



On-premises Maintenance Service Definition

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redcentric

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1. Service description

Redcentric's on-premises break-fix maintenance support service, delivered in conjunction with our vendor partners, provides a method to restore services on customer owned infrastructure in the event of a failure. This service provides customers with a resolution for any fault conditions experienced on any supported component, device, service or system.

If a customer experiences a fault with any device or system covered under this service, they can log a call with the Redcentric service desk. The call will be assigned to a qualified engineer who will work with the customer in resolving the fault in accordance with the service level selected by the customer. If a replacement part is required, this will be provided by Redcentric as part of the service. The responsibility to provide the most recent copy of any application software and configuration backups resides with the customer.

Prerequisites

A detailed asset list containing all items to be supported must be provided by the customer or access be provided to Redcentric to obtain such a list via onsite audits. On site audits will be quoted separately. The asset list should detail the manufacturer, manufacturer's product code, and serial numbers for each device. This information will be used to form the basis of the schedule of equipment.

2. Service level options

ICT support services				Response times	
Service hours	SLA description	Time starts from	Initial telephone response	Hardware to site	Engineer to site
24x7					
24x7	4 hour on-site response with parts	RMA / on-site engineer Agreed	1 hour	4 hours	4 hours
24x7	8 hour on-site response with parts	RMA / on-site engineer agreed	1 hour	8 hours	8 hours
9x5					
M-F 9-5	4 business hours on-site response with parts	RMA / on-site engineer agreed	1 hour	4 business hours	4 business hours
M-F 9-5	8 business hours on-site response with parts	RMA / on-site engineer agreed	1 hour	8 business hours	8 business hours

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3. Logging a service call

Redcentric has one direct point of contact for customer support, which deals with all aspects of the service. The Redcentric Customer Services team takes full responsibility for supporting and logging incidents, requests and technical support queries. Its specific role is to ensure that all portal, telephone, and email queries are answered and resolved as promptly as possible.

3.1 Logging a service call

The Customer Service operation is available 24x7x365 and can be contacted via the Customer Portal, telephone or email. These are routed directly to our Network Operation Centre (NOC) which, as applicable, will log your service call, agree the call priority and assign a customer interaction number, which will allow your request to be identified efficiently and tracked at all times.

The customer interaction number is useful to quote if making enquiries to the progress of the call and it also helps Redcentric monitor the progress of that call.

We strongly advise that all urgent and high priority requests are called into the desk by phone, to ensure they are acted on immediately, avoiding any potential delay that the receipt of emails could cause (see 3.3).

3.2 Contacting Customer Services using the Redcentric Services Portal

The standard method for customers raising non-critical tickets and to access other self-service facilities is via our online Customer Services Portal. The portal can be found at:

<https://myservices.redcentricplc.com/Account/LogOn> and has a variety of helpful applications and tools:

- Manage contacts for outages /planned works notifications
- Logging a service incident or interaction
- Updating an existing incident or interaction
- Log data centre access requests
- Viewing current project status
- Access to storage reports
- Access to bandwidth and performance statistics for networks
- Viewing billing information.

See the Self Service section of this document for further information.

3.3 Contacting Customer Services by telephone

For urgent /critical incidents we recommend contacting our Customer Services team directly on 0345 120 7070 and be ready to provide the following information:

- 1) Customer name and address;
- 2) The Redcentric product or service to which your call relates;
- 3) An existing Interaction Call, Incident or Change ref (where applicable);
- 4) For incidents – the business impact and urgency;
- 5) Details of the requirement or information on the problem you are experiencing and what you have tried to resolve it;
- 6) You will also be asked to verify your security pass phrase (if set).

Your call will then be logged (or updated) and your unique customer interaction number confirmed. A support engineer will then deal with your call directly.

3.4 Contacting Customer Services by email

For added convenience with low priority requests, Redcentric also provides the convenience of having service calls raised via email – via support@redcentricplc.com. Please note that response time SLAs will only come into effect when a ticket has been raised and NOT on receipt of an email. If your issue is urgent, please log a ticket via the customer portal or contact us by telephone. Emails are actioned on a first come first served basis.

