SERVICE LEVEL AGREEMENT

Education Customers SLA

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Contents

Introduction 2
Accessing Support 4
How quickly do we respond? 6
Providing Feedback to Concero 11
Our obligations to you 12
What we request from you 13
What's outside our control 14
Projects 15
IT Support SLA: Help Desk 17
IT Support SLA: Onsite 18
IT Support SLA: Fully Managed 20
IT Support SLAs: Scope of Support 21
Escalation Support SLA 26
Strategic Support SLA 27
Concero User Automate 29
Concero Backup 31
MIS Support SLA 33
Concero Broadband Support SLA 34
Document Control 35



Introduction

Welcome to Concero! Whether you're a new customer, or an existing one who is extending your services with us, thanks for taking the time to read this document. We recommend you read it from start to finish, keep it safe, and ask your Customer Experience Manager (CXM) if you have any questions on the content.

Introducing your Customer Experience Manager

If you have an IT Support SLA with Concero, you will be assigned a Customer Experience Manager, this colleague is dedicated with working with their customers to ensure that you get the most from your support and services with us. They will have regular meetings with you, and can help where things are not going to plan.

What is this document?

This document is a Service Level Agreement, commonly called an SLA. It covers all the aspects of your support service:

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

We offer different levels of support, so what you get varies, depending on the level of service you've purchased.

This document covers our **Services and Products:**

- **Services:** IT Support SLAs, MIS Support SLAs and Strategic Support Options
- **Products:** Concero Backups, Concero User Automate, Concero Broadband.

This document is to be read in conjunction with our Terms and Conditions. To the extent that there is any conflict between the contents of this Service Level Agreement and our Terms and Conditions, the relevant provisions of the Terms and Conditions shall apply in preference to the contents of this Service Level Agreement.

Key features

IT Support SLA	Help Desk access	Onsite support	Escalations team	Remote support
Help Desk Remote support from our helpdesk	✓	✗	✓	✓
Onsite Regular onsite visits	Log only	✓	✓	✗
Fully Managed Complete support & management	✓	✓	✓	✓
Escalation Support For existing IT teams only	✓	✗	✓	✓

Log only: Onsite customers can log issues through the Help Desk for the next visit; issues are not resolved remotely by the Help Desk.



Accessing Support

When we're open:

Our support desk is open between 7:30am and 5pm, Monday to Friday, except for public holidays and three training days a year (held within school holidays with customers informed 2 weeks prior)

Onsite support is provided during Core Hours, 8:00am to 4:00pm Monday to Friday, excluding public holidays, unless otherwise arranged with your CXM. Actual visit times will be confirmed to customers via a schedule by your CXM.

Onsite visits are generally only conducted in term time, unless otherwise agreed or a fully managed school with the full year coverage.

How to contact us:

Visit the Support Portal

- **This is the recommended option, as you get the fastest response, and you also have access to self help articles.**
- 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

- 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 school safe, we can only accept emails from your school domain – not a personal email address. We can continue the conversation over email or arrange a time to call you.

Telephone

- 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.

Contact details for our Education Help Desk

Portal: https://help.concero.education

Email: help@concero.education

Telephone: 0330 236 8511

The Concero Customer Portal (portal.concero.uk) is separate from the Help Desk. It shows your ticket volumes and our response and resolution performance, refreshed nightly, along with your visits, projects, products and renewal dates. Tickets themselves are logged and viewed in the Help Desk.



How quickly do we respond?

Ticket Classification

Support requests are categorised so that they can be handled consistently, prioritised correctly, and managed through the appropriate process.

Incidents are unplanned interruptions or reductions in service. These are managed through the incident priority model and are subject to the response and resolution targets set out in this SLA.

Service Requests are standard, repeatable requests for support or administration. This may include new user accounts, access permission changes, data restore requests, software installation requests, device configuration, or other routine additions to the live environment.

Installs, Moves, Adds and Changes (IMaC) are treated as Service Requests where they are routine, low risk, and within the scope of the customer's support agreement. IMaC requests will be logged through the service desk, assigned to an appropriate technician or team, and delivered in line with the agreed priority, estimate, or delivery schedule.

Changes are controlled modifications to systems or services. This may include configuration changes, access changes, application deployment, platform changes, network changes, or changes to security settings. Changes may require assessment before they are carried out, including review of impact, risk, timing, user disruption, security, safeguarding, licensing, data protection, and any dependencies on third parties.

Where a change is minor, low risk, and within the scope of Business as Usual support, it will be managed as a Service Request. Where a change is complex, high risk, large scale, commercially significant, or requires defined planning and governance, it will be treated as a Project.

Projects are not delivered as routine SLA support. Projects are time-bound pieces of work that introduce material change to the customer's IT environment. This may include new systems, major upgrades, migrations, large-scale device deployments, infrastructure changes, or Trust-wide technology changes. Projects will be scoped separately and delivered under an agreed Statement of Work, Project Initiation Document, rate card, or fixed-price proposal.

