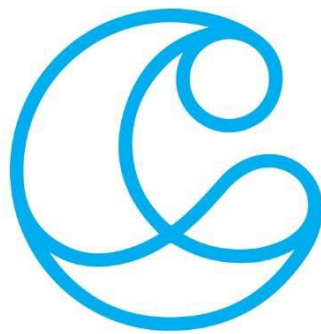


Service Level Agreement Business Customers



concero

V1 (October 2024)

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Business Customers SLA

Introduction

Welcome to Concero and thank you for joining us as a customer.

We recommend you read this document from start to finish and keep it safe, as it's the core of your agreement with us.

If you have any questions about this document or the service you receive, your Customer Experience Manager (CXM) will be happy to help. Their details are in the Contact section.

What is this document?

This document is a Business Support Service Level Agreement, or SLA. It covers all the aspects of your support service:

- What services are included in your agreement
- What we cover
- How to get in touch with questions or problems
- How fast we will respond
- Our responsibilities, and yours.

What Service do I have?

Your service provides IT Support, accompanied by a range of supplementary services as detailed in this document. Each supplementary service may have a set of features and limitations, which are explained in the relevant section.

Please note that not all the supplementary services noted in this document may be offered to you – please check your proposal (provided separately) to see what has been included in your service and the associated costs.

This agreement lists the locations we support and the Response and Resolution times we offer as part of our service. This document also provides detail on how to request support and how we handle complaints and escalations.

Your assigned CXM is responsible for managing your regular service, review meetings and will gather the data quarterly every month from our service desk system to show our performance, response times, number and types of tickets raised, and many other relevant statistics to demonstrate how we're supporting you and meeting our contractual obligations.

We also provide the option of quarterly virtual meetings weekly meetings (on a mutually agreed day) to keep you up to date with the agreement and any other work we're carrying out on your behalf. These will be between the assigned CXM and your nominated Key Contact.

Business Customers SLA

IT Support

Core IT Support

Remote support from our helpdesk – via online portal, live chat, or phone. See the [How to Request Support](#) section for details.

This is offered 7:30am to 5pm Monday to Friday excluding Bank Holidays

What's covered?

- Q&A from staff to our support engineers – for assistance with any problem or question they may have, and an escalation path to our top-tier engineers
- Remote support from our team to help your team troubleshoot issues or walk-through resolution steps
- Guidance on best practice for system management and maintenance
- Supporting your leadership team with IT strategy development advice

What are the limits?

- No onsite support is included – visits can be arranged, but these will be chargeable
- The number of Remote Support sessions in any year is subject to our Fair Use policy

Any work beyond supporting your staff with day to day IT issues or queries will be considered a project and a quote will be provided by your Customer Experience Manager. For example, installing new hardware or software is a custom project that will need a separate quote. We have provided several packages for specific services later in this document – or [contact](#) your Customer Experience Manager for more information.

Business Customers SLA

Products and Services Support

Cyber Security

Designed to protect businesses and individuals from Cyber threats. We install device compliance monitoring software on all devices in the business, which are monitored by Concero for potential security threats or non-compliance as they arise.

What's included?

- Ransomware Encryption Prevention
- Threat Prevention
 - DNS based Traffic Filter
 - Next-Gen Anti-Virus with XTP Engine
- Patching
 - Automatic Patching
- Privileged Access Management
- Application Control
- MXDR with TAC

What are the limits?

This service must be deployed to all endpoints (any device capable of accessing Business Data) within the organisation.

If new devices are added by the customer, they must be notified to us immediately to ensure they are protected. Personal devices that have access to the Business Network must also be included to avoid uncontrolled threats affecting business data or systems.

Business Customers SLA

Teams Voice

Replace aging desk-bound handsets with a portable, flexible communications Voice Over IP (VOIP) platform across all devices in your business.

What's included?

- Management of Number Porting
- Assignment of Teams Direct Dials
- Setup and management of call queues
- Setup and management of Voice Mail Services

What are the limits?

A Teams Calling Plan must be purchased or separate Teams Voice licences available per user.

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Server Support

Support for servers, delivered with remote support and proactive monitoring by our support team.

What's included?

- Support from our team during the normal support hours of 7:30am to 5pm, Monday to Friday.
- Access via Live Chat, Phone, and Support Portal.

What are the limits?

