lanmark

IT Support

Terms of Service

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IT Support Terms of Service

Purchase Orders and Order Acceptance

Lanmark operates a Purchase Ordering system with all clients. We require a valid Purchase Order for all quotes. If you do not have a purchase ordering system, an authorised person from your company will need to sign all quote acceptance forms or digital documents relating to the purchase or approval of goods and services. Lanmark will not be responsible for unauthorised persons within your organisation who sign or approve purchases. When requesting additional licenses for software or increased numbers of IT support, your written request will be considered confirmation of your order. Any cancellations will be subject to either a standard restocking fee or the remainder of the cost of the subscription term of the item being ordered.

General Support Classification

IT support and project-based work are different. Lanmark will always let you know where a particular request is not a Support query and will incur charges. For the avoidance of doubt - what you could do yesterday but cannot do today is typically considered as support; what you cannot currently do but want to do is considered project-based work and as such will be chargeable.

Out of scope support

Where a support request is made that is out of scope, for example a geographically different location or specialist service, additional costs may apply, we may use one of our technology partners to service the request. Support requests arising from the negligence or malice of a client's employee or contractor will be chargeable. Basic Device/Service configuration change requests (commonly known as adds/moves and changes) are covered under our support classification where these do not affect or impact current client business operations or Lanmark's ability to provide support. Advanced requests that involve upgrades, patching or adding additional services that need planning, scoping or non-support based work will be chargeable.

Configuration change authorisation

Lanmark requires written authorisation from a named authoriser within your organisation whenever we are asked to make a change request to either company-wide resources or specific user privileges where the result of such action may impact the company or elevate the user's access rights beyond their current level.

Confidential or privileged requests

If Lanmark received a request to perform a confidential action that requires accessing/searching/retrieving privileged information or files, we require written approval in the form of a pre-agreed password from a named senior employee or executive. An example of this may be the searching of an employee's mailbox or accessing data/information that is privileged to a specific person or group.

Provision of IT Support

IT Support is provided where an active support agreement is in place. In the event of support being requested where the user or device is not covered, Lanmark will provide the support and will add the person or device to your support agreement for the remainder of the agreement, starting from the month of the support being requested.

Remote Support

Lanmark agrees to provide remote telephone support to your users during your support hours regardless of the user location. Please note we are limited in the support we can offer when a user is not working from your own business premises and may affect the SLA of the support request.

Onsite Support & Onsite SLA

If your agreement includes onsite support, please note onsite support is scheduled following remote assessment. The onsite service level agreement only comes into effect from the time it is identified/agreed that we need to attend site.

Onsite IT Essentials Pack

As part of your support agreement, we may provide an IT Essentials pack. This pack is intended for loan/spare/emergency situations and usable at the discretion of Lanmark. This package remains the property of Lanmark. The pack should be kept in a safe and secure location on your site. We may need access to this pack at any time so access should be made available upon request.

Scheduled Onsite Visits

Where an agreement includes scheduled onsite visits (time), these are scheduled on a fixed recurring basis. While we will be as accommodating as possible to requests to change time or date, please provide at least 48 hours notice. Onsite visits cannot be used for project-based work, accumulated or rolled over in any way.

Use of scheduled resources

Scheduled onsite support resources are intended to provide your organisation with a more holistic support experience. Clients who have scheduled resources such as onsite time may use these resources for general IT support and administration. Onsite time, however, may not be utilised for any other new installation or project-based work. Scheduled resources are for the sole use of the site for which they are intended.

Hours of Support

Lanmark provides remote and onsite support during the hours stated in your support agreement. Any support requested outside of these hours will be acknowledged the next working day. Extended support hours are also available.

Scheduled Out of Hours Support

All out of hours support is billable unless agreed otherwise and subject to 48 hours notice. Please be aware that unsociable hours (11 pm to 7 am) are subject to further uplifted costs above our standard out of hours rates, as follows;

- Remote Support is 2x our published rate; a minimum charge of 1-hour applies and 15-minute increments after that.
- Onsite Support is 2.5x our published rate and billed in increments of 1-hour.
- Unsociable Hours are billed at 2.5x our published rate and billed in increments of 1-hour.

Emergency 24x7 Service & Support

Access to 24x7 Business Critical remote support is not included in all support packages as standard. If you require this service, please check it is included in your agreement. Otherwise, we can provide this service at an additional cost.