Incident Priorities

Your query or problem will be classified according to the impact on teaching, learning, safeguarding, business operations, and service availability.

Service Level	Impact	Education-focused examples
P1 - Critical	A complete loss of a critical service, complete network interruption, or loss of critical functionality causing severe impact on service availability, where no acceptable workaround exists. This includes incidents where there is an immediate safeguarding, security, or operational risk requiring urgent action.	Whole-school or whole-Trust internet outage; complete network failure; core cloud services unavailable to all users; safeguarding-critical system unavailable with no workaround; cyber-security incident causing active compromise or service shutdown; telephone system unavailable during the school day where no alternative is available.
P2 - High	Critical functionality or network access is interrupted, degraded, or unusable, causing significant operational impact. Normal school or Trust operations are severely affected, and no acceptable alternative is available.	Wi-Fi unavailable across a significant area of the school; MIS unavailable to office or senior staff during the school day; printing unavailable across a whole site where it affects exams or operational processes; staff unable to access key teaching resources; major issue affecting a year group, department, or academy site.
P3 - Medium	A non-critical function, system, or process is unusable or difficult to use, causing operational impact but not preventing normal school or Trust operation. A workaround may be available.	Individual classroom device issue; a small number of users unable to access email or files; intermittent Wi-Fi affecting a limited area; non-critical application fault; projector or classroom AV issue where teaching can continue using an alternative; printer issue affecting one office or department.
P4 - Low	A low-impact issue or fault where a workaround is available, or where the issue does not materially affect normal operation.	Individual peripheral issue such as keyboard, mouse, monitor, dock, or camera fault; minor software issue; low-impact display or classroom equipment issue where teaching is not disrupted.
P5 - Service Request / IMaC / Planned Work	Installs, moves, adds, changes, consumable requests, scheduled activity, project-related tasks, or other planned work. These are not treated as incidents unless they are linked to a service-impacting fault.	New user setup; account changes; device deployment; software installation request; equipment move; classroom change request; new printer setup; access permission change; request for advice; non-urgent configuration change; planned switch, wireless, server, or cloud configuration work; project tasks agreed through a delivery plan.

Concero Education's SLA is aligned to the DfE Technology Standards for Schools and Colleges by providing clear support ownership, safeguarding-led prioritisation, defined service restoration targets, and auditable accountability. While the DfE does not mandate specific SLA timings, Concero's approach demonstrates effective risk management, continuity of teaching and learning, and governance-ready service delivery.

Response and Resolution Times

For each of these Service Levels, here's how fast we'll respond and aim to fix the problem – all times are measured within Help Desk opening hours, 7:30am to 5pm Monday to Friday, excluding public holidays:

Service Level	First Response Time	Time to fix	Target
P1 - Critical	15 Minutes	90 Minutes	95%
P2 - High	15 Minutes	4 Hours	95%
P3 - Medium	30 Minutes	8 Hours	95%
P4 - Low	45 Minutes	2 Days	95%
P5 – IMaC/Planned	As agreed		

Explanatory Notes on Response and Resolution Times

Working Hours and Core Hours

Help Desk hours are 7:30am to 5pm, Monday to Friday, excluding public holidays and our three training days. SLA response and resolution targets are measured during Help Desk hours, unless a separate out-of-hours or enhanced support arrangement has been agreed in writing.

Core Hours are 8:00am to 4:00pm, Monday to Friday, excluding public holidays. These are the hours during which our staff can be onsite for scheduled visits, unless otherwise arranged with your CXM.

Tickets logged outside the Service Desk's published working hours will be recorded at the time they are submitted, but SLA measurement will commence when the next service period begins.

For example, if a Priority 1 incident is logged after the Service Desk has closed on a Friday, the response and resolution targets will begin at the start of the next working service period, unless an enhanced or out-of-hours support arrangement applies.

First Response Time

First Response Time is measured from the point at which SLA measurement starts to the point at which a Concero engineer reviews the ticket, acknowledges the issue, and begins active triage or investigation.

Automated email replies, portal confirmations, and system-generated acknowledgements do not count as a First Response.

Resolution Time

Resolution Time is measured from the point at which SLA measurement starts to the point at which the incident has been resolved, a suitable workaround has been provided, or the affected service has been restored to a reasonable operational state.

A ticket may also be treated as resolved where Concero has completed the required action and is awaiting customer confirmation, customer action, third-party action, procurement, access, approval, or another dependency outside Concero's reasonable control.

Priority Classification

Tickets are prioritised according to operational impact, service availability, safeguarding risk, and the availability of a reasonable workaround.

Concero will assess the priority of each ticket using the information available at the time it is logged. Where investigation shows that the actual impact is higher or lower than first reported, the priority may be changed.

Reopened Incidents

Where an incident is resolved or closed and subsequently reopened, the additional investigation and remediation time will be recorded.

