M365 Support - Service Definition

Product Management

05/18/2022

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AGILE • AVAILABLE • ASSURED

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1 Service Overview

1.1 Introduction and overview

The Redcentric M365 Support Service ensures that you get the best value and an increased level of support for your Microsoft 365 investments. Our Microsoft-certified experts can review your requirements and identify which packages are most suitable and cost-efficient for your organisation.

We can assist on the creation of your tenancy and provide you self-service capabilities that will enable you to manage your User Subscription Licenses (USLs) with ease and maximise your Microsoft 365 investment.

1.2 Key features and benefits

1.2.1 Features

- Assured Microsoft 365 Tenancy onboarding
- Control licence costs
- Advice and support
- Self-service capabilities
- UK based Microsoft 365 support engineers
- Service desk to service desk escalation backed up by accelerated response/resolution
- Account Management support, self-service portal and access to detailed billing

- Optional add-on end user to service desk and device support backed up by accelerated response/resolution
- Optional end-to-end managed service for Microsoft 365 to support for example roadmap or rollout of new features

1.2.2 Benefits

Drive License Efficiencies - We identify what Microsoft 365 services each user role needs to be maximise productivity and recommend the most effective packages for your organisation.

Microsoft Expertise - Make use of our Microsoft partnerships and specialists in pre-sales, managed services and professional services.

Support - Our specialists use their skills and expertise to support your IT challenges and issues.

Reduce Complexity - With over 20 different apps within the Microsoft 365 suite it can be complicated to pick the right solutions. Our experts remove that complexity from your teams.

Keeping up to speed - Staying up to date and responding to changes in both the technical and commercial roadmap for Microsoft
Maintaining security - Ensuring the security of end-user devices, tracking usage and identifying security risks

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1.3 Prerequisites

1.3.1 Microsoft Customer Agreement

The customer is required to accept and enter into a Microsoft customer agreement and its related documents before Redcentric can provide Microsoft 365 products and services. Redcentric cannot sign the customer agreement on behalf of the customer.

1.4 Support services

1.4.1 Service Support

Redcentric provides support for Microsoft 365 services using Redcentric's helpdesk to helpdesk service and will escalate support calls to Microsoft where necessary. This support covers the products related to M365 which can be found at the following link:

https://www.microsoft.com/en-gb/microsoft-365/products-apps-services

Applications that have been developed by third parties are not supported by Redcentric as part of this service and it is the customer's responsibility to ensure that it has support agreements with its third-party providers.

1.4.2 Azure AD Connect

Where Redcentric has been involved in ad connect set-up it will assist in supporting issues of on-going synchronisation. It is the customer's responsibility to maintain its own on-premises active directory. Support for the customer's active directory is not included in the Redcentric Microsoft 365 services.

1.4.3 Active Directory Federation Services (ADFS)

Where Redcentric has been involved in ADFS set-up it will assist in supporting issues of ongoing authentication. It is the customer's responsibility to maintain its own on-premises Active Directory. Support for the customer's Active Directory is not included in the Redcentric Microsoft 365 services.

1.4.4 Mobile devices

Mobile devices, device compatibility with Microsoft 365 and mobile connectivity are not supported by Redcentric.

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2 Service health

Customers can go to the Microsoft 365 portal to see the health status of Microsoft 365 services, which can be found here https://status.office365.com/

2.1 Add-ons

We can offer a wide variety of professional services and ongoing management services related to setup and management that encompass not only the migration and operation of Microsoft 365 but also a wide variety of other infrastructure systems, these can be discussed with your Account Manager or SDM to find the right combination that works for your business.

Redcentric has a number of related services that can enhance the M365 Service and provide an array of advanced functions, such as:

- End User Support
- Call2Teams
- Cloud Workspace
- Backup as a Service
- Managed Azure Service

2.2 The Redcentric self-service portal

Using the Redcentric Self-Service portal you will be able to:

- Download bills and usage reports
- Manage your users and licenses
    - Customers can scale up and down the number of licences they have within a subscription at any time within the limitations of the product selected. Payments/refunds for added/deleted USLs are applied at the next billing date.
- Create New Subscriptions
    - Customers can create additional subscriptions for other Microsoft 365 solutions
    - The number of USLs added is not monitored or restricted by Redcentric, and the customer is responsible for the payment of all bills related to USLs they have added.
    - Redcentric is required to stop collecting orders for Microsoft 365 products if Microsoft has notified Redcentric of termination of the customer's status as a Microsoft customer in respect of Microsoft 365 services.

