exponential-e
APPLIED INNOVATION

Flexible Support Services
Health/HSCN Assured

www.exponential-e.com/public-sector

ISO 9001 Quality Management · ISO 14001 Environmental Management · ISO/IEC 20000-1 Information Technology Service Management · ISO/IEC 27001 Information Security Management · CSA STAR Cloud Security · ISO 22301 Business Continuity Management · ISO 50001 Energy Management

HSCN HEALTH & SOCIAL CARE NETWORK COMPLIANT

PCI DSS COMPLIANT

Crown Commercial Service Supplier

CYBER ESSENTIALS PLUS

INVESTORS IN PEOPLE | Accredited Until 2020

HM Government G-Cloud

FRAMEWORK RM 3804, FRAMEWORK RM 1045

Contents

HSCN Assured for Health

The requirements for information access and sharing have changed. Underlying networking arrangements needed to support an affordable, agile and integrated health and social care sector need to change.

As Exponential-e are an accredited HSCN Stage 2 Compliant CN-SP provider of services, we offer HSCN assured digital technologies that will benefit both staff and patients alike. These benefits come from our ability to deliver multiple services over "assured unified platforms". By empowering different healthcare entities to securely aggregate their infrastructure requirements, the resulting outcome brings not only new found agility but also the ability to realise significant cost savings.

Service Description

Overview

The **Flex Support** service is a highly flexible and responsive extension of an organisation's own IT function that seamlessly augments the support services for organisations of all sizes. It is primarily designed for organisations which operate their own IT support staff and require occasional technical assistance or support cover.

Flex Support provides a multi-vendor remote (telephone, email, remote access) reactive support and advice service designed to provide a virtual extension to our customers' internal IT support structure. The contract is based on pre-purchased support where support is purchased ahead of when it is required, and is used as often as is needed until the allocation has been used up or the usage limit has been reached. Once depleted, the Customer may choose to top up the agreement with additional units.

This agreement will provide the Customer with a number of support units that may be utilised at any time during the contracted period (12 months) for specified technologies. Services are consumed through remote technical support via telephone, email, or remote access method, providing total flexibility and control.

- Support may be used for a variety of products and services (as defined in the Supportability Matrix).
- Support is consumed in support units of 30 minutes of support time.
- Monthly support statements will be issued when there has been support activity.
- The support allocation can be used for reactive fault fixing or advice.
- Support is provided as required and needs to be topped up when depleted or when the usage limit has been reached.
- Support is paid for upfront in units of time.
- Support units must be consumed within 12 months of their purchase.

Flex Support is most often used to provide reactive technical assistance and expertise for specialist products or technologies where internal IT support staff are lacking in-depth product knowledge, or

for support on an ad-hoc basis for when key internal IT staff members may be on holiday, maternity/paternity leave, illness, busy with internal projects etc.

We recognise that each customer is unique and will have different needs. As a consequence a bespoke Flex **Support** agreement may be requested by the Customer if required. As standard, Flex **Support** can contain as many or as little of the following options to match the needs of the Customer.

- Centralised call logging and management
- Level 2 & 3 technical support via phone, email, and remote access
- Escalation and management of issues to vendors or consultants
- Management and incident reporting

Flex Support is able to provide support services upon a variety of technologies from a number of vendors as detailed in our supportability matrix.

Service Desk

The Exponential-e Service Desk is based in Aldgate, London and are manned 24x7x365 by a full complement of level 1-3 engineers and managers. The Service Desk capability is not reduced after hours. As a result Exponential-e operates a single SLA all hours of the day.

The Service Desk is aligned to ITIL and industry best practice guidelines and is underpinned by Service Now, a fully ITIL based management platform.

How Does The Service Work?

The Flex portfolio of products provides an end-to end service, which includes proactive services, reactive problem resolution, and on-going service delivery management.

These Flex Services consist of three areas of service.