If the reopened incident relates to the same underlying fault, the ticket may be reviewed against the original SLA position.

Where the reopened issue is caused by a new or separate fault, it may be treated as a new incident.

Reopened incidents are reviewed as part of service quality, recurring issue analysis, and continual improvement.

Service Requests, IMaC and Planned Work

Service requests, installs, moves, adds and changes, and other planned activities are not measured against incident resolution targets unless they are linked to an active service-impacting fault.

These requests will be managed according to agreed estimates, delivery schedules, operational priority, risk, available resources, and customer dependencies.

Where a request requires planning, procurement, third-party input, approval, data protection review, licensing, or project governance, the timescale will be agreed separately.

SLA Target Achievement

SLA target achievement represents the percentage of applicable incidents that Concero aims to respond to and resolve within the defined target times.

Performance is reviewed through regular service reporting and governance. Reporting may include response performance, resolution performance, priority breakdown, breached tickets, recurring issues, service availability, customer dependencies, and agreed improvement actions.

Scheduled Onsite Support Customers

For customers receiving scheduled onsite support, response and resolution targets apply to the support service as a whole, including remote triage, remote investigation, escalation, and onsite attendance where applicable.

Where an issue requires onsite attendance, resolution may depend on technician availability, agreed visit schedules, site access, parts, procurement, third-party support, or other dependencies.

Emergency Callouts

Emergency callouts are handled on a risk-led basis and may be used where there is a critical service continuity, safeguarding, security, or operational requirement.

Emergency callouts do not replace the standard SLA priority model. Where an emergency callout is required, Concero will assess the risk, available resources, travel requirements, site access, and any reasonable workaround before confirming the appropriate response.

Where emergency attendance is outside the customer's contracted service, additional charges may apply unless otherwise agreed in writing.



Providing Feedback to Concero

Your survey history and a feedback form are available in the Concero Customer Portal.

We welcome feedback from everyone we support. You can provide feedback to us in the following ways:

- Completing the survey after each ticket is resolved provides direct feedback on each interaction you have with us – and allows us to celebrate success and identify performance improvements with colleagues and as a team.
- Customers have an opportunity three times a year (once per school term) to complete an NPS survey on behalf of their organisation – which directly impacts how we shape the company and services for our customers.
- Regular customer meetings – your Customer Experience Manager (CXM) will regularly meet with your nominated contacts, in person or remotely to get your feedback, discuss concerns or plans and generally be a friendly contact point.



Our obligations to you

Service performance, projects, visits and renewals are reported in the Concero Customer Portal. Figures refresh nightly, so the portal may lag our live systems.

- 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 have the ability to escalate your request to our Senior Management Team, via your Customer Experience Manager.
- 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

Changes to your key contacts are submitted through the Concero Customer Portal and take effect once your Customer Experience Manager approves them. Set at least one absence contact there too: that's who we email when your technician is unexpectedly absent, and who sees planned leave requests.

- 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 School (for purchasing decisions, contract signatures, etc) – this person will interact with your assigned Customer Experience Manager
- Identify your Business Manager, IT Lead, and your preferred Finance Contact so we are able to cover every element of your contract with you
- 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 any issue you encounter that requires support is logged with our Helpdesk via a support ticket.
- 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 reasonable 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
- 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 unlicenced 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.
- Raise issues with us as soon as they occur; we have a much better chance of fixing them if we can track them from the start.



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.
- Hardware or Software not explicitly covered in this agreement: seemingly unrelated hardware or software may cause issues on your network that we can't control; if we trace an issue to one of these elements then we'll recommend a plan of action to either isolate the offending item or bring it into the support agreement.



Projects

Project stages, RAG status, target dates and updates from our team are visible in the Concero Customer Portal.

What is a Project?

A **Project** is defined as any piece of work that falls outside routine operational support and requires structured planning, delivery, and coordination.

Projects typically involve:

- Multiple steps or dependencies
- Significant configuration or deployment activity
- Work affecting multiple users, systems, or locations
- A defined outcome, timeline, and cost

Projects are delivered separately from IT Support SLAs and are governed by a formal quotation and acceptance process.

Examples of Project Work

Projects include, but are not limited to:

- Deployment of new devices where a single batch exceeds five (5) devices
- Infrastructure upgrades or redesigns (network, servers, WiFi)
- Cloud migrations or tenant-to-tenant moves
- Major platform reconfiguration
- Security uplift projects
- Introduction of new systems or services
- Audit, discovery, or benchmarking activities

How Projects Are Delivered

All projects:

- Are scoped and quoted in advance
- Include defined deliverables and assumptions
- Are delivered in line with agreed timelines
- Are managed separately from BAU support

Project work may require:

- A pre-project audit or discovery exercise
- Engagement from school or trust stakeholders
- Access to systems and decision-makers

Where project work is required to resolve an issue identified through support, Concero will explain the reasoning and provide guidance on next steps.