- All servers must meet our minimum specifications and be specifically listed by us, including the functions each carries out.
- Onsite visits to address server issues attract a further per visit charge
- Servers on the business premises attract a further charge and require security and environmental features to avoid casual abuse (for example, contained in an access controlled area with environmental controls, Uninterruptable power supplies and managed network connections). These will be noted on the server information included in this proposal.

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Legacy Application Hosting

Migration of legacy applications and servers to Azure Virtual Desktop

What's included?

Delivered as a project by our Project Team – legacy servers and applications will be reviewed for the ability to migrate them, and a project plan will be created to manage the migration and any associated risks.

What are the limits?

- The Business must have an active Microsoft 365 Tenancy for the Server to be integrated into.
- All elements of this service are treated as a project and costed appropriately – subsequent support for this server will be priced as per the Server Support service shown above.

Backups

Supplementary services for backups are listed below and will be recommended based on their applicability to your systems.

Office 365 Backup

Cloud to Cloud backup for data within Entra, Teams, OneDrive, SharePoint, and Exchange Online.

What's included?

- Full scheduled or on-demand backups of all Teams, OneDrive, SharePoint, and Exchange Online data within a single Microsoft 365 Tenant.
- Unlimited data retention
- Point-in-Time recovery
- Five levels of role based access control to manage who can backup, restore, or view data

What are the limits?

- An active Microsoft 365 Tenancy is required.
- Nominated users must be specified for access to view / restoration portal

On-Premise Backup

Backup of physical servers and virtual machines.

What's included?

- Continuous backups of physical servers or cloud servers. Includes virtual servers on either type of system
- Tamper-proof backups avoiding ransomware infections
- Continuous Data Protection provides up-to-the minute backup and restoration
- Built in Deduplication to reduce backup time and storage volume

What are the limits?

- Active support contracts required for servers to be backed up
- Nominated business staff for management of data restoration

Projects

Other Works outside of IT Support SLA coverage

What's included?

- Custom project definition led by the Business Projects Team
- The proposal for the project will include all actions and requirements

What are the limits?

- The project will be customised to suit the business and the scope will be provided within the project plan. Changes and updates to the plan will be managed by the Project team

Business Customers SLA

When we're open:

Our support desk is open between 7:30am and 5pm, Monday to Friday, except for public holidays

How to contact us:

Visit the Support Portal at <https://help.concero.technology/>

- If you've emailed us before and have a password, you can log on to the portal and view the progress of your current and previous support tickets and see any updates.
- The portal is accessible 24 hours a day, 7 days a week; incidents logged on the portal outside our working hours will be dealt with on the next working day.

Log a ticket via email at help@concero.technology

- Send us an email explaining the problem you're experiencing and when you see it.
- Due to data protection laws and in order to keep your organisation safe, we can only accept emails from your organisation domain – not a personal email address. We can continue the conversation over email or arrange a time to call you.

Telephone 0330 236 8512

- Our support desk will pick up the phone and get to work on the problem straight away.
- If we can't fix the problem in a matter of minutes, then we'll agree the best time to call you back.

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How quickly do we respond?

Service Levels

Your query or problem will be classified as one of four service levels, depending on the impact:

Service Level	Impact
Urgent	All users are affected with all functions unavailable
High	Many users or business critical functions affected
Medium	A limited number of users or functions affected; most of your operation can continue as usual
Low	Simple requests, no one immediately affected – this level is usually applied to requests for Moves, Adds, or Changes of equipment or users.

Response and Resolution Times

For each of these Service Levels, here's how fast we'll respond and aim to fix the problem:

Service Level	First Response Time	Time to fix	Target
Urgent	Up to 20 minutes response	Up to 4 working hours	95%
High	Up to 20 working minutes	Up to 8 working hours	95%
Medium	Up to 20 working minutes	Up to 16 working hours	95%
Low	Up to 20 working minutes	Up to 32 working hours	95%

Please note:

Working hours are the times that the service desk is available. For example, if you log an urgent call at 5:00pm on Friday, we will get back to you by 8:30am on Monday.

#The First Response Time is calculated from the time it takes for one of our service desk team to acknowledge the problem to you (via email or phone message) and start working on it, not from an automated response.

The Target is the percentage of requests that we'll handle within the target times to respond and time to fix. Our performance against this target will be shown in our service status reports.

Business Customers SLA

Emergency Callouts are exempt from the First Response Time and Time to fix limits.