Preferred Supplier Agreement

For Lanmark to ensure a consistent level of service and further simplify the configuration and deployment of new IT systems, we will establish ourselves as your preferred supplier as part of this agreement. In conjunction with our pre-sales and account management teams, we also have a dedicated procurement team. By using Lanmark as your preferred supplier, you can be sure that the right equipment, services and solutions are being selected and ordered that best suit your requirements. If there is a specific reason for using another supplier, please discuss this with your account manager. Please note that Lanmark cannot assure that equipment acquired through unknown sources will be suitable for the purpose intended and that by using another supplier may affect the support, configuration and deployment of the equipment.

Hardware maintenance and support

Lanmark does not provide hardware repairs, installation or maintenance as part of any service we offer. If you require these services, we can provide separate costs.

Out of Hours Reboot Service

Some software updates require a server reboot which we can perform during business hours at no cost. However, as some server reboots and updates can take up one hour to complete, we do offer an out of hours reboot service. This service applies updates and reboots between 10:00 pm and 5:00 am. and is separately chargeable.

Time Call Off Packs

Support Pack or Service Points Pack

- All telephone, online and email requests will be answered within 60 minutes by one of our dedicated technicians.
- The time limit on these packs is 12 months. Unused time at the end of the 12 months will expire.
- Telephone and remote control support will be deducted in 15 minute periods with a minimum deduction of 15 minutes per call.
- Time on site will be deducted in 1 hour periods with a minimum 4-hour deduction per visit
- Service cover at all times outside of core hours is deducted at time and a half.
- No SLA for Onsite response.
- Emergency onsite visit requests will be deducted at double time.
- Support Pack time can be used for any type of support, not just server support.
- Support Packs can be used to cover holiday and sickness absence.
- All technicians shall be conversant in all industry standard applications.
- Regional/satellite offices and home users are covered.
- Packs are automatically renewed when 5% of time remaining

Coverage

Supported Devices and Software

Device Type	Coverage
Windows (Vista and newer)	Standard
Mac OS X (10.8 and newer)	Standard
iOS Devices	Basic
Android, Blackberry, Windows Phone	Basic
Network Devices (firewalls, switches, wireless)	Standard
Storage Devices (NAS/SAN)	Standard
Hypervisors (VMware, Citrix, Microsoft)	Standard
Windows Server (2008 and newer)	Standard
Standard Line of Business Microsoft Office, Adobe Acrobat, Web Browsers	Standard
Bespoke Applications & Databases	Basic
Office 365	Standard
Google Apps	Standard
Google Apps	Standard

Standard Device Support is provided on the assumption that a valid manufacturer's warranty/maintenance agreement is in place.

Basic Device Support for mobile devices includes the coverage of setting up corporate email, remotely by telephone unless otherwise stated or agreed.

Standard Software Support includes application installation, removal, patching and ensuring it is functional, specific operational support is not covered.

Basic Software Support only covers the installation of outlined software under guidance and support from the developer/manufacturer or vendor. All support over and above this will be escalated to the relevant developer/manufacturer or vendor.

Included & Standard Cloud Support

Our standard IT support covers private, and public cloud Infrastructure as a Service (IaaS - Servers, Storage and VPN) provided your cloud billing is processed through Lanmark,

Standard

Cloud IAAS/PAAS Optimisation* 24x7 monitoring with monthly reporting on usage with IaaS and Platform-as-a-Service (PaaS) optimisation recommendations.

Security* Quarterly analysis of Infrastructure with recommendations.

*Note: Client manages the implementation of optimisation and security recommendations

Cloud Management Options

The following additional cost option services are available to all IT support clients.

Enhanced

Standard options included plus

Managed Optimisation** Implement Optimisation report recommendations.

Managed Security** Implement and manage Security recommendations.