Relationship Between Support & Projects

IT Support SLAs are designed to maintain and support existing systems.
Projects are required when work goes beyond maintenance into **change, deployment, or transformation**.

Support tickets may be paused or closed where resolution depends on project delivery, with the issue tracked through the project instead.

IT Support SLA: Help Desk

Remote support from our helpdesk for your staff – via online portal, email, or phone (see Accessing Support for details)

Our Help Desk product is often combined with our Onsite product.

What's covered?

- Q&A from your IT Team 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

What are the limits?

- No onsite support is included – visits can be arranged, but these will be chargeable and subject to availability.
- The number of Remote Support sessions in any school year is subject to our Fair Use policy
- Broadband lines are provided and repaired by the connectivity provider under their SLA. We log and manage line faults with the provider on your behalf, and we support Smoothwall firewalls and filtering we have supplied, but we cannot fix line faults or support firewalls and filtering we do not manage.
- We are unable to contact third parties on your behalf except where explicitly included within the relevant service or product scope.

This is a basic support package, providing remote support and advice only. Support or advice is provided in line with our standard SLA response times.



IT Support SLA: Onsite

Your visit schedule, term dates and closures are shown in the Concero Customer Portal. Closures and key dates you enter there count as notice to us for visit scheduling. DBS and pre-employment check details for the Concero staff who attend your site can be made available in the portal on request from your headteacher or designated safeguarding lead.

Scheduled visits provided by our Customer Support Technicians, along with access to our support desk via online portal, email, or phone (see Accessing Support for details)

Our Onsite product is often combined with our Help Desk product

What's covered?

- Scheduled visits at any time within the duration of the SLA with Concero (excluding evenings, weekends, public holidays and any company wide training days)
- Scheduled visits consist of half day (3hrs) or full day (6hrs) (check your sales agreement for the number of visits purchased)
- Any hardware, software, or Classroom AV within the Scope of Support, as defined in this SLA, is covered.

What are the limits?

- Visit requests are delivered in line with the Response and Resolution Times
- If we're not able to meet the Scheduled visit appointment, then we will reschedule the visit. We will ensure that all purchased visits are delivered within the 52 week period. Where we are unable to attend due to factors outside of our control, we will provide remote support in lieu of face to face visits.
- The technician allocated is from a pool of staff including apprentices, so may not be the same person each time, or at the same technical level.
- Our Customer Support Technicians have the skills and ability to resolve common IT problems. If they can't solve the issue, then they will have access to our **escalations team**
- **We do not cover technicians when absent**, planned or unplanned, unless cover is stated in your signed contract. All purchased sessions are still delivered: they are rescheduled or delivered by another technician.
- **Planned leave:** you'll see a leave request for your technician in the Concero Customer Portal. If you don't object within the period shown, we take that as approval. You can't decline leave, but we take your comments into account when deciding the request against our leave policy. The decision rests with Concero, as we must make sure our staff get their contracted leave.
- **Unplanned absence:** as soon as we know, we email the absence contacts you've set in the Customer Portal, and your CXM follows up with a call.
- Please see IT Support SLAs: Scope of Support

Visit Swapping

- Visits may be swapped with the agreement of your CXM when one of the following occurs:
  - An inspection visit, such as Ofsted, occurs outside of our normal scheduled visit time
  - A P1 (Critical) or P2 (High) priority issue presents itself.
- If a swap is agreed, a technician will be dispatched to attend at an agreed time. The technician will need to travel to the site, and travelling time is included in the session allocation.
- Your CXM will confirm the session that has been swapped, and no technician will attend at this time.



IT Support SLA: Fully Managed

Full time onsite Customer Support Technician(s) to support and maintain your IT systems, with optional holiday / sickness cover to ensure you have an engineer at all times and an optional Managed Apprentice to add extra cover, along with access to our support desk via online portal, email, or phone (see Accessing Support for details).

What's covered?

- Full time onsite engineer(s) support, with engineers managed by us
- Optional Network Manager Provision (Fractional or Full Time) as per contract
- Remote support from our helpdesk – via call, email, phone or online portal
- Any hardware, software, or Classroom AV within the Scope of Support, as defined in this SLA, is covered.
- Essential maintenance to onsite servers
- Classroom AV Support

What are the limits?

- Our Customer Support Technicians have the skills and ability to resolve common IT problems. If they can't solve the issue, then they will have access to our **escalations team**
- **We do not cover technicians when absent**, planned or unplanned, unless cover is specifically part of your signed contract (an optional extra on the Fully Managed SLA).
- **Planned leave:** you'll see a leave request for your technician in the Concero Customer Portal. If you don't object within the period shown, we take that as approval. You can't decline leave, but we take your comments into account when deciding the request against our leave policy. The decision rests with Concero, as we must make sure our staff get their contracted leave.
- **Unplanned absence:** as soon as we know, we email the absence contacts you've set in the Customer Portal, and your CXM follows up with a call.
- Please see IT Support SLAs: Scope of Support



IT Support SLAs: Scope of Support

Device, licence, backup, network, Microsoft 365 and Google Workspace information shown in the Concero Customer Portal is read from your own systems through read-only connections. The portal's "Your data and connections" page lists each connection, and your portal administrators can pause any of them (Terms & Conditions, Section 9.8).