2.3 Roles and responsibilities

Task	Customer	Redcentric
Pre Sales		
Identification of customer requirements	✅	✅

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License Model Recommendation		✅
High Level Design		✅
Subscription Management		
Microsoft Customer Agreement Completion	✅	
Create initial customer subscription		✅
Create subsequent customer subscriptions	✅	⚠️ (Optional)
Add/delete licenses (USLs) to a subscription	✅	⚠️ (Optional)
Allocate USLs to users	✅	
Activate users	✅	
Subscription name creation	✅	⚠️ (Optional)
Domain name creation	✅	
Account suspension/unsuspension		✅
Cancellation of subscription	✅	
Self Service Portal		
Customer Creation and Setup		✅
Subscription Provisioning	✅	✅
User Management	✅	✅
Billing		
Bill preparation		✅

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Bill distribution to customer		✅
Support		
Application support	✅	
Service support		✅
Mobile device support	✅	
Third party app. support	✅	
Service outage monitoring for disruption to regular business purposes	✅	

Many of the customer owned responsibilities can be undertaken by Redcentric as part of a larger managed services offering, please speak with your SDM to discuss these options.

2.4 End of life operating systems

If the system where the M365 is installed is not listed on the system requirements as provided by Microsoft here - https://www.microsoft.com/en-gb/microsoft-365/microsoft-365-and-office-resources ; support will be provided on a reasonable endeavours basis.

If service desk has exhausted their resources in resolving a problem, the recommendation will be to utilise a supported platform.

2.5 Customer internet connectivity

Microsoft 365 is designed to enable Microsoft customers to connect to the service using an internet connection. Customers planning to use Microsoft 365 should assess their existing and forecasted internet connectivity needs as a part of the deployment project.

Microsoft have provided information on network planning for M365, you will find these in the useful links section toward the end of this document

A reliable and appropriately sized internet connectivity is a critical part of consuming Microsoft 365 features and scenarios, if internet connectivity is a concern please speak with your SDM as we may be able to offer additional network service options.

2.5.1 Hours of service

Hours of service are 24/7

2.5.2 Service Levels and availability

Availability and SLAs information for M365 can be found online at Microsoft.com

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For more information regarding service availability, fault reporting, change control and communication please see the Redcentric Welcome Pack

2.6 Service lifecycle

2.6.1 Microsoft 365 subscription duration and terms

Subscriptions by the customer to Microsoft 365 are for 1, 12 or 36 months. Prices may vary based on the length of commitment, or at time of renewal.

2.6.2 Service commencement

Before Redcentric can provision a Microsoft 365 subscription, the customer must pass a credit check, sign a contract, and specify its Microsoft 365 domain name in the format xxx.onmicrosoft.com. This domain name cannot under any circumstances be changed later.

Once a subscription has been set up by Redcentric an email will be sent to the customer confirming that the subscription is created, and the service is ready.

2.6.3 Billing start date

The customer's billing clock starts as soon as a USL is added to a subscription, regardless of whether a user has been assigned that USL.

2.6.4 Billing rules (Prescribed by Microsoft)

The customer is invoiced by, and makes payment to, Redcentric.

- Payments are monthly in advance.
- Payment is due for the full month remaining to billing date.
- Each monthly payment may include USLs for the next following month and any USLs that were added during the previous month.
- There is fixed price protection for the term of the Microsoft 365 online services subscription (i.e., the pricing is fixed for the duration of the subscription).
- The customer will be billed upon USL provisioning, not allocation to a specific user.

2.6.5 Changes to service

As a cloud service, changes may occur to both the interface and functionality of the product, any such change that can impact customers environment will be communicated to the customers prior to the change.

Changes to the Service Definition will be reflected on the Service Definition page with referable versioning

2.6.6 Service Suspension

Non-payment of any of Redcentric's invoices in respect of Redcentric Microsoft 365 services will result in the customer's subscription to the Microsoft 365 online product being suspended (locked). At this stage the account

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data is maintained 'as is'. If the outstanding bill is not settled within 90 days, the Microsoft 365 subscription and associated data will be deleted by Microsoft and the subscription can no longer be reactivated.

2.6.7 Service Cancellation

Services in respect of any individual subscription must be cancelled by notifying Redcentric in writing at least 60 days prior to the end date of that subscription, so that Redcentric can cancel the Microsoft subscription. If this is not done the subscription will auto renew for a further 12 months. Only Redcentric can cancel a subscription. Cancellation functionality is not available to the customer through the Redcentric self-service portal.

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3 Service information

3.1 Useful links

Third Party Agreements	URL	Description
Microsoft's Service Levels	http://www.microsoftvolumelicensing.com/downloader.aspx?Documentid=11675	Microsoft 365 packages are made up of several services, each with their own service levels provided by Microsoft
Microsoft Trust Centre	https://www.microsoft.com/en-gb/trust-center	Microsoft's Microsoft 365 trust centre contains Microsoft's information about security, privacy, and compliance with Microsoft 365
Network Planning and tuning for M365	https://docs.microsoft.com/en-us/microsoft-365/enterprise/network-planning-and-performance?view=o365-worldwide	Before you deploy for the first time or migrate to Microsoft 365, you can use the information in these topics to estimate the bandwidth you need and then to test and verify that you have enough bandwidth to deploy or migrate to Microsoft 365.
Microsoft Customer Agreement	https://www.microsoft.com/en-us/licensing/how-to-buy/microsoft-customer-agreement	The customer is required to accept and enter into a Microsoft customer agreement and its related documents before Redcentric can provide Microsoft 365 products and services
Microsoft Product Usage and Licensing	https://www.microsoft.com/licensing/docs	The rights of the customer in respect of the use of Microsoft 365 products are set out in the various documents provided by Microsoft, and it is the customer's responsibility to familiarise itself with these.

