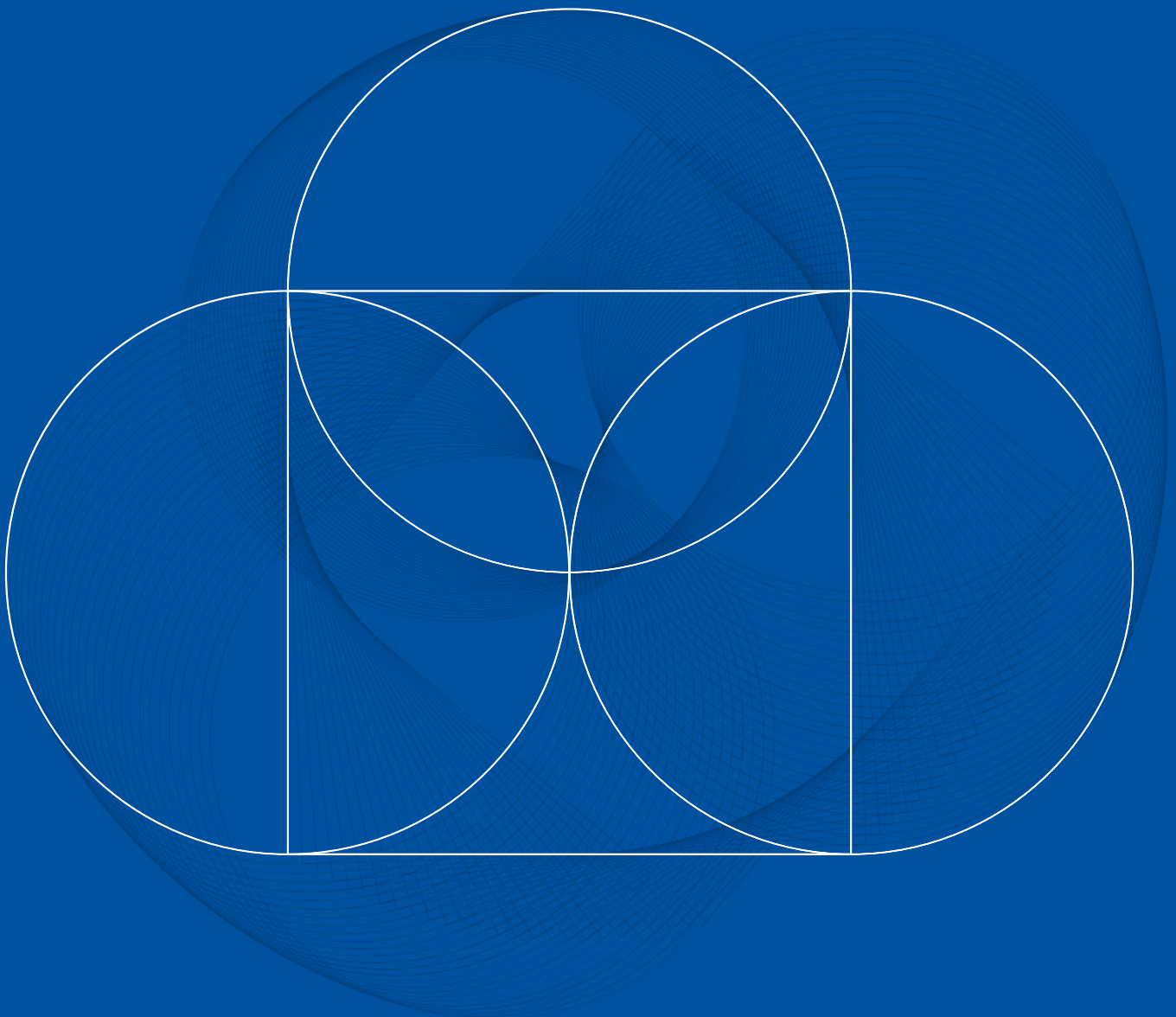


Cloud Assure Support Service

Last updated by Ryan Stephens

Update on 25/04/2018



Support Services

To ensure we're offering you the greatest and most appropriate level of support in deployment of our customers' cloud platforms, the following outlines our standard service recommendation, included as part of your CSP contract with Grey Matter, and what is included.