Limits on Support

The support we offer to you is subject to the following limits and those listed in the “What’s outside our control” section later in this document.

- Our Customer Support Technicians have the skills and ability to resolve common IT problems. If they can’t solve the issue, then they will escalate it to 2nd line support (see the ‘how we escalate issues and handle complaints’ section for detail)
- Hardware support is limited to:
 - Technical Assessment of issues and initial repairs – if possible – on a ‘reasonable endeavours’ basis
 - Management of warranty claims
 - Ordering of replacement parts and third-party repairs
 - Upgrading of hardware (RAM & HDD expansions only)
- Software support is limited to:
 - Checking that licences are appropriate and up to date
 - Remotely deploying configuration changes and software installation / removal across your IT estate
 - Management and remote update of Wireless Access Point firmware
- Support for items not provided by us may be limited to us escalating the issue to a third party and managing the request through to completion.
- Any work outside the on-going maintenance of your IT systems will be considered a project and a quote will be provided by your Customer Experience Manager.
- Emergency callouts are limited to the following:
 - Major system failures (Urgent or High Priority level)
 - Response times only commence when our technician is onsite
 - Resolutions are not guaranteed, and may be caused by third party systems out of our control
 - Emergency response times are within normal working hours only.
 - If an emergency callout is determined to be caused by a third-party system, we will raise the request with them to deal with it at their highest level of urgency but cannot guarantee their response or resolution times.
 - An Emergency callout will incur additional costs

Business Customers SLA

How we escalate issues and handle complaints

Our Tier 1 and 2 Customer Support Technicians respond to your support tickets (via email, the support portal, or phone calls), and use a combination of remote support, onsite visits (additional charges apply), and support assistance from third parties where needed. If they can't resolve the issue, then they escalate to your Customer Experience Manager (CXM) and Technical Leads.

The CXM and Technical Leads update you on the progress of their work and discuss potential resolution paths. The Technical Leads are responsible for system design, management of our support desk and technical solutions company wide, and handle senior level escalations including reviews with our support partners. Together, they have the authority and responsibility to continue work on the problem until it is successfully resolved, and frequently report to the Senior Management Team on the status of progress.

If you have a complaint, please discuss your concern with the Support Technician assigned to your ticket and they will do their utmost to resolve the problem to your satisfaction. You can also speak to your CXM, who will work with the Support Technician and our Technical Leads to progress your complaint further – they will involve the Senior Management Team if needed, but they are empowered to deal with any complaints received.

Our obligations to you

- We will always apply our experience to attempt to resolve your problem, provided it's within the scope of the support agreement. If we can't resolve your problem for any reason, we'll explain why, and give you guidance on the next steps you can take.
- We will always use reasonable endeavours to meet the targets we've set in the Service Levels section above. If we are in danger of not meeting these targets, we'll explain why and what we're doing to get you working again.
- We'll provide experienced, qualified, professional, and polite support technicians at every level of our support desk to resolve your problems. If at any time you're not happy with the support you're getting, you should escalate your request to our Senior Management Team.
- If a problem is related to a third party, such as a software package or piece of hardware not covered by us, we're happy to liaise with them to help them resolve the problem.
- If a ticket is open for longer than it would normally take us to resolve it, or we see a larger than normal number of high priority tickets from your organisation, we'll review them as a matter of course and let you know what steps we've taken to deal with the issue – or recommend training or upgrades to avoid issues in future.

What we request from you

- Appoint a member of staff to own the relationship with Concero, and ensure that member of staff has the authority to act on behalf of the organisation (for purchasing decisions, contract signatures, etc)
- Report any changes made by third parties to systems we support, as quickly as possible
- Record any changes made by you or third parties to systems we support
- Ensure that your staff using systems managed by us have at least a basic level of familiarity with IT (we can recommend or provide training if required)
- Give us adequate notice if building or staff moves are required
- Maintain and enforce an Acceptable Use Policy for all users of the system (we can provide examples if required)
- Ensure that servers and networking equipment are only accessible by Concero staff, not located in shared access spaces, and ideally locked in an environmentally controlled area
- Maintain third party warranty agreements and operate equipment in accordance with the guidance provided by the manufacturers
- Ensure that any backup media under your control is stored offsite, in a secure location and only accessible by nominated staff. If media is stored onsite, then it must be kept in a fireproof safe

Business Customers SLA

- Maintain software licencing agreements for all software you use, and do not exceed the number of licences purchased (we may be required by law to remove unlicensed software without notice)
- Follow guidance provided by our staff on issue resolution without undue delay; we may reject a support request if previous instructions and / or guidance has not been followed.

