SERVICE DESCRIPTION

Assure MACD

Contents

Document Control

Version

Version	Published Date	Comment
1.0	10th May 2023	
1.1	17th May 2023	Updated 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 MACD support provides swift access to expert engineers for the completion of remote changes across networking, data centre, collaboration, contact centre and security. Clients can rely on Thrive to ensure they operate efficiently and deliver the business' expectations. The service provides clients with knowledge and systems support at times of need, with changes and configurations made in a controlled and consistent manner.

Service Definition

The service shall include moves, adds, changes and deletions (MACDs) made to the following technologies:
- Cisco Unified Communications Manager
- Cisco Contact Centre Express
- Cisco Call Manager Express
- Cisco Unity Express
- Cisco Unity Connection
- Cisco Unified Attendant Console
- Calabrio Call Recording
- Red Box Call Recording
- CUBE/Voice Gateway/ SBC
- Cisco Routing
- Cisco Switching
- Meraki Switching
- Cisco Wireless
- Meraki Wireless
- Cisco Firewalls
- Fortinet Firewalls
- Meraki SD-WAN
- Fortinet SD WAN
- Nimbus Site Recover
- Nimbus Data Recover
- Nimbus Virtual

Benefits
- Complete service requests in a timely fashion, consistently.
- Avoid interruptions and keep IT teams focused on key tasks.

Components

Moves, Adds, Changes, and Deletion

Thrive MACD (Moves, Adds, Changes and Deletion) provides a range of remote changes. This Service is delivered following clearly defined Pre-Approved Change Requests and Non-Standard Change Management processes and procedures.

Our team works closely with on-site resources, providing an opportunity to both peer and learn. If a change sits outside of what Thrive list as acceptable Pre-Approved changes, then Professional Services time will have to be scheduled and charged at Thrive's current rate.

Term

A MACD service term commences on the start date detailed in the order confirmation and expires after 12 months. Any unused balance at the end of the service term will expire. For multiyear contracts, unused MACDs at each contract anniversary will expire, and the balance will reset to the number of MACDs the contract delivers on an annual basis.

Supported Changes Examples

Below are some examples of typical changes that are included within the scope of Thrive MACD.

Unified Communications

- Add, remove new phone.
- Add, delete, change call pickup group.

Wireless

- Amend SSID broadcast name.
- Add guest user account.

Security

- Add, amend, remove SSL VPN tunnel.
- Amend firewall rules.

Networking

- Add, amend static route.
- Configure QoS

Out of Scope

Whilst the list below is not exhaustive, it provides a clear guide to the types of changes that are not included within this service.

Changes to:

- Unified Compute
- Virtual Platforms
- Storage
- Physical Patching
- Physical Router or Switch moves and installations
- Routing protocol redesign or build

MACD Service Level Target

Definition	Priority	Receipt Confirmation	Engineering Response	Request Fulfilment
MACD	5	1 hour	8 hours	48 hours
Service Cover Period	09:00 to 17:00 Monday to Friday (excluding public holidays).			