The following applies to our IT Support SLAs (Helpdesk, Onsite & Fully Managed) subject to the additional limits defined on each page and where services overlap, the most specific service description takes precedence over general support statements.

- Unless explicitly stated, all services are delivered during standard working hours only.
- Data protection responsibilities are defined in Concero's Terms & Conditions.
- Configuration changes will be implemented only following approval from a Key Contact (Terms & Conditions, Section 4.6).

Hardware Support

Hardware support is limited to:

- Technical assessment of issues and initial repairs, where possible, on a *reasonable endeavours* basis
- Management of manufacturer warranty claims
- Ordering of replacement parts and arranging third-party repairs

Network Infrastructure Support (Wired & Wireless)

Support for network infrastructure is limited to:

- Ongoing monitoring and maintenance of the wired and wireless network where installed, configured, or managed by us
- Configuration and management of:
  - Network switches
  - Wireless Access Points
  - VLANs, SSIDs, and network segmentation
- Remote diagnostics and troubleshooting of network-related issues
- Management and remote firmware updates of network infrastructure devices
- Minor configuration changes to support operational requirements

Network infrastructure support **does not** include:

- Physical cabling works, cabinet installations, or building works

- Network redesigns, re-architecture, or capacity planning beyond agreed standards
- Wireless surveys, heat mapping, or optimisation exercises unless quoted as a project
- Support for network equipment not supplied or managed by us, beyond third-party escalation

Any material changes to network design or capacity will be treated as a **project** and quoted separately.

Broadband & Connectivity Support

Broadband support is limited to:

- Monitoring and troubleshooting broadband connectivity issues
- Liaison with the broadband provider to raise, track, and manage fault calls
- Configuration and support of Smoothwall firewall and filtering devices supplied by Concero, and of gateway devices Concero manages
- Hosted telephony and VoIP services, where held, in accordance with the Order and Section 4.16 of the Terms & Conditions

Broadband support **does not** include:

- Guaranteeing broadband performance, uptime, or fault resolution times
- Internal network issues unrelated to the broadband service
- Responsibility for third-party provider delays, outages, or infrastructure faults
- Firewalls, filtering or gateway devices not supplied or managed by Concero

Where a broadband issue is identified as being with the line or the provider, we will manage escalation with the provider but cannot guarantee resolution times. The line is governed by the connectivity provider's SLA, which is confirmed at sign-up.

Safeguarding: Filtering & Monitoring

Safeguarding support (filtering and monitoring) is limited to:

- Configuration and management of web filtering and monitoring systems where supplied or managed by us
- Ensuring filtering policies are applied in line with:
    - Statutory safeguarding requirements
    - Education sector guidance
    - The school's agreed safeguarding policies
    - Supporting reporting access for safeguarding leads, where available within the platform
    - Liaison with the safeguarding platform provider for service-related issues

Support **does not** include:

- Interpretation of safeguarding reports or incidents
- Ongoing review or auditing of safeguarding logs
- Responsibility for safeguarding decisions, actions, or escalation
- Management of safeguarding processes or policies

Safeguarding oversight and decision-making remains the responsibility of the school.

Software & Online Platforms

Software and online platform support, including **Google Workspace for Education** and **Microsoft 365**, is limited to:

- Verification that software and platform licences are appropriate, valid, and up to date
- Remote deployment of:
  - Configuration changes
  - Software installation and removal across the IT estate
- Configuration and management of tenant-level settings in line with agreed best practice and education sector standards
- User account management, including creation, modification, and deactivation, where included within the agreed support arrangement
- Configuration and maintenance of:
  - Security and access controls
  - Identity, authentication, and conditional access policies (where applicable)
- Support for core platform services, including:
  - Email and calendaring (Exchange Online / Gmail)
  - File storage and collaboration (OneDrive, SharePoint, Teams, Google Drive, Classroom)
- Support for integrations between platforms (e.g. Google ↔ Microsoft), where formally requested and supported by the vendor

Cloud-Based MIS Support

Support for cloud-based Management Information Systems (MIS) is limited to:

- Ensuring network and device access to the MIS platform's **website or web application**
- Troubleshooting connectivity issues that prevent access to the platform

Cloud-based MIS support **does not** include:

- Application-level configuration or administration within the MIS
- User account management within the MIS platform
- Data management, reporting, or resolution of application-specific errors
- Liaison with the MIS provider beyond confirming service availability

Other MIS Support (Non-Cloud)

Support for other MIS platforms is limited to:

- Providing internet connectivity to allow access to the platform
- Connecting third-party systems to the MIS (usually via an API), strictly in accordance with:
  - The vendor's documentation and instructions
  - A formal written request from the school authorising access to their data

Once a third-party system is connected and the MIS is accessible, we do not support the integration itself. Configuration within the MIS or the third-party system, data cleansing, data quality, mapping and ongoing synchronisation issues are for the school and the vendors concerned. Where Concero sells a sync product (for example Concero User Automate), that product is supported under its own section of this document.

