



SERVICE DESCRIPTION

Assure



Contents

Document Control	3
Version	3
Disclosure	3
Overview.....	4
Components	5
Hardware Failure Support.....	5
Operational Support	5
Incident Management.....	6
Problem Management.....	8
Service Request Fulfilment.....	9
Software Updates.....	9
Single Point of Contact Service	9
Remote Access.....	10
Major Incident Management	10



Document Control

Version

Version	Published Date	Comment
1.0	10 th May 2023	
1.1	17 th May 2023	Update SLAs

Disclosure

Information contained and built within this Service Description remains the property of Thrive unless strict permissions to the contrary have been provided. Information shall not be released nor disclosed either in part or as whole without strict consent of Thrive.

Overview

Thrive Assure delivers a suite of managed services to help you ensure optimal performance from your technology investments across IT infrastructure. Thrive Assure support services, delivered by our Technical Assistance Centre, provide remote and on-site assistance across networking, wireless, collaboration, security, data centre, compute, and storage solutions.

Service Definition

The service shall include:

- ◆ Hardware failure support
- ◆ Operational support:
 - Incident management
 - Problem management
 - Service request fulfilment

Benefits

Technology Performance

Improve performance as Thrive resolve issues rapidly.

Reduce Downtime

Proactively mitigate risks, keeping your business operational.

Deliver Value

Leverage economies of scale and access to specialist skill sets.

Focus on Outcomes

Achieve your goals and technology ROI as Thrive support and guide you.

Cloud Migration Support

Plan a smooth transition to a broad range of flexible cloud services.

Components

Hardware Failure Support

Assure contracts are deployed with full underpinning contractual support. This affords Thrive and the Customer the ability to swap out failed units within a pre-determined period.

Hardware replacements will be dispatched once Thrive, Customer and Vendor confirm replacement units are required. Service cover periods and SLAs are aligned to the underpinning contracts procured.

Where requested, Thrive will dispatch an appropriately skilled resource to support the swap out and replacement for failed units. However, Thrive is not responsible for configuration management, backups of all configurations must be provided to Thrive upon request.

Description	Contract Type	Contract Service Cover Period	On-Site Response
Hardware to site, hardware failure*	8x5xNBD	09:00 – 17:00, Mon-Fri	Next Business Day
	24x7x4	24rs 7 days a week	4-hour Kit to Site

Table 1.0

*Thrive will determine when hardware replacement is required.

Operational Support

Each Assure Customer will have direct access to Thrive’s TAC based on the contract type purchased. The TAC will deliver a broad range of support and maintenance tasks for all devices under management. All services and processes we deploy wherever possible align to an ITIL framework. Key processes which our TAC will deploy in support of Customer estates will be:

- ◆ Incident management
- ◆ Problem management
- ◆ Service request fulfilment

Contract Type	TAC Access Hours	Incident Priorities
24x7x4	24hrs 7 days a week	P1, P2
24x7x4	09:00 – 17:00 Mon-Fri (exc. PHs)	P3, P4, P5
8x5xNBD	09:00 – 17:00 Mon-Fri (exc. PHs)	P1, P2, P3, P4

Table 2.0



Incident Management

The objective of incident management is to restore normal operations to our Customers as quickly as possible with the minimal impact to end users. Where a workaround can be implemented in advance of a permanent fix, this is deemed acceptable within the Assure service. The classification of an incident is an unplanned interruption or degradation to an IT service supported by Thrive.

Incidents can be raised into Thrive via:

- ◆ Dedicated telephone number – 01582 420999
- ◆ Support email via – support@thrivenextgen.com
- ◆ Thrive Customer Portal – <https://thriveeurope.service-now.com/client>

Incident Definitions

Each ticket raised will be classified in advance of fault being assigned to the appropriate resource. Below are the incident priority definitions for non-hardware faults. These include our response times, responsibilities, and our Service Level Targets for Assure Customers. These targets, while not contractual, ensure that Thrive strive to resolve incidents in a prompt and timely manner.

The resolution of incidents will be scheduled within the contracted hours, dependent upon the [contract type](#). Should work be required outside of these hours, any work will be charged at the appropriate rate or recommendations made for an uplift in contract hours.

The Assure Service is designed to provide incident management under normal working conditions. Where the customer or 3rd parties have reconfigured or upgraded services under contract, very often the shortest path to resolution is to revert the change. However, if this is not possible Thrive will charge for any remedial work that is required to return the service to an operational state. In these situations, the SLAs defined in Table 3.0 will not apply.