Standard Cloud Assure Service

Service Scope	2-hour response SLA for business critical issues Pro-active monitoring of your cloud service(s) Cloud health checks and centralised reporting Direct support escalation with Microsoft, where required
Support Hours	Monday to Friday (excluding bank holidays), 09:00 to 17:30* *UK office hours only
Support Inclusions	The scope of Grey Matter's support will be determined on a case-by-case basis and detailed in your CSP Contract if you choose to partner with Grey Matter as your CSP.
Out of Scope	The daily rate for work outside scope is based upon the rate card.

If you believe a more enhanced support service is required, we also offer Premium Cloud Assure support service at an additional cost. Our Premium service offers a 1-hour response SLA for business critical issues and our support team are available 24 hours a day, 7 days a week, 365 days a year.

Support and Service Levels

Team overview

Grey Matter has a dedicated Cloud Services team which is closely integrated with the project delivery teams. This enables us to wholly support any of the solutions we provide our Clients against a defined Service Level Arrangement.

Fully trained and certified support staff are available and able to respond to the Client's needs and can deal with incidents and change requests. The team includes Infrastructure Architects and Applications Developers who can deliver both infrastructure and solution capabilities.

The Cloud Services team is made up of three tiers:

Tier 1	Tier 2	Tier 3
<i>front line that covers fixing user and content issues, and user account management</i>	<i>specialists with knowledge of the solution and the underlying platform</i>	<i>diagnosis of issues in the solution configurations, customisations and custom code, resolution of such issues and the production of patches and other updates if required.</i>

A fourth tier is available and involves escalation to a third party. This is governed by an underpinning contract, where Grey Matter will manage these escalations and update the Client accordingly.

Support process

Grey Matter provide three methods of access to our support team, telephone, email and through a self-help area on our customer portal.

Telephone	+44 (0)1364 654 200
Email	help@cloudknowhow.co.uk
Customer Portal	Detailed within your CSP Contract

Once the incident has been logged, the user is notified by email. This also includes:

- A summary of the request

- The priority
- The name of the person dealing with the request

Any additional actions, changes in priority or requests for information will be sent via email.

Standard support is provided between 9:00 and 17:30, Monday to Friday, excluding bank holidays and weekends. Outside of these hours, we can provide 24/7 3rd level systems support cover for an additional charge.

Support Incidents

Grey Matter Cloud Services Team can offer a full service to the Client for the solution against the Service Level Arrangement (**SLA**).

Support Service Incident Priority & Response Times

Incident priorities will be recorded by the Client at the time of logging a case. If the Client is not satisfied with a revised priority, then this will be a matter for negotiation and escalation as required.

Priority	Description	Service Level (working hours)
Critical	Critical failure that affects all users and has no workaround solution	2 Hour
Moderate	Serious degradation of a business system or application that affects multiple users and has no workaround solution, however the business or users can continue in a restricted fashion	4 Hour
Minimal	Minimal degradation of a business system or application: a number of users have slight inconvenience or have a simple workaround, and users are still able to perform key tasks/services still available or non-production workloads	8 Hour

Incident escalation

Incidents are managed by the Supplier through our IT Service Management solution. Incidents that move outside SLA are automatically escalated as below.

A Service Review meeting will take place at agreed intervals to discuss any Incidents that fall outside of SLA. A Service Improvement Plan will be put in place to address any identified issues and will be monitored and reported on at subsequent Service Review meetings.

Escalation Level	Role	Name
Initial SLA breached	Service Desk	Service Desk
SLA breached by 100%	Account Manager	
SLA breached by 200%	Head of Services	Michael Nicholas

Our priority is to help every business benefit from the efficiencies and flexibility that the cloud offers. With over 30 years of software know how coupled with our Microsoft Gold Certified Partner Cloud competencies and Cloud Solutions Provider (CSP) status, we can assure you that you are in safe hands.

To ensure our customers are getting the best possible experience in the deployment of Azure we created our Cloud Assure support services.