SIMS support is limited to:

- Point upgrades and patch management only
- Excludes day-to-day operational queries, troubleshooting, or user support
- Does not include database administration or data maintenance

Building and Site Systems (CCTV, Door Access, Alarms)

CCTV, door access control (such as Paxton), intruder and fire alarms, building management systems and similar equipment are not IT systems, even where they connect to the network. Support for these systems is limited to:

- Network connectivity for the system's devices, including IP addressing, VLANs, DNS and DHCP, and the switch ports they use
- Installation of the vendor's management or viewing software on school devices we support, in accordance with the vendor's instructions
- Helping school staff who cannot access the system from a device or network we support, where the cause is on our side
- Liaison with the system's provider or installer where a fault appears to involve the network

Support does not include:

- The system itself: cameras, recorders and NVRs, controllers and panels, door hardware, locks, readers, fobs and cards, and the cabling to them
- Configuration of the system, including camera, recording and retention settings, door schedules, access permissions, codes and user administration
- Routine export or review of recorded footage; we will only assist where a fault prevents the school accessing it
- Faults within the system or its software, and anything supported by the provider or installer, or caused by a vendor issue
- Physical faults with doors, panels, locks or other building or security equipment. Where the network is confirmed healthy, our involvement ends and the school should contact the system's provider

Decisions about recordings, retention and access to footage, and compliance with data protection law for them, remain the school's responsibility.

Classroom AV Support

Classroom AV support is limited to:

- Wall-mounted displays or projectors that are **easily accessible**, defined as equipment located within **2.5 metres of floor level**
- Classroom AV support **excludes consumables**, including (but not limited to) replacement filters, cables, and bulbs

Where consumables are required, the technician will request that your **Customer Experience Manager (CXM)** raises a quote for approval.

General Exemptions

- Support for equipment, software, or services not supplied by us may be limited to escalating the issue to a third party and managing the request through to completion
- Any work outside the ongoing maintenance of your IT systems will be treated as a **project**, and a quote will be provided by your CXM

This includes, but is not limited to:

- Deployment of new devices where a **single batch exceeds five (5) devices**, unless explicitly agreed in advance with your CXM



Escalation Support SLA

Remote support from our helpdesk for specific named school or trust employed IT Staff – via online portal, email, or phone (see Accessing Support for details)

This product is designed to act as an escalation point for existing IT teams, and not for routine support.

What's covered?

- Q&A from your IT Team 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

What are the limits?

- No onsite support is included – visits can be arranged, but these will be chargeable and subject to availability.
- The number of Remote Support sessions in any school year is subject to our Fair Use policy
- Any issues should be investigated by the local IT team prior to escalating to our team.
- We will only speak to named contacts on the support contract. Only an existing named contact can add additional named contacts from a verified email address.
    - Named contacts are restricted to:
        - Members of your internal IT support team at school or trust level.
        - Members of your SLT/SMT or trust level management team or equivalent senior leaders.
        - A COO/SBM or equivalent
- The support provided by our team does not promise a resolution for any issue.
- We cannot provide support to resolve issues on systems or platforms managed by a third party.



Strategic Support SLA

Hours logged against your Strategic bank, session dates to accept, your Strategic Plan and quotes to approve are available in the Concero Customer Portal. A quote approved there by a Portal Administrator or Key Contact is a binding order (Terms & Conditions, Section 9.6).

Strategic Support provides senior-level advice, guidance, and assurance relating to the effective use of technology within schools and Multi-Academy Trusts. This service is designed to support leadership teams with **strategic planning, governance, and decision-making**, rather than day-to-day operational or technical support.

Strategic Support is available to individual schools and Multi-Academy Trusts and is intended to complement, not replace, any IT Support SLA, Help Desk, Onsite, Fully Managed, or Escalation Support services. The Strategic Support SLA does not have any response or resolution targets.

This service supports alignment with the **Department for Education Digital and Technology Standards** by providing documented strategy, informed leadership oversight, and proportionate consideration of risk, sustainability, and value for money.

What's covered?