3.2 Limitations/Exceptions

In addition to any other exclusions specifically mentioned in this Service Definition, the following are excluded from Redcentric's Microsoft 365 services:

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- All matters related to the Microsoft 365 platform, including without limitation its design, performance, availability, security, data management, legal and regulatory compliance, and the performance of Microsoft's obligations as a data processor
- The design and performance of the customer's computing environment.
- The design and performance of the customer's internet connectivity.
- The performance, compatibility, and connectivity of mobile devices.
- Any costs and liability associated with customers using the Microsoft platform to add invalid add-on licenses to their subscription.
- Any impact of Microsoft 365, including software updates, on the customer's computing environment.

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4 Data processing

4.1 Data processing scope

In the Redcentric Microsoft 365 support service Redcentric is responsible for creating the customer a Microsoft 365 account and subscription. Redcentric maintains administrator access rights to the account and creates the user's administrator accounts.

In terms of processing application data that is stored/used by an M365 application, Redcentric does not materially access, alter or use the data.

In terms of administering the M365 account Redcentric may make administrative changes to the account, but such actions will only be undertaken at the request of and in conjunction with the customer. Such actions will be account set-up related and are not processing data.

4.2 Data storage and unencrypted data

Redcentric can access customer data because it has administrator rights to the account. During normal operations Redcentric has no reason to, and will not, access this data except while providing support, which will be at the request of and in conjunction with the customer. The customer has the option to encrypt data in local working memory.

The M365 service provides 'encryption at rest' as standard for data that is stored in the O365 storage servers, and it is therefore not technically possible for Redcentric to access that data. Redcentric could access unencrypted data in local storage; however, during normal operations Redcentric has no reason to, and will not, access this data except while providing support, which will be at the request of and in conjunction with the customer.

The M365 service will create and store log files of process workflows on the application servers and databases. Redcentric may access these files for service management purposes, but these files do not contain customer specific application data.

4.3 Data processing decisions

In the normal course of business Redcentric does not make any data processing decisions in relation to the service. Processing is automated and instigated by the customer.

Redcentric support can be asked by the customer to intervene in the event of an issue with the service. In such a case Redcentric may make decisions that affect data processing, but such actions will only be undertaken at the request of and in conjunction with the customer.

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5 Data backup

The M365 service comes with automatic back-up as standard provided by Microsoft as part of the service. This is does not provide a granular level restore capability, but it can be used to restore an entire account in the event of a data loss incident.

Customers can purchase BaaS from Redcentric, which provides more granular and point-in-time recovery options. Redcentric has access the ability to access customer data that is backed up using this solution because it has administrator rights to the account. During normal operations Redcentric has no reason to, and will not, access this backed-up data except while providing support, which will be at the request of and in conjunction with the customer.

5.1 Sub-processors

No other parties are involved in delivering this service, and there are no sub-processors. Microsoft will process the customer's data as part of the M365 service that it provides to the customer, and the customer is referred to Microsoft's relevant documentation and data processing contract terms.

5.2 Customer access to data

The customer has administrator rights to the M365 account that enables it to access, copy, process and back up data as it wishes.

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6 Location

The locations in which data is stored on Microsoft 365 platforms are managed by and the responsibility of Microsoft, and subject to the terms of the Microsoft cloud agreement between Microsoft and the customer. Up to date information from Microsoft can be found on the Microsoft trust centre web pages, currently at https://www.microsoft.com/en-gb/trust-center .

It is the customer's responsibility to familiarise itself with this material and to ensure that it takes the necessary steps with Microsoft to ensure that the customer can meet its own legal and regulatory obligations in respect of data.

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7 Glossary and reference

Term/ Acronym	Definition
MCA	Microsoft Customer Agreement
USL	User Subscription License
Microsoft 365	The service of that name provided by Microsoft™ to its customers
BOM	Bill of Materials
NA	Not Applicable
OM	Operational Measurements
OSS	Operational Support Systems
PC	Personal Computer
RACI	R – Responsible; A – Accountability; C – Consulted; I – Informed RACI is part of the DRIVE process
RFI	Request For Information
RFP	Request For Proposal
RTM	Requirements Traceability Matrix
SCM	Supply Chain Management
SR	Service Request
TS	Technical Specifications
TSS	Technical Security Specifications
VM	Virtual machine

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