at least ten (10) days prior notice for Infrastructure related work. In the event of an emergency or Service Affecting Fault such notice may be less than 24 hours. This is without prejudice to or limitation of the definition of Planned Outage

## 3. Out of Business Hours Support

For out of business hours service desk support the client will require a 24/7/365 Support Service Package. This would be indicated in the service order form.

For emergency services performed outside of standard business hours (8:00AM – 6:00pm) where there is no separate OOH (Out of Hours) support agreement in place our standard out of business hours hourly rate will apply at £125.00 per hour.

All out of business hours support requests must be logged by phone to our dedicated out of hours support telephone number.

## 4. Scheduled Preventative Maintenance and Health Check Site Visits

As part of this Agreement, we will perform scheduled Onsite Visits as indicated in the proposal.

The number of included scheduled site visits are indicated as below.

Number of Users	Included Preventative Maintenance & IT Health Check Visit Per Year
Up to 25 Users	1
Up to 75 Users	2
75 Users and Above	4

These visits are between 3.5 and 6 hours in length and will be attended by one of senior technicians.

During these visits, we will perform a physical inspection and IT Health Check of all of your Networking and Server Infrastructure at your main site. The visits can also be used to Audit and Health Check your Cloud Environment.

We will send your Primary IT Contact a reminder email 7 Business Days before every Onsite Visit so You and Your team can have any requests

You agree to give us at least 3 Business Days’ notice if you need to re-schedule or amend an upcoming Visit.

## 5. Technology Business Reviews

As part of this Agreement –We will provide regular (TBR) Technology Business Review Session.

The TBR session can be provided at your main site or online via a video conference meeting.

In the sessions, we run through items such as, but limited to, the following:

- Last Quarters Metrics
- Plans for the next Quarter
- Refresh Cycle Update / Minimum Standards
- Technology Budget Update
- Technology Roadmap Update

The number of included TBR’s (Technology Business Reviews) are indicated as below.

Number of Users	Included TBR Visit Per Year
Up to 25 Users	1
Up to 75 Users	2
75 Users and Above	4

## 6. Fault reporting and management

Faults are handled as outlined in Incident Management Service Schedule.

## 6.1 Service Level Agreement

Aztech aims to resolve within the following guaranteed response times:

### 6.1.1 Time to respond and resolve

	Description	Critical	High	Medium	Low / CR
Business Hours	Faults & Technical Queries Acknowledgement*	15 mins	45 Mins	2 Hours	12 Hours
	Remedial Engineer Actions Commence	1 Hour	4 Hours	8 Hours	12 Hours
	Target Time to Resolve Fault**	4 Hours	5 Hours	24 Hours	72 Hours

	Description	Critical	High	Medium	Low / CR
Non-Business Hours	Faults & Technical Queries Acknowledgement*	60 mins	2 Hours	8 Hours	N/A
	Remedial Engineer Actions Commence	2 Hours	4 Hours	8 Hours	N/A
	Target Time to Resolve Fault**	8 Hours	8 Hours	24 Hours	N/A

### 6.1.2 Guaranteed Response Times & Priority Levels

The following table shows the Guaranteed Response times for each priority level and provides priority level examples.

Priority	Examples	Guaranteed Response Time
Critical	Your Main Server is offline, and all users are unable to work.	1 Hour
	One of your Network Switches has failed and stopped half the company from working.	
	A VPN link between 2 x offices is offline causing one office to be unable to work.	
High	Your Internet Connection is offline, users can still work locally	2 Hours
	A Directors or VIP’s computer has stopped working	
	Your main Accounting Software has stopped working	
Medium	A user’s desktop won’t turn on so they can’t work	4 Hours
	One of the main printers is not working, but users can print to another one	
	A user is having problems connecting to the Wireless network	
Low	Printing is slower than normal	8 Hours
	A single user is unable to scan	
	A user needs a program installed on their PC	
No Priority	Pro-Active maintenance of systems	N/A
	Add / Edit / Delete User Requests	

\* Acknowledgement refers to an automated service which generates a response and alerts engineers of a service failure; or where there is dialogue between the client and the engineer.