- Strategic Support includes an agreed allocation of strategic support days per contract year, which may be used for the following activities:
- Attendance at leadership, governance, or strategy meetings (school or trust level)
- Strategic workshops to support the development or review of digital strategy
- Advice and guidance on the structure, capability, and operation of internal or third-party IT support teams
- Support with strategic decision-making relating to infrastructure, cloud services, devices, security, and digital maturity
- Provision of examples of best practice and sector-aligned approaches

A Strategic Support Bundle, or, individual elements as detailed below can be purchased for a fixed price covering, when specified in the Customer's sales agreement:

- Creation of a documented Digital or Technology Strategy
- A structured discovery or benchmarking exercise aligned to DfE Digital Standards
- A written report outlining findings, risks, and recommended next steps
- A high-level delivery or roadmap document to support prioritisation and planning

All Strategic Support activities are advisory in nature and delivered within the time allocation purchased.

What are the limits?

- Strategic Support is **not a technical support service** and does not include helpdesk, onsite, or remote troubleshooting

- Strategic Support does not include project delivery, implementation, or hands-on configuration
- The service does not guarantee the resolution of any technical, operational, or organisational issue
- Responsibility for decisions and outcomes remains with the school or trust
- The school or trust must engage constructively with recommendations to progress plans collaboratively
- Concero cannot provide support to resolve issues on systems or platforms managed entirely by third parties
- Any unused time cannot be rolled over at SLA renewal unless agreed in writing by Concero

Any work outside the agreed scope of Strategic Support will be considered additional and may be quoted separately.

Concero User Automate

Product Description

Concero User Automate utilises Salamander for Partners to connect a schools MIS system and allows for key data to be synced for use in creating, managing and updating users and groups within supported platforms. Details of new users are emailed to a nominated contact of your choice.

Synced Data Options (subject to availability within your MIS)

- Current Pupils
- Current Staff
- Class Groups
- Future Pupils
- Pupil Leavers
- Staff Leavers
- Staff & Pupil Photos
- Writeback of Staff Emails
- Creation of “Teachers of Pupil Groups”
- Year Groups
- Teams and Google Classroom Sync
- Secondary only – Staff and Student Timetable sync

School MIS Systems

- Arbor
- Bromcom
- ESS SIMS
- IRIS Ed:Gen
- iSAMs
- Integris
- ScholarPack
- SchoolPod
- HubMIS and Pass by WCBS

Integration Systems

- Apple School Manager
- Google Workspace for Education
- Jamf School
- Microsoft 365

Important to know

Support: Customers can gain support relating to this product via our HelpDesk
Billing: Customers are billed annually for this product.

- Salamandersoft Data Protection Notice: Data Protection and GDPR - SalamanderSoft Limited
- Salamandersoft Privacy Policy: Privacy Policy - SalamanderSoft Limited



Concero Backup

Backup status is shown in the Concero Customer Portal. Pupils are counted, never named.

Cloud Backup for Microsoft 365 and Google Workspace

Cloud-to-cloud backup of the data held in your Microsoft 365 tenant and your Google Workspace for Education domain, delivered on the AvePoint Cloud Backup platform. Microsoft 365 and Google Workspace are covered on the same terms.

- **Microsoft 365:** Exchange Online mailboxes and calendars, OneDrive, SharePoint, Teams and Microsoft 365 Groups
- **Google Workspace:** Gmail, Drive and Shared Drives, Calendar and Contacts, with support for Google Classroom
- Automated backups up to four times a day, with on-demand backup available
- Unlimited retention by default, or a retention period configured to your requirements
- Granular restore down to individual item, version, permission or setting
- Restore in place, to another user, mailbox or drive, or to another tenant or domain
- Export of backed-up data on request (limits apply to very large exports)
- Data retained for leavers and deleted accounts for as long as the account remains in the backup
- Backup data stored in the United Kingdom or European Economic Area
- Encrypted in transit (TLS 1.2 or above) and at rest, with immutable, logically air-gapped storage
- Platform certified to ISO 27001 and SOC 2 Type II

On-Premise Backup

Backup of your on-premise servers to a cloud-hosted location and, where available, a local storage location of your choosing.

- Bare Metal Restore to like hardware – Recover back to the original system in the event of data corruption or hard drive failure
- Bare Metal Restore to dissimilar hardware – Recover to a replacement machine to resolve a total system failure
- Point-in-Time Restore – Choose to recover to a point in time at the volume level, allowing for broad flexibility when resolving for data corruption or viruses
- Restore physical images as dynamic virtual hard disks (VHDs) to a local or network location
- Restore protected VHD files to virtual machines
- Mount recovered images as a drive to the same or a different machine

- VMware and Hyper-V support, including VM import and object-level restore

Concero Backup is delivered on third-party platforms (AvePoint for cloud backup). We may need to work with the platform provider to resolve billing and service issues, in which case we are bound by their response times. AvePoint's product documentation and privacy notice are available at avepoint.com, and your Customer Experience Manager can supply the current datasheet on request.

Important to know

Support:

We will monitor your backups for any urgent alerts sent via the platform, investigate and work with the provider to rectify, keeping you updated via our helpdesk system. We will, on request, restore and export backed-up data.

