MSP Service Descriptions

What we do & how we do it

Contents

Version Control

This document is electronically version controlled (with each change being tracked automatically). The list of changes below represents significant document releases that are communicated to all Bluecube clients. Changes are listed in reverse chronological order.

Version	Date	Changes	Author
4.0	02/04/2024	Rebrand of document	HB
3.1	09/03/2024	Removal of Security Services (standalone MSSP SD's now available) Addition of 'Partial Support' service description	DR
3.0	22/09/2022	Rebrand of document	AG
2.0	27/06/2022	Re-grouping of the services to reflect the new delivery structure (addition of dedicated SOC teams) as well as the addition of new Security Services.	RG
1.0	15/03/2022	Concatenation of all Service Description Documents to create a single 'Service Description' document following internal review and approval.	RG
DRAFT	02/12/2021	Concatenation of all Service Description Documents to create a single 'Service Description' document for internal Bluecube distribution.	LC

Introduction

These Service Descriptions are the supporting information to contractual agreements. They are grouped into four sections: Support, Security, Infrastructure and Logistics.

Each Service Description provides further details of Bluecube's standard service offerings. Not every client of Bluecube will receive every service detailed within this document; specific details of which services are being delivered to a client can be found within the agreed contract.

These service descriptions ('Service Description') are entered into by the client ('Client') and Bluecube Technology Solutions ('Supplier') as Identified within the Client contract. By purchasing these Services, the Client agrees to be bound by the terms and conditions associated with that service in addition to the contract Terms.

Bluecube also offer bespoke and discrete services that are not detailed within this document.

These service description Terms and conditions, where at conflict, are superseded by any specific contractual agreement Terms.

Each Service Description contains a link to Bluecube's internal processes that relate to the delivery of each service. These links are for internal Bluecube reference only and will not work for Clients or any other external parties (this is by design).

SECTION ONE
SUPPORT SERVICES

Services to provide support
and engagement to our clients.

1. Client Engagement

WHAT	
Name	Client Engagement
Overview	The provision of a named contact within Bluecube to provide a point of contact, over and above the delivery function. The purpose of this engagement is to build and hold a relationship between Bluecube and our clients. The Client Engagement Manager (CEM) will handle any requests from the client. This can include the escalation of tickets, procurement activities, general advice and guidance as well as the delivery of strategic guidance and advice (normally delivered through strategy days).
HOW	
Prerequisites	Subscription to an ongoing service from Bluecube
Procedures	Each Bluecube client will be provided with a named CEM. Contact with the CEM can be made through email or phone. Regular, structured, Service Reviews will be scheduled between the CEM and the client and the CEM will also (in conjunction with the client) maintain a Technology Road Map. All procurement activities will be managed by the CEM.
Knowledge base	Bluecube Compass
WHEN	
Service hours	Normal UK working hours. Monday to Friday, 08:30 to 17:30, excluding UK bank holidays.
TERMS & SLA	
Service Levels	-
Exclusions	-
Billing	N/A - every client of Bluecube benefits from a CEM. The charges are included within the ongoing monthly service charges.
Client Responsibilities	To engage with their CEM to share feedback, views and future plans.

2. Monthly Reporting

WHAT	
Name	Monthly Reporting
Overview	The provision of metrics monthly, typically used to monitor and track service quality and delivery in respect of Service Desk performance.
HOW	
Prerequisites	24x7 Service Desk
Procedures	All reporting is delivered using PowerBI. Bluecube delivers a unified report for all of its syndicated service clients. Bespoke reports can be created on request (and for an additional fee). The report data is updated on a daily basis and made available to our clients monthly.
Knowledge base	Bluecube Compass
WHEN	
Service hours	This is a reporting service that is conducted every month as part of your security or service desk service.
TERMS & SLA	
Service Levels	-
Exclusions	-
Billing	Integrated as part of the per user charge for applicable services typically 24x7 service desk. The creation of bespoke reports will be subject to a one-off charge (NB. Bespoke reports will require maintenance which will be subject to an additional fee).
Client Responsibilities	-