\*\* We will use reasonable endeavours to adhere to the TTRF guidelines. Where fault resolution involves third parties, or hardware replacement, then this is subject to the support contracts in place with those parties.

\*\*\* Change and service requests will be completed during business hours. This does not include change requests outside of the support contract, or change request implemented outside normal business hours these will be dealt with as chargeable projects.

### 7. Service credits

Aztech will provide the Customer with Service Credits, as set out below, for the failure to meet the following target:

Service Desk SLA Missed	Service Credit as a Percentage of the monthly fees Service Desk
90% or above	N/A
<90% - 70%	5%
Less than 70%	10%

Service credits are not applicable for more than one breach of any targets outlined in this document arising from the same occurrence.

### 8. Commitment Term

Unless specified otherwise in the applicable Schedule or Service Order Form, the Services shall commence on the Service Start Date. The Contract shall continue for the Initial Term and, thereafter, the Contract shall automatically continue for successive periods as the original Committed Term (each a “Renewal Term”), unless:

1. You notify us of termination, in writing, at least 90 days before the end of the Initial Term or any Renewal Term, in which case the Contract shall terminate upon the expiry of the applicable Initial Term or Renewal Term; or

2. Otherwise terminated in accordance with the provisions of the Contract and, in respect of the Managed Services, the Initial Term together with any subsequent Renewal Term shall constitute the “Term”.

### 11.1

It is a primary obligation of this Contract that you continue to pay for the Services for the entire Term of the Contract. If you request to terminate the Contract before the end of the Term. We may require you to pay the outstanding balance of our charges which would have been payable but for early termination, prior to us permitting early termination. Where we have also incurred costs, fees or expenses to third parties to facilitate the Managed Services, you shall also have to pay any such costs, fees or expenses which we will notify to you. You agree that payment as required by this clause 4.2 is a reasonable pre-estimate of our losses costs and expenses arising from early termination.

### 11.2 Assignment

Aztech may assign its rights and obligations hereunder to any person or entity that succeeds to all or substantially all of Aztech’s business.

### 9. Confidentiality

Aztech will not use or disclose client information, except as necessary to or consistent with providing Services, and will protect against unauthorised use.

In respect of any Monthly Review Period, the total amount of any service credit payable in relation to any service level breach shall not exceed 50% of the Monthly Fees for the affected Service.

## 10. Customer Obligations

Aztech expects any customer to co-operate to provide full notice and visibility of any cyber-attack incident when required, and to treat advanced notification of such as urgent. This may include sharing of information such as ransom emails or telephone calls.

In order to deliver the service, we expect the customer to provide:

- Access to the managed systems
- IP Addressing information
- Liaison with Aztech Engineering, Provisioning and project management teams.
- Liaison with Aztech Customer Support teams.

### 10.1 Minimum Service Compliance Standards

In order for us to meet our service obligations we provide minimum service compliance standards.

If you do not have all of these minimum standards in place before your agreement start date, we will work with you on a plan to bring your environment up to our minimum standards.

We understand that this may take some time depending on timing and budgets so we will support any items that do not currently meet our minimum standards on a best effort basis outside of SLA.

However, if an item requiring support does not meet our Minimum Standards, it will be supported but not covered in the SLA and may be chargeable. We will advise in advance if any additional charges are applicable.

Examples of our minimum standards are as follows; the complete minimum standards policy is available upon request.

- All Servers with Microsoft Windows Operating Systems must not be in an End of Life state and have all of the latest Microsoft Service Packs and Critical Updates installed.
- All Desktop PC's and Notebooks/Laptops with Microsoft Windows Operating Systems must not be in an End of Life state and have all of the latest Microsoft Service Packs and Critical Updates installed.
- All Server and Desktop Software must be Genuine, Licensed and Vendor-Supported.
- The environment must have a currently licensed, up-to-date and Vendor-Supported Antivirus Solution protecting all Servers, Desktops, Notebooks/Laptops, and Email.