Once your email has been actioned by one of our Service Desk team you will be issued with an acknowledgement and assigned a support analyst who will deal directly with your query. You will also be advised of your unique customer interaction number. You can also track your call online, and view historical call information.

4. Priorities

Support incidents will be entered into Redcentric's IT Service Management System (SMAX) and will be assigned a priority status for the incident in agreement with the customer. The priority status is dependent upon the criticality of the incident as follows:

Priority 1

The network or system is down resulting in total or major loss of functionality to the IT operation. The impact on the business is high.

Priority 2

Substantial part of the network or system has failed or is performing to an unacceptable standard resulting in a clear negative impact on the business operation.

Priority 3

The network or system is impaired or performing badly whilst most of the business operations remain functional. The impact on the business is marginal.

Priority 4

Information or non-urgent assistance is needed. The service is performing to its published specification therefore there is little or no impact on the business operation.

1 hour initial response

Redcentric shall use reasonable endeavours to respond to priority 1 & 2 incidents within 1 hour of the Customer logging the Case by telephone. Where cases are logged by email, the 1 hour SLA will begin when the email is processed by a service-desk analyst. Redcentric's response will be from a suitably qualified engineer assigned to the call. The engineer will aim to resolve the issue remotely or diagnose the issue and identify any parts required.

On-site response

The SLA for onsite response for engineer and parts for priority 1 and priority 2 incidents begins if remote diagnostics determines that an RMA and/or onsite engineer is required.

Redcentric will:

Have an engineer and/or required parts onsite within the response time defined in the service schedule, for all priority 1 and priority 2 incidents, unless the customer agrees otherwise. The response time begins when the requirement for an RMA or onsite presence is identified. For priority 3 faults and below, Redcentric will undertake reasonable endeavours to meet the target service level and will work with the customer to restore service as soon as possible.

5. Level of restoration

Redcentric will restore the service to the last known or provided configuration. It is the responsibility of the customer to ensure that the latest configuration is available.

6. Customer responsibilities

System backups are the responsibility of the customer and any required engineering resource to rebuild a system, in the absence of a backup, will be charged at the relevant time and material charges.

To operate, use and generally treat the Equipment in a prudent and proper manner and avoid any activity in the vicinity of the Equipment which could be prejudicial to the correct functioning of the Equipment, and to ensure that the Equipment location is kept clean and tidy and complies with any specification or requirements laid down or recommended by the relevant manufacturer. Provide safe access to the equipment compliant with Health and Safety regulations.

7. Pricing

Pricing is done on a case-by-case basis which is dependent upon the manufacturer, the equipment and the required service level. Service pricing will be provided by pre-sales using the latest pricing guidelines.

8. Products

Product	Available
Cisco IPT	Yes
Cisco Routing and Switching	Yes
Cisco Security	Yes
Cisco Wireless	Yes
Cisco Meraki	Yes
Ruckus LAN	Yes
Ruckus Wireless	Yes
Fortinet Security	Yes
HP Aruba	Yes

9. Consumables

Plugin devices such as SFPs, power cables, fibre and ethernet cables are considered consumable items and are not covered as part of the service unless specifically listed within the equipment schedule.

10. Software updates

General software updates are not included within the service unless specified within the maintenance schedule. Bug-fix software updates to resolve a fault (where available from the vendor) are included within the service for maintained devices.

11. Configuration support & change requests

Redcentric support staff respond to requests for minor configuration changes. Examples of minor configuration changes:

- Shutdown or re-enable a port
- Change access VLAN membership
- Change a port duplex or speed setting to resolve an incompatibility issue between switch and end device.

Any change requests that Redcentric consider to be non-minor are not included in the service. Requests for non-minor changes will be accommodated where Redcentric believe it can continue to provide a robust and supportable service. Such changes may be chargeable

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