

IT Support Service Level Agreement

(Platinum / Gold / Silver Contracts)

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1.0 Platinum - Business Critical Support (4 hour)

Server Hardware / Software Support



Includes:

- ✔ Call vetting
- ✔ Unlimited telephone support
- ✔ 4 hour onsite response
- ✔ Fixed support cost
- ✔ Dedicated Service Desk for call logging and tracking
- ✔ Call out fee and labour (field and workshop)
- ✔ Replacement spare parts (see exclusions list)
- ✔ Remote support and diagnosis
- ✔ Asset management and tagging
- ✔ Loan equipment
- ✔ Full reload of server, Windows operating system, and data recovery from backup in the event of a failure

2.0 Gold - End User Hardware (8 hour)

Desktops / Laptops



Includes:

- ✔ Call vetting
- ✔ Unlimited telephone support
- ✔ 8 hour onsite response
- ✔ Fixed support cost
- ✔ Dedicated Service Desk for call logging and tracking
- ✔ Call out fee and labour (field and workshop)
- ✔ Replacement spare parts (see exclusions list)
- ✔ Remote support and diagnosis
- ✔ Asset management and tagging
- ✔ Loan equipment
- ✔ Full reload of device, Windows operating system, Microsoft applications



Excludes:

- ✔ Reload of other third party applications. Where required, the customer may need to request assistance from their third party software provider

3.0 Silver - End User Hardware (8 hour)

Printers / Desktops / Laptops



Includes:

- ✔ Call vetting
- ✔ Unlimited telephone support
- ✔ 8 hour onsite response
- ✔ Fixed support cost
- ✔ Dedicated Service Desk for call logging and tracking
- ✔ Call out fee and labour (field and workshop)
- ✔ Replacement spare parts (see exclusions list)
- ✔ Remote support and diagnosis
- ✔ Asset management and tagging
- ✔ Loan equipment



Excludes:

- ✔ Full reload of device, operating system, Windows/Microsoft applications

Note: In the event of a hard disk failure / corruption following rectification, the PC/laptop will be left formatted and ready to be loaded with an operating system.

4.0 Exclusions - Platinum / Gold / Silver



Excludes:

- ❑ All consumable items listed on page 10
- ❑ User / system administration
- ❑ Faults caused by the attachment of a peripheral device (unless installed by an OGL Engineer)
- ❑ Virus related incidents
- ❑ Restore of individual files following accidental deletion
- ❑ User errors
- ❑ Accidental damage including; misuse, power surges and liquid spillage
- ❑ Faults caused by the installation or update of third party software
- ❑ Faults caused by the installation of any patch, service pack or drivers (unless installed by an OGL Engineer)
- ❑ LED / LCD / TFT monitors
- ❑ Laptop screens



Note: If you take out a Retainer Contract with your Support Contract, you can book all of the above exclusions against the retainer value.

5.0 Gold + - End User Administration

Remote and telephone support only



Includes:

- ✔ Creation / modification of end user accounts
- ✔ Password resets
- ✔ Email administration and management
- ✔ Virus removal*
- ✔ Firewall port forwarding
- ✔ File and folder restore**
- ✔ Printer driver management
- ✔ Disk space management
- ✔ Connectivity of business related USB devices
- ✔ Application reload / advice***

** subject to reputable anti-virus package with latest version installed and enabled*

*** full restore is included in OGL's Platinum service*

**** subject to OGL's discretion*

6.0 Exclusions - Gold+



Excludes:

- ✔ VPN set up or cover on a PC not covered under a VPN contract
- ✔ Mobile devices not covered under a Mobile Device contract
- ✔ Firewall port forwarding on non-OGL supported firewalls
- ✔ Loading / upgrading of application software

Note: The Gold+ Service is subject to OGL's Fair Usage Policy (see page 10).