Flex Support addresses the reactive fault resolution and service management components of the above. For Flex **Support** where the service required is that of a reactive support nature:
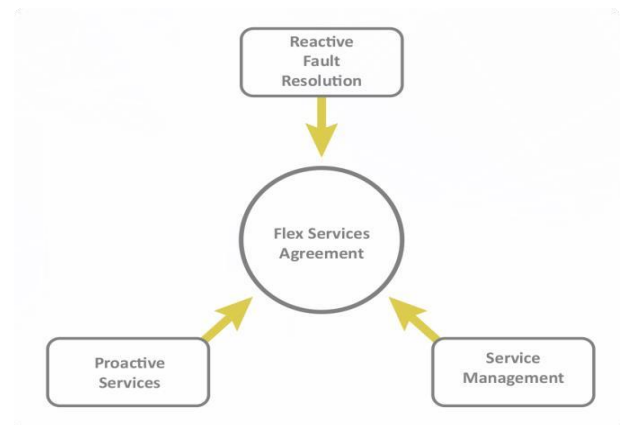
1. A call is placed by the customer to our central Service Desk where a first line Service Desk operator will:
   a) Create a service case for the incident.
   b) Determine whether the customer is entitled to support.
   c) Collect basic customer details such as the customer name, contact details, description of the problem, and priority information.
2. The call is then routed to an appropriate Service Desk operative based on the basic information that has been gathered who will:
   a) Take additional technical details regarding the customer and the incident.

    b) Evaluate whether the issue is within the technical ability of the Service Desk:

- If it is, the issue is dealt with by the Service Desk operative.
- If it is not, the issue is escalated to a senior member of our professional services division and the customer will be provided with a "call back" timeframe.

3. At each point the case is updated with additional information.
4. Unresolved issues are escalated automatically.
5. When a resolution is achieved the case is closed.

Support Methods

Telephone and Email

Telephone support provides a virtual helpdesk service to an organisation's support staff or its users to aid in fault resolution. This service also provides third line telephone and email advice for an organisation's IT staff seeking to ratify upgrade, management, or implementation procedures.

Normal telephone support is provided between the hours of 0900 and 1700, Monday to Friday. Extended hours of support (0800 to 1800) as well as 24x7x365 coverage are also offered on request.

Remote Support

Remote support is billed in an identical way as described for telephone support. Numerous remote support options can be catered for including RDP, Citrix, VPN, Teamviewer, Screenconnect, etc. Solicited remote support methods typically require the presence of an individual at the supported computer to authorise the support session. We are able to resolve issues more quickly and easily having access to the customer's environment through an agreed remote access method.

Emergency Call-out Support

The Unit Based Flex Support service does not cater for emergency call-out support.

Onsite Support and Consultancy

The Unit Based Flex Support service does not cater for onsite support and consultancy.

Service Particulars

SLA	DESCRIPTION
P1	• A Critical business service is non-operational impacting the customer organisation, multiple users or multiple sites; or Severe functional error or degradation of service affecting production, demanding immediate attention. • Business risk is high, with immediate financial, legal or reputational impact.

P2	• The customer is experiencing failure or performance degradation that severely impairs operation of a critical business service; or the customer or service has been affected, although a workaround may exist; or Application functionality is lost; or significant number of users or major site is affected. • Business risk is high.
P3	• The customer is experiencing a problem that causes moderate business impact. The impact is limited to a user or a small site; or incident has moderate, not widespread impact; or the customer or IT service may not have been affected. • Business risk is low.
P4	• Standard service request (e.g. User Guidance); or updating documentation. • Low or Minor localised impact.

Service Levels

Providing the right levels of response to an incident is a process of co-operation between the customer and our Flex team. To assist us to respond in a suitable fashion to each incident, a priority needs to be set. This should be set by the customer when initially raising the call.

The four categories below provide a guide to service level classification. In most cases, a support response will be immediate. The maximum primary response time (i.e. the maximum elapsed time between the customer raising the call and receiving a technical response from one of our helpdesk technicians or an engineer) is detailed below.

Our aim is to offer the following level of service for incidents logged within contracted hours:

PRIORITY	RESPONSE TIME	TIME TO ASSIGN	TARGET FIX TIME
P1	15 minutes	1 hour	4 hours
P2	15 minutes	2 hours	8 hours
P3	30 minutes	4 hours	4 days
P4	30 minutes	8 hours	7 days

Service Availability

The service described in this document will be available during the following hours, depending on the selection made in the Contract Schedule:

SERVICE AVAILABILITY	
Standard Service Desk Service	0900 – 1700 (Monday to Friday excluding UK Bank Holidays)
Extended Service Desk Service	0800 – 1800 (Monday to Friday excluding UK Bank Holidays)
24x7x365 Service Desk Service	24x7x365 (including UK Bank Holidays)

Escalation Procedures

Internal Escalation

Flex Support operates an escalation procedure to monitor the progress of support incidents which includes notifying first and second line Flex managers of any incident that remains unresolved beyond internally defined time limits. This enables us to effectively monitor whether the appropriate resources are being made available and are actively working to resolve a support incident.