- The environment must have a currently licensed, Vendor-Supported Backup Solution.
- The environment must have a currently licensed, Vendor-Supported Hardware Firewall between the Internal Network and the Internet.
- Any Wireless data traffic in the environment must be secured with a minimum of 128bit data encryption

## 11. Fair Usage

14.1 We will monitor your use of support services provided via the Service Desk, and you acknowledge and accept that your usage shall be measured and determined by us using any techniques we deem appropriate.

14.2 If we identify excessive usage then we, may request a review meeting with you to discuss your excessive usage, the amount of ongoing support required and/or the associated charges. Where we can demonstrate excessive usage for a prolonged period following the review meeting, we reserve the rights to adjust our pricing accordingly.

## 12. Fees & Payment Schedule

Fees will commence on the service go live date. Invoices are sent on the 1<sup>st</sup> of every month for a month in advance of service.

Fees may comprise any or all of the following.

### 12.1 Installation and set-up fees

Any applicable Design, Configuration, and Installation Fees for the implementation, on-boarding of NOC or managed services shall be detailed on the Service Order Form.

Subscription fees are applied as and when the service is made available.

### 12.2 Managed Services Fees

Monthly services costs as stated in the service order from.

### 12.3 Professional service fees

Additional tasks undertaken by Aztech at the request of the Customer will pre agreed by a separate order form and completed by the professional services teams.

### 12.4 Accounts Payable Process

Payment to be collected by Direct Debit

Statements will be sent via email prior to payment date.

1 week overdue – request for payment made by Accounts Payable by email and follow-up phone call

2 weeks overdue – escalated to account manager to understand the issue and see if we can assist. Request for payment date again.

25 days overdue - Final request for payment to be agreed by 30 days and notification that we may have no alternative other than to suspend services until payment commitment has been agreed. During that time issues will be logged and recorded but not actively worked on and the SLA will be suspended. Interest shall accrue at the rate of 1.5% per month from the date due until paid in full.

### 13. Definitions

**“NOC” (Network Operation Centre)** Aztech service name for a set of monitoring and maintenance services delivered to its clients from its UK and North American Technical Support Centres.

**“Incident”** means an unplanned interruption to a service or a reduction in service quality.

**“Change Request”** means a request from a user for an operational change.

**“Alert”** means a system generated monitoring alert that is potentially service affecting and in need of review or attention.

**“Event”** means a system generated informational monitoring alert that is not service affecting.

**“Ticket”** – means the tickets which are raised in relation to Incident or Request

**“Ticket Number”** means the unique number issued when logging a fault with Aztech.

**“RMM”** means Remote Monitoring & Management. A toolset in which Aztech utilise to deliver parts of the service.

**“SLA ”** means Service Level Agreement. The terms that set out and govern the guaranteed response and target resolutions times.

**“Response Time”** means the time for an Aztech resource to respond to the logged incident or service request.

**“Resolution Time”** means the length of time from the issue of the fault ticket number to repair and resolution or the service and/or associated equipment.

**“Patch Management”** means the updating of software updates in accordance with the approved “patch policy” document

**“Maintenance Window”** the agreed time and schedule in which patches, software updates and equipment re-starts can occur.

**“Planned Outage”** means in maintaining the service provided, Aztech may with reasonable notice require a temporary outage in service. Wherever possible Aztech will agree the outage with you in advance of the required work.

**“Third Party Attributable Faults”** means in the event that a Service Affecting or Non-Service Affecting Fault is identified as being attributable to a third party this measurement period shall not be included in service availability measurements. Such faults do not qualify for rebates or compensation. Aztech will endeavour to resolve and rectify such Third-Party Attributable Faults as soon as possible.

**“Time To Resolve Fault (TTRF)”** means the length of time from the issue of the fault ticket number to repair and resolution or the service circuit and/or associated equipment.

**“Service Desk”** Means Aztech’s fault management centre, which operates the Aztech Service Desk Ticket system, Monitoring Tools and Fault resolution Services.

**“User”** means an authorised employee, contractor or agent of the Customer who has access to the Service Desk for the support of their Customer owned Desktop Device or Devices.