7.0 Hosted / Cloud Services

cExchange / cSharePoint / cLync



Includes:

- ❑ Administration (if managed) – 8 hour response during office hours
- ❑ Software client support – 2 hour response during office hours
- ❑ Infrastructure monitored 24/7
- ❑ Total service loss* – support available 24/7

** excludes single user support*

cGateway / cHybrid



Includes:

- ❑ Onsite cGateway / cHybrid appliance – 4 or 8 hour onsite response*
- ❑ cFileShare software client issues – 2 hour response during office hours

** dependent on location*

cRecovery



Includes:

- ❑ OGL managed restores (during office hours)
- ❑ Access to data for self-restore 24/7
- ❑ Invoke full Disaster Recovery 24/7*
- ❑ Infrastructure monitored 24/7

** subject to contract terms and conditions*

cInfrastructure



Includes:

- ❑ Infrastructure monitored 24/7
- ❑ Infrastructure support – 2 hour response during office hours
- ❑ Total service loss* – support available 24/7

** excludes single user support*

Note: Requires a separate Platinum Support Contract for operating system support

cPrivateCloud



Includes:

- ✔ Infrastructure monitored 24/7
- ✔ Infrastructure support – 2 hour response during office hours
- ✔ Total service loss* – support available 24/7
- ✔ Onsite SLA to Data Centre – 4 hour response

** excludes single user support*

Note: Requires a separate Platinum Support Contract for operating system support

9.0 Proactive Administration Support



Includes:

- ❑ Scheduled onsite visits (weekly, monthly or quarterly)
- ❑ Server and system health checks
- ❑ Data backup checks
- ❑ Email management
- ❑ Anti-virus procedure and updates
- ❑ Internet security and bandwidth
- ❑ Patch management
- ❑ Data management
- ❑ Disk space management

Note: the above are examples of the type of administration tasks undertaken.

10.0 Retainer Contract



Includes:

- ❑ Call logging
- ❑ Telephone / remote access support
- ❑ 8 hour onsite response
- ❑ Loan equipment*
- ❑ Replacement parts*
- ❑ Pre-scheduled engineer visits*

** subject to availability*



Excludes:

- ❑ Servers and network infrastructure

Note: Standard charges as specified in the Retainer Contract apply.

11.0 Consultancy Services



Includes:

- ❖ Consultancy / advice on any of your key IT issues including, but not limited to;
 - Network security
 - Liaison with third parties in relation to your IT project
 - Strategic planning

Note: Charges are dependent upon the format and duration of the project.

12.0 Conditions Applicable to all Contracts

- ❖ Unless otherwise stated, support is provided Monday to Friday from 9.00am to 5.00pm excluding Bank Holidays
- ❖ Loan / rental equipment / replacement parts are available subject to availability

13.0 Excluded Parts

- ❖ Drum cartridges
- ❖ Ribbons
- ❖ Toner cartridges
- ❖ Ink cartridges
- ❖ Maintenance kits
- ❖ Developer kits
- ❖ Fuser units
- ❖ Print heads
- ❖ Hammer modules (line printers)
- ❖ Print bands (line printers)
- ❖ Re-chargeable batteries (laptop and UPS)
- ❖ Cathode ray tubes (screens)
- ❖ LCD screens (laptop and monitor)
- ❖ Any media (floppy disks, CDR, CDRW, tapes / cleaning tapes)
- ❖ Cabling up to Network Card
- ❖ Physical damage

14.0 OGL Fair Usage Policy

Administration support that we would describe as either consultancy or a project is not included. Consultancy would cover areas such as security audits, liaison with third parties on PCI compliance or meetings with telecoms companies on your behalf. Projects would include upgrading Windows on PCs/laptops due to a change in your application software, installation of new anti-virus software and wholesale change of company email addresses or network naming conventions.

15.0 Key Contact Information

Main Tel No: 01299 873 873
Main Fax No: 01299 873 800

Head Office Address:
OGL Computer Services Group Ltd
Worcester Road
Stourport on Severn
Worcestershire
DY13 9AT

2nd Office Address:
OGL Computer Services Group Ltd
Stourport Road
Kidderminster
Worcestershire
DY11 7QH

Email: **enquiries@ogl.co.uk**
Individual email: **firstname.surname@ogl.co.uk**

OGL IT Service Desk Tel No: 01299 873 873 (Option 2 – Technical)
OGL IT Service Desk Email: techsupport@ogl.co.uk

For customers with Out of Hours contracts please contact OGL via our dedicated Out of Hours number.