Classification of Issue	Description	Priority	Receipt Confirmation	Engineer Response	Incident Resolution Target
Major Incident	Business impacting event effecting multiple clients or an entire client where service(s) or system(s) are down causing significant impact.	1	15 minutes	30 minutes	2 hours
Critical Incident	Issue that impacts multiple users or departments within a single client, thus degrading overall business function.	2	15 minutes	30 minutes	4 hours
Urgent Incident	Issue that impacts one user or service within a single client and has impact to overall user function.	3	30 minutes	1 hour	6 hours
Normal Incident	Issue that impacts one user or service within a single client and does not have impact to overall user function.	4	30 minutes	2 hours	8 hours
Request	Client request to move, add or change service which would impact department(s), user(s), service(s) or system(s).	5	1 hour	8 hours	48 hours

Table 3.0

Incident Priority	Thrive Responsibility	Customer Responsibility	Examples
1 - Major 2 - Critical	Resource dedicated until resolution, or a workaround has been implemented under emergency change.	Customer must align a resource for the duration of P1 outage. Provide all necessary remote access and support. Aid with internal policies such as change control.	Severely impacting service such as core device failure or total loss of telephony infrastructure.
3 - Urgent	Resource dedicated until resolution, or a workaround has been implemented under emergency change.	Customer must align a resource for the duration of P2 outage. Provide all necessary remote access and support. Aid with internal policies such as change control	Problems affecting partial network or telephony infrastructures, urgency is high but not critical.
4 - Normal	Resources available during TAC Core Hours to support outage.	Support will be required on an ad-hoc basis including remote access and any internal process requirements	Service affecting but not of a high nature.

Table 3.1

Problem Management

The objective of problem management as deployed by Thrive is to diagnose the root cause of incidents as required by incident management. Problem management is provided during TAC Core Hours. It is also deployed to ensure that there are appropriate control processes in place to implement permanent fixes; these control processes include change management.

As part of our service in support of operations, we maintain an in-house developed problem register which is managed by our problem management function. Problem management is responsible for the identification, management, and resolution of all identified problems throughout the duration of its lifecycle.

Service Request Fulfilment

This request for information service primarily focuses on Thrive fulfilling customer enquiries that are for configuration advice or to raise common queries. These would include the standard “how would I apply x” or “how would I configure y” requests which would be unrelated to a fault, then provision has been made within the Assure program for this.

Thrive reserves the right to limit advice to 1 hour per request, after this, queries may be referred to Consultancy and charged at Thrive’s current rate. If a customer wishes to be supported with pre-approved changes to configuration items Thrive’s Assure MACD service should be purchased.

Definition	Priority	Receipt Confirmation	Response Time	Incident Resolution Target
Request	5	1 hour	8 hours	48 hours

Table 4.0

Software Updates

Access to all software updates will be made available via Vendor portals. Access to portals will be provided where possible to named Customer contacts providing the ability to fulfil the following:

- ◆ Ability to download latest copies of software.
- ◆ Download security and patch updates.
- ◆ Access extensive knowledge base.

Should a customer require Thrive to implement updates this can be arranged via Consultancy and charged at Thrive’s current rate.

Single Point of Contact Service

Our SPoC service provides a single number to contact for all requests required as part of our Assure Service. This includes any escalations into the underpinning Vendor. This provides a single focus for our customers and ensures contact with Thrive is simple. Note that as an accredited Partner Thrive is expected to have fully investigated all incidents prior to escalation with the Vendor.

Remote Access

When possible, Thrive will provision a remote access tool which may include:

- ◆ Software VPN
- ◆ Hardware VPN
- ◆ WebEx

Providing a dedicated management link ensures that on critical failure, Thrive can have access to and resolve events quickly and without the need of Customer intervention nor support.

If remote access is not readily available, it will be the Customer's responsibility to set up remote access.

Major Incident Management

When an incident is deemed of high impact and urgency, Thrive may raise a major incident record. This incident will be given priority and where necessary escalated through approved channels. The incident will be managed via an aligned Incident Manager who will be responsible for:

- ◆ Supporting the assigned lead engineer through to successful resolution.
- ◆ Ensuring the correct level of focus and support is afforded to the incident.
- ◆ Be the contact point for customers and any third party, ensuring full and valid communication is maintained throughout the life of the incident.

Thrive will provide a major incident report upon request after 5 working days.