If we provide access to the backup platform for members of your IT team or general staff, then they will be responsible for checking error reports, and our support is limited to assisting them use the platform and liaising with the provider's support on their behalf. We will not monitor alerts for these customers.

Billing:

Cloud Backup is charged per staff user per month, at the rate on your order (currently £2 per user per month), for staff holding a Microsoft 365 faculty licence (A1, A3 or A5) or a Google Workspace for Education staff account. When you remove a user, they will be charged for up to 3 additional months, to cover the cost of retaining their data within the backup. This charge does not apply when you cancel the service in full with the required 45 days' notice. The responsibility for controlling the users that are backed up (and therefore charged for) lies with the customer.

On-Premise Backup customers can subscribe to a package with enough storage for their needs. When customers exceed their data allowance, they will be charged for any additional storage used, at the rate of 7p per GB of data per month.



MIS Support SLA

Support for Cloud MIS Platforms, direct from our helpdesk to provide a single point of contact for all your school systems.

The MIS Support section applies only where the Customer has purchased a standalone MIS Support SLA. Where no MIS Support SLA is in place, support is limited to the Cloud-Based MIS Support scope defined earlier in this document.

What's covered?

- Cloud MIS Platform Accredited Support offered via our help desk with remote support, with coverage of any MIS issue, query, or concern via Portal, Email, or Phone
- Access available to any staff member
- Knowledge base articles on our support portal covering common issues and important events, such as census and annual student updates

What are the limits?

- The Cloud MIS providers we are able to offer support for are increasing as we gain accreditation – speak to your Customer Experience Manager for guidance on the supported providers.
- Licences for your MIS platform are paid directly to the provider, Concero will charge your school directly for support.
- While we can support you during the process of an MIS software upgrade as a part of this support service, the cost of licencing or supplementary software will be billed to you by the Cloud MIS provider.
- We will endeavour to support the connection of 3rd party systems (usually via an API), however the support of any integrations is not included.
- Concero are not responsible for the availability of any third party products, including the MIS system itself.
- Concero are not responsible for the availability of internal systems – unless the school is covered by an IT Support SLA that includes this level of coverage.

Concero Broadband Support SLA

Where Concero resells broadband, the line is provided by a third-party connectivity provider and Concero supplies a wraparound solution for schools and MATs: a Smoothwall firewall and filtering, a router, and support.

Concero Broadband Support covers the equipment and services Concero supplies and manages: the Smoothwall firewall and filtering, the router, and the connection between them and the line. It is provided under the standard IT Support SLA priorities and response and resolution targets in this document, with the following clarifications:

- **The line itself is governed by the connectivity provider's SLA**, which is confirmed at sign-up and depends on the provider and line type. Concero cannot fix a line fault. Where a fault is with the line, Concero's resolution target is met when the fault has been logged with the provider and is being actively managed; restoration follows the provider's SLA, and Concero will liaise with the provider on the customer's behalf and keep the customer informed.
- **Firewall and filtering supplied by others** are not covered. Concero supports only Smoothwall firewalls and filtering it has supplied. Where a firewall or filtering issue is escalated to the manufacturer for software or warranty reasons, the manufacturer's SLA applies from the point of escalation.
- **Local infrastructure** such as switches, Wi-Fi and cabling is outside Broadband Support. It is covered where the customer holds an IT Support SLA whose Scope of Support includes it.

Priorities for broadband issues

Broadband issues are prioritised using the standard P1–P5 scheme. Typical examples:

Priority	Example	Response / fix target
P1 Critical	Whole-site line or filtering outage	15 minutes / 90 minutes (fix target applies to Concero-managed equipment; line restoration per provider SLA)
P2 High	Safeguarding concern with filtering; intermittent connectivity or speed affecting the whole site	15 minutes / 4 hours
P3 Medium	Website unblocking or category change requests	30 minutes / 8 hours
P4 Low	Minor configuration queries	45 minutes / 2 days
P5 Planned	Planned change requests, such as firewall port openings	As agreed

Document Control

This Service Level Agreement is effective from 25 November 2026.

Document Version	Comments
January 2021	Revised and updated SLA, including Cloud Support
April 2021	Updated to v3: Re-ordering of services, additional content
April 2021	Updated to v3.1: Minor updates and corrections throughout
May 2021	Updated to v3.2: Minor alterations
January 2023	Updated to v4: Additional products and changes to support types
December 23	Updated to V5 to reflect changes in support packages from April 24
March 24	Updated to V5.1 to reflect further changes in support packages
April 24	Updated to V5.2 to reflect further changes in support packages.
October 24	Updated to V5.5 with addition of new products and services, branding
April 25 (25.4)	Removed Complaints Section – refer to Complaints Procedure, updated layout and branding
January 2026	Updated SLA to align with ITIL best practice, clarify scope, change and project boundaries, and ensure full alignment with Concero's product stack and Terms & Conditions.
June 2026	Updated to reflect revised SLA.