**“Vendor”** means a third-party original equipment manufacturer that builds, supplies and provides warranty support.

**“On-Boarding”** means services provided by the Aztech’s On-boarding and Service Readiness Team to bring the environment and Users into support.

**“Managed Services”** is the given name to Aztech’s fully managed pro-active IT support services.

**“Support Blocks”** means pre-paid time-based support blocks for reactive ServiceDesk incidents and service requests.

1 Block = 1 Hour of support time. Support time is recorded by Aztech technicians in 15-minute increments as and when used. The number of allotted support blocks will be identified in the service order form.

Where support blocks are rolling month to month any unused time will be pooled and made available to be called upon or used at a later date. Pooled and unused support blocks can not renew past 12 months.

Should support blocks exceed the agreed or allotted amount you will be charged additionally. We will endeavour to warn you in advance that support time is running low and provide a quote or service order form for additional blocks. You accept that during P1 or P2 cases our technicians may attend to support incidents without seeking approval for additional blocks and that you will be charged at the standard block hour rate.

**“Per user Per Month Support”** means Aztech’s proactive IT managed service support. As defined in the “managed services schedule” Pricing is billed at a fixed rate per user per month for every active user.

**Business Hours Support”** means services being provided Monday to Friday 08:30am to 5:30pm excluding bank and public holidays

**“Out of Business Hours Support”** means services being provided Monday to Friday 5:30pm to 8:30am including bank and public holidays and all-day Saturday and Sunday.

**“24/7/365 Support”** means services being provided every day all day.



## 14. Appendix A

# Supported Devices

A list of supported devices will be recorded in the Aztech Client Portals

## 15. Appendix B

### Agreement Inclusion List

#### What's Covered?

As part of this agreement, we endeavour to include all of the day to day IT support items that are typically required to run a typical business technology baseline infrastructure.

You can see a list of all of the items we will cover under this Appendix

It's important to note that anything not included in Appendix C is explicitly excluded from your agreement. For any other services we will provide a quote for you to review and approve before proceeding.

From time to time, we may provide support for items not explicitly included in Appendix C without charge – however we will do this at our sole discretion.

Description	Frequency	Included
<b>Consulting</b>		
Technology Business Review (TBR)	See Terms	YES
End-User Office365 Training Program	24x7x365 Via Portal	YES
<b>Desktop, Laptops and Servers</b>		
Setup New Profiles on Desktops and Laptops	As Needed	YES
Add / Edit / Delete User Accounts	As Needed	YES
Forgotten Password Resets	As Needed	YES
Archive Old User Accounts (Backup Email & Files)	As Needed	YES
Setup & Maintain Security Groups	As Needed	YES
Setup & Maintain Network Drives	As Needed	YES
Restore Files from Backups (1)	As Needed	YES
Troubleshoot Operating System Not Working	As Needed	YES
Troubleshoot Microsoft Office Not Working	As Needed	YES
Troubleshoot Anti-Virus Not Working	As Needed	YES
Reboot Servers	As Needed	YES
Troubleshoot Hardware Issues (3)	As Needed	YES
Hard Drive Clean-up (Remove Temp & Unnecessary Files)	As Needed	YES
Warranty Claim Processing (3)	As Needed	YES
Microsoft Patch Management (Service Packs & Updates)	Daily	YES
Update Approved 3rd Party Applications (Adobe Flash, Adobe Reader, PDF Creator, Java, 7-Zip)	Daily	YES
Monitor all Critical Server and Computer Services and Fix	24x7x365	YES
Monitor Anti-Virus Running & Protection Enabled	24x7x365	YES
Monitor Anti-Virus Definitions Updating Correctly	24x7x365	YES