What's outside our control

As much as we try to handle every incident as part of your support package, there are some problems which are outside of our control:

- **Hardware failures:** If a hardware component fails within a server for example, we're dependent on the availability of spare parts to be able to fix it. The availability of these parts is often out of our control.
- **Software failures:** Software updates can sometimes cause issues and break functionality; this is entirely out of our control. If the issue is severe, we can revert to a backup for an earlier version, if such a backup exists.
- **Acts of God:** Extreme weather, lightning, flood, pandemic or other major event may impact our ability to provide support or affect your systems beyond our reasonable ability to solve the issue.
- **Failure to follow advice:** If we provide guidance on how to resolve an issue or avoid one occurring and this is not followed, we can't be held responsible for the issue occurring, however we will deal with it in the normal flow of our support process.

Business Customers SLA

Customer Roles and Responsibilities:

The IT Contracts Manager must:

- Approve and amend all contractual documentation;
- Attend periodic Customer Review Meetings;
- Attend any Development Plan Meetings;
- Monitor service levels against KPI's and follow through on resolution;
- Ensure access for onsite Concero UK staff;
- Ensure all third party contracts are in place;
- Process invoices and resolve any payment issues;
- Sign off quotes and purchase orders;
- Agree and authorise all 'Additional Services' work in advance of it being undertaken;
- Arrange GDPR Data Protection compliance;
- Inform Concero UK of all third party contact detail.

Customer staff responsibilities:

- All staff members must follow the Incident Logging Process;
- Each individual staff member must log their own tickets;
- Staff members must ensure adequate description of any issues logged;
- Staff must log a separate ticket for each individual issue;
- Staff must respond to Concero UK within 3 working days via the Service Desk;
- Staff need to review any tickets logged under their names on the Customer Portal at least every 3 working days;
- Only log tickets for devices that are the property of the Customer's premises, as opposed to personal devices;
- Staff members should regularly provide feedback which we will use to update and improve our Services.

Business Customers SLA

Compliance

GDPR Compliance Statement

The Company is aware of its obligations under the General Data Protection Regulation (GDPR) and domestic data protection legislation and is committed to processing personal data securely and transparently.

We have had a dedicated in-house Data Protection Working Party made up of senior leaders within Concero who meets at least once a month to review data protection practices throughout the business and we have engaged with an external consultancy firm who is registered as our Data Protection Officer. The advice and guidance from our Data Protection Officer includes but is not limited to:

- Providing data protection guidance and advice;
- Maintaining a data protection management system / operating model;
- Creating and updating policies and procedures;
- Updating and maintaining privacy notices;
- Updating and maintaining records of processing activities;
- Advising on and supporting responses to data subject rights requests;
- Advising on and supporting personal data breach responses;
- Advising on data protection by design and default;
- Carrying out or supporting Data Protection Impact Assessments (DPIAs);
- Carrying out or supporting legitimate interest assessments;
- Implementing and reviewing data processing agreements;
- Advising on data sharing and international transfers (if applicable);
- Carrying out data protection awareness training;
- Advising on information security aspects of data protection; and,
- Advising on Privacy and Electronic Communication Regulations (PECR) and electronic direct marketing compliance and cookies

Our ultimate objective has, and always will be, to ensure that your data (whether belonging to you, a family member, or an employee) remains secure, in the very safest of hands, and protected, and rest assured that we will continue to operate in accordance with GDPR.

If you have any queries or specific questions you'd like to ask, please do get in touch with us via compliance@concerouk.com

Business Customers SLA

Crown Commercial Services Supplier Compliance

As a crown commercial supplier, we have to provide evidence of compliance in a number of areas such as:

- Adequate insurance including public liability
- Cyber Essentials certification
- Commercial background checks
- Financial audits
- ISO Certification
- Modern slavery
- Anti bribery

Copies of this information are available upon request.

Concero Company Information

Registered address:

Concero UK Ltd
Suite D, The Westlands
132 Compton Road
Wolverhampton
WV3 9QB

Email: help@concero.technology

Telephone: 0330 236 8512

Website: <https://concero.technology/>

Registered in England and Wales No: 06673066

VAT Number: GB 939958839

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Please refer to our website for terms and conditions: <https://concero.technology/>

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