Reserved Instances Access to Lanmark's public cloud Reserved Instances where available (saving up to 20% on standard runtime costs)

**Note: Requires Dev Ops IaaS platform available for testing before applying to Production systems.

Managed Service

Enhanced options included plus

Strategy Design Annual architecture overview with recommendations, i.e. utilising new cloud systems, IaaS to PaaS migrations

Spot Instances Access to Lanmark's Managed public cloud Spot instance optimisation platform (saving up to 80% on standard runtime costs)

Assumptions and Exclusions

- It is assumed that all software is correctly licenses and where applicable has a valid maintenance or support agreement in place.
- If you have not subscribed to a Lanmark backup solution then it is assumed that all on-premise and cloud based applications, systems and data have a valid, working and tested backup solution in place so that Lanmark can restore service in the event of failure, malfunction, negligence or accidental loss of data.
- Lanmark will not be held responsible for the loss of data in any event or situation that may arise from the support and or management of your systems.
- Service on parts, equipment or software not covered by vendor/manufacturer warranty or support are not included.
- The cost of any parts, equipment, or shipping charges of any kind are not covered.
- The cost of any Software, Licensing, or Software Renewal or Upgrade Fees of any kind.
- The cost of any 3rd Party Vendor or Manufacturer Support or Incident Fees of any kind.
- The cost to bring Client's environment up to minimum standards required for Services.
- Failure due to acts of God, building modifications, power failures or other adverse environmental conditions or factors.
- Service and repair made necessary by the alteration or modification of equipment other than that authorised by Supplier, including alterations, software installations or modifications of equipment made by Client's employees or anyone other than Supplier.
- Programming (modification of software code) and program (software) maintenance.
- Training Services of any kind.

Known Unsupported Equipment (Unless Previously Agreed in Writing)

- Printers are not covered under any support agreement other than ensuring printer drivers are installed correctly on the relevant workstations.
- Telecom provider's equipment
- Audio Visual Equipment
- Photocopiers
- Non-IT related equipment

Target Service Level Agreement

Problem Grading	Low	Medium	High
Severity	One user or small group of users affected	Departments or a large group of users affected	The whole company is affected
Impact	An annoyance as opposed to an impact on productivity	Business is degraded, but there is a reasonable workaround	Critical – major business processes are stopped

Problem Definitions

Problem Code	Problem Definition	Priority Level
SLIL	Severity Low, Impact Low	Priority 3
SLIM	Severity Low, Impact Medium	Priority 2
SLIH	Severity Low, Impact High	Priority 1
SMIL	Severity Medium, Impact Low	Priority 3
SMIM	Severity Medium, Impact Medium	Priority 2
SMIH	Severity Medium, Impact High	Priority 1
SHIL	Severity High, Impact Low	Priority 3
SHIM	Severity High, Impact Medium	Priority 2
SHIH	Severity High, Impact High	Priority 1

Target Response Times and Availability

Priority	Helpdesk Response time	Onsite Response time	Resolution time	Escalation
1	Within 0.5 hours	Within 4 hours	ASAP – Best Effort	0.5 hour
2	Within 0.5 hours	Within 8 hours	ASAP – Best Effort	1 hour
3	Within 1 hours	Next Business Day	ASAP – Best Effort	8 hours

Internal Team Escalation Process

Team	Investigation time before Escalation		
	Priority 3	Priority 2	Priority 1
First Line	0.5 Hours	0.5 Hours	N/A
Second Line	2 Hours	1 hour	0.5 Hours
Third Line	N/A	N/A	N/A

All escalations are subject to investigation time by each applicable team. Time spent waiting on end-users is not included in the escalation timeline.

Incident Notification Frequency

Priority	Minimum Email Notification Frequency	Minimum Phone Notification Frequency	Client Notification Recipients	Lanmark Notification Recipients
P1	Every 30 minutes after first response	Every 1 hour	Ticket Contact, Site Contact, Technical Contact, Nominated P1 Contacts	Service Delivery Manager, Account Manager, Technical Director, Managing Partner
P2	Every 1 hour after first response	Every 2 hours	Ticket Contact, Site Contact	Technical Team Leads
P3	ASAP - Best effort	Best effort	Ticket Contact	N/A

VIP User Service

Lanmark's VIP service tags these staff members and our helpdesk system automatically prioritises their tickets over others that may already exist in your queue. There are no additionally defined SLA responses to Lanmark standard Target Response Times and Availability.

24 x 7 Out of Hours Support

A 60-minute response time is in place with this service, from when you log your request for support with a Lanmark engineer, who will call you back within 60 minutes.

- There is no guarantee of fix or resolution time for this service.
- This is a 'remote only' service and does NOT include any on-site call-out.
- Any required onsite work will be scheduled at 09:00 the next working business day - subject to Lanmark's discretion, engineer availability and that your support agreement covers such onsite support.