Monitor Anti-Malware Running & Protection Enabled	24x7x365	YES
Monitor Anti-Malware Definitions Updating Correctly	24x7x365	YES
Monitor Hard Disk Health + Space & Defrag if Necessary	24x7x365	YES
Monitor High CPU Usage	24x7x365	YES
Monitor Security and Event Logs	24x7x365	YES
Roll out our Best Practise Security Policies	On-Going	YES
<b>Backups and Disaster Recovery</b>		
Monitor Server and Computer Backups (1)	24x7x365	YES
Troubleshoot Server and Computer Backup Failures (1)	As Needed	YES
Monitor Office365 Backups (1)	24x7x365	YES
Troubleshoot Office365 Backup Failures (1)	As Needed	YES
Manual Test Restore & Report of All Approved Backups (1)	Monthly	YES
<b>Printers</b>		
Clear & Reset Printer Queues	As Needed	YES
Troubleshoot Printer Issues	As Needed	YES
Add / Edit / Delete Printer Mapping Group Policies	As Needed	YES
Add / Edit / Delete Printer Drivers for Existing Printers	As Needed	YES
Troubleshoot Printer Hardware Issues (3)	As Needed	YES
Warranty Claim Processing (3)		
<b>Network</b>		
Troubleshoot Internet Service Provider Issues & Outages	As Needed	YES
Troubleshoot Network Switch Issues	As Needed	YES
Troubleshoot Wi-Fi Access Point Issues	As Needed	YES
Update Wi-Fi SSID / Keys	As Needed	YES
Troubleshoot Router Issues	As Needed	YES
Troubleshoot Firewall Issues	As Needed	YES
Firewall Security Audit and Adjustment	Monthly	YES
Monitor Network Switches Operations & Availability	24x7x365	YES
Monitor WiFi Access Points Operations & Availability	24x7x365	YES
Monitor Router Operations & Availability	24x7x365	YES
Monitor Firewall Operations & Availability	24x7x365	YES
Warranty Claim Processing (3)		
<b>Domain Names</b>		
Add / Edit / Delete MX Records	As Needed	YES
Add / Edit / Delete TXT Records	As Needed	YES
Add / Edit / Delete PTR Records	As Needed	YES
Add / Edit / Delete CNAME Records	As Needed	YES
Add / Edit / Delete A Records	As Needed	YES
<b>Mobile Phones &amp; Tablets</b>		
Configure Outlook or Mail App <sup>(2)</sup>	As Needed	YES
Configure Skype/Teams for Business App <sup>(2)</sup>	As Needed	YES
Configure OneDrive for Business App <sup>(2)</sup>	As Needed	YES
Configure Teams for Business App <sup>(2)</sup>	As Needed	YES
<b>Office365 / G-Suite</b>		
Add / Edit / Delete User Accounts	As Needed	YES
Add / Edit / Delete User and Security Groups	As Needed	YES

Add / Edit / Delete Shared Mailboxes	As Needed	YES
Add / Edit / Delete Distribution Groups	As Needed	YES
Forgotten Password Resets	As Needed	YES
Archive Old User Accounts (Backup Email & OneDrive)	As Needed	YES
Restore Files from Backups <sup>(1)</sup>	As Needed	YES
Install & Connect OneDrive Desktop Client <sup>(2)</sup>	As Needed	YES
Install & Connect Skype for Business Desktop Client <sup>(2)</sup>	As Needed	YES
Install & Connect Teams Desktop Client <sup>(2)</sup>	As Needed	YES
<b>IT Security</b>		
Install and update endpoint protection software	As Needed	YES
Add / Edit / Make Changes to Email Security Subscriptions and Services <sup>(2)</sup>	As Needed	YES
Add / Edit / Make Changes to Firewall & UTM Security Subscriptions and Services <sup>(2)</sup>	As Needed	YES
Assist with security breach and compromises as required	As Needed	YES

(1) Only applies to when using the Backup Platforms in our Recommended Technology Platform.

(2) This assumes that you already have the back-end systems and company-wide configurations all setup and configured for this product. If you don't, then We will discuss with You the scope of any potential Project and send You a separate Proposal for your review.

(3) As you can appreciate, it's hard to build a profitable and sustainable business offering "Unlimited Support" at a reasonable price for items that we didn't recommend, sell and install.

As such, if the Hardware we are troubleshooting was not purchased from us and/or the device is not currently covered by the Manufacturer's warranty, a care pack or a maintenance agreement, then it is in Our sole discretion as to whether We will cover this work under the Scope of this Agreement or set it as Billable Out of Scope work.