Complex technical issues will be escalated by a Flex manager to a 4th line consultant in the event it cannot be resolved by the Service Desk.

Client Escalation

A Service Level Priority should be set by the customer when initially raising the call. The priority levels are detailed elsewhere in this document. The priority level of a given case may be increased by the Customer due to a change in circumstances or the amount of time elapsed during support by notifying the Flex Escalations Team.

Vendor Escalation

Flex Support also has an escalation procedure in place with major manufacturers and vendors should the need to escalate an incident arise. Flex will escalate an issue on request from the Customer at the Customer's expense. Flex will liaise with the vendor and provide the relevant information and assistance to assist in a speedy resolution.

Service Management

To ensure maximum return for our customer's support investments we have developed a layer of Service Management for our Flex agreements, overseen by our dedicated Service Managers.

Your assigned service manager will work with you on:

- Service Delivery Planning & Business Alignment
- Service Delivery Management

The basic structure for how your assigned service manager will engage with your organisation is provided overleaf:
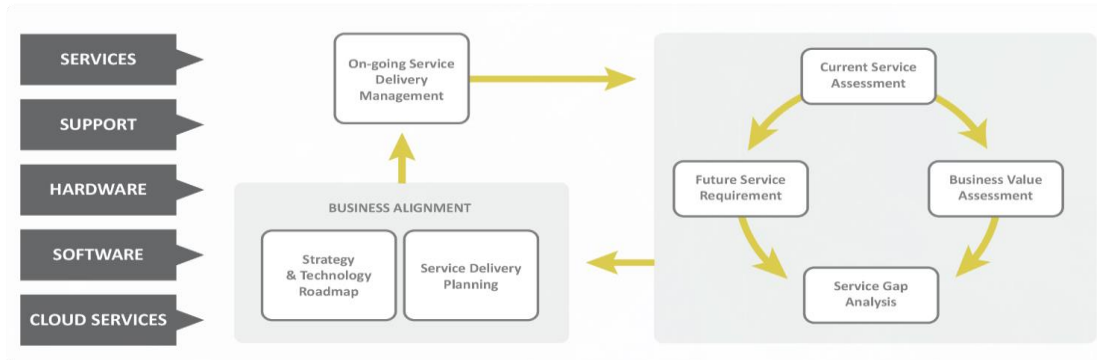
Service Improvement Reviews

Service Improvement Reviews (SIRs) may be undertaken on a quarterly basis. The purpose of the quarterly review is to review the service desk activity utilised by the Customer during the preceding quarter.

Details of the information that is captured during the quarterly periods as well as the review criteria that will be included within the service improvement review document are defined during the service on-boarding process.

Outlined below is a list of the typical criteria that will be included as part of the SIR. Additional information may be included as defined during the on-boarding process and subsequent SIRs.

- Trends in any repeat issues arising from the Customer or specific systems
- Review case utilisation levels and targeted technologies
- Identify any new product sets to be supported across the Customer's estate during the coming quarter
- Identify any performance improvement opportunities within the Customer's environment

Where the quarterly SIR's are required a minimum of 4 support units will be deducted from the Flex Support Agreement per quarter.

Reporting

Detailed monthly reporting is included with the Flex Support service, whether there has been report activity or not. The reports will include a summary of each incident logged with the Service Desk and the support units spent on each. Examples of these reports are shown below.

Summary Report
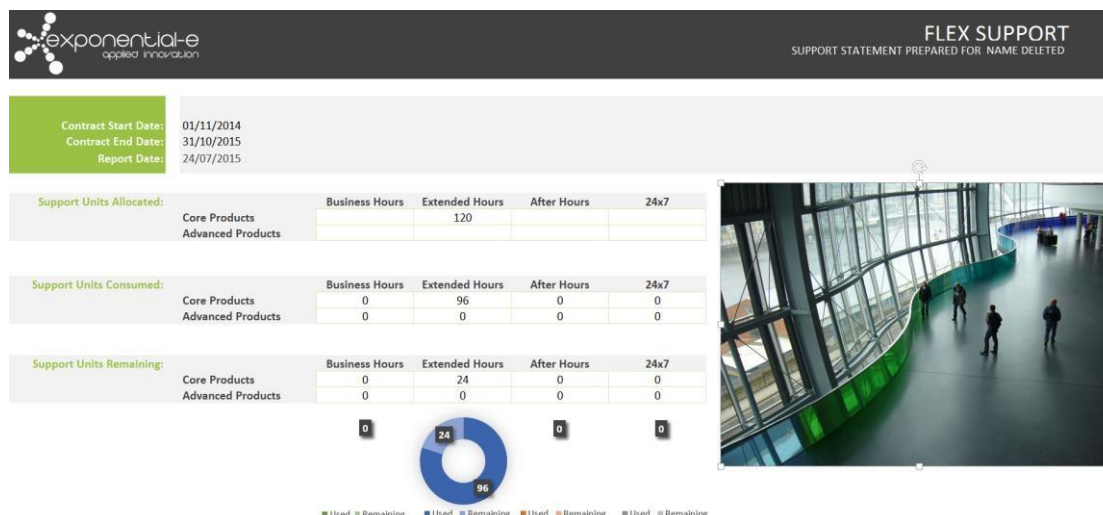
Ticket Report

Reference	Created	Closed	SLA	Description	Units
IM003454	30/01/2015	19/02/2015	S2	Sage issue. Rebooted the server and working fine.	2.0
IM003497	03/02/2015	06/02/2015	S3	Troubles with Skype and my headset. No action was required, user has resolved issue	0.0
RF011770	04/02/2015	06/02/2015	S3	AD admin Password, password reset and emails details to user	0.5
IM003521	04/02/2015	05/02/2015	S3	Set up new Starter account on AD and created a mailbox	4.0
RF011944	09/02/2015	11/02/2015	S2	File Access -Folder Access AUS and UK-Information	1.0
IM003555	09/02/2015	19/02/2015	S3	Katy email Issue.	0.5
RF012030	10/02/2015	10/02/2015	S3	Password reset account, pass info to Jess and Dave and set up access for Hannah	1.0
RF012011	10/02/2015	12/02/2015	S3	Add new user to Domain - Install Network driver and connect user to the domain	2.0
RF012019	10/02/2015	13/02/2015	S2	Suspected Malware Alert - Spam, email deleted	0.0
RF012053	11/02/2015	11/02/2015	S3	User Account , password reset as requested	0.5

Notes and Exclusions

1. The Flex Support Agreement is aimed at delivering a comprehensive Level 2 and 3 Technical Support service to customers. Support units may not be used for proactive support or consultancy.

2. Hardware maintenance contracts are excluded from the support agreement.

3. Proactive monitoring is excluded under this provision of service. Proactive monitoring services are covered by our Flex Monitor and Flex Manage services.

4. For the Unit Based Support Agreement the minimum number of support units that may be purchased is 50 per year if purchased stand-alone, and 25 per year if purchased with project work.

5. Flex Support contracts are valid for a minimum term of 12 months, as specified in the Contract Schedule. Any unused support units expire at the end of the contract term.

Appendix

On-Boarding and Off-Boarding

Due Diligence and Helpdesk Setup

An important part of our ability to offer quality support services is to ensure we have an accurate and detailed understanding of our customer's environment that will be recorded on our support system.

It is recommended that we carry out the necessary due diligence to gather the required systems information so that we can populate our support systems. This will help to ensure we are able to offer comprehensive and accurate support. This will also allow us to ensure the systems that we are to support are in a supportable state, and it will improve our effectiveness in providing support and consultancy. Where the due diligence is carried out, 20 support units will be deducted from the Flex Support Agreement to cater for this need.

On request, the Customer may choose to waiver the full due diligence exercise that would normally be carried out at the start of the Flex Agreement. In this event 4 support units will be deducted from the Flex Support Agreement to cater for contract on boarding. This increases the amount of units available for support to the Customer, however it may also increase resolution times as we may need to gather additional information at the time a case is raised.

For contract renewals 4 support units will be deducted from the Flex Support Agreement to cater for contract on-boarding unless the scope of the contract has significantly changed in which case 20 support units will be deducted from the Flex Support Agreement to cater for this need.

Off-Boarding

Upon cessation of this service it is the customer's responsibility to remove any remote access tools originally installed by the Customer to facilitate remote access, and to disable or delete any user management accounts and login issued to Exponential-e.

Trial Service

Exponential-e does not offer a trial service due to the nature of this service.

Technical Requirements

The use of an approved remote access method is required in order to provide remote support via this agreement. The Exponential-e Service Desk supports a variety of methods including Teamviewer and Screenconnect.

Training

Exponential-e will ensure that the customer's staff is fully trained on its procedures and systems for raising support requests, escalating issues, the billing process, important contact numbers and email addresses, and all other elements that the customer and Exponential-e mutually feel is needed in order to fulfill the service.

Termination Terms

Please refer to the associated Terms and Conditions for full details relating to service termination.