3. 24x7 Service Desk

WHAT	
Name	24x7 Service Desk
Overview	Our Service Desk service involves the logging, assessment, and prioritisation of incoming tickets with process driven resolution of tickets where appropriate. Tickets that cannot be resolved using the defined processes will be escalated to our 2nd Line Engineering teams (within the Service Desk). Tickets that cannot be resolved within the Service Desk team will be escalated to specific teams (this will typically be internal Bluecube teams, however it can also be to Client's internal teams or to external third parties). This description refers to the provision of a syndicated service.

HOW	
Prerequisites	None
Procedures	An in-house developed system (Lighthouse) is used to manage all interactions of a technical nature with our clients and their users (typically requests for assistance or support). Each item that we work on is referred to as a ticket. There are three ways in which a client can log a ticket on the Bluecube Service Desk; • By sending an email to **help@bluecube.tech** • By calling the client specific **service desk number** • Through the on-line portal at **www.bluecube.tech** Each ticket will be triaged as a particular type: Incident, Request or Change, and the type of the ticket, linked with the impact and urgency, will define the Service Levels to which the ticket will be prioritised (please see SLA details below). If the Service Desk are unable to resolve the ticket, then it will be escalated to third line, field engineering and/or Problem engineering teams to resolve; these are typically internal Bluecube teams if the client is subscribed to these services, however it can also be to Client's internal teams or to external third parties. Our engineers may initiate Remote Support for servers without any input required from the client. This type of access is typically instigated for major issues or for system maintenance tasks. When delivering support to individuals, remote support will typically be instigated via a phone call. In the event that the engineer is unable to talk the user through to resolution, a remote-control session will be established to the user's device. All remote-control sessions are made via secure connections (using SSL data encryption). During a remote-control session, the end user (client) has complete control over the session and can terminate the remote session at any time. All remote support sessions are recorded with detailed logs of session activity. In addition to this, all phone calls in and out of Bluecube are also recorded which combine with the remote control audit logs and Lighthouse to provide a full audit trail of all activity with our clients.
Knowledge base	Bluecube Compass

WHEN	
Service hours	24 hours a day, 365 days a year. Although it should be noted outside of key operational hours (Monday to Friday, 08:30 to 17:30) 3rd line engineers are operating on an on-call basis only. Escalation to a 3rd line engineer can be instigated by the Service Desk for high priority issues.

TERMS & SLA	
Service Levels	The service levels to which we work are detailed below. Although the Service Desk operates 24x7x365 we measure our Service levels within our primary UK operational hours which are Monday to Friday, 08:30 to 17:30, excluding public holidays. Incidents

An Incident is recorded when something is not working as it should be, for example a PC, laptop, printer or an application, etc. is not performing as expected. There are differing priorities that can be assigned to an Incident, each with varying response and target resolution times. We assign a priority based on the impact and urgency of the incident.

Priority	Response Time	Target Resolution
1-Major	15 minutes	2 hours
2 - High	30 minutes	4 hours
3 - Medium	45 minutes	12 hours
4 - Low	60 minutes	24 hours
5 – As time permits	120 minutes	64 hours

Requests

A Request is recorded when we are being asked to do or change something for an individual. Good examples of a request would be a new user creation, expansion of disk space, help to use an application or system or the setup of a new printer.

Priority	Response Time	Target Resolution
All	60 minutes	24 hours

Changes

A Change is a request for an installation, move, addition or change to core infrastructure or something that will (or has the potential to) impact the entire organisation. A good example of a Change would be changes to a Firewall. Due to the nature of changes, we do not have defined target resolution times because they require planning and Client liaison to minimise any potential disruption.

Priority	Response Time	Target Resolution
All	120 minutes	N/A

Response Times and Target Resolution

We have an internal objective to respond to any ticket within 15 minutes, however Bluecube has a contractual commitment to attempt to reach the individual who has raised a ticket within the stated Response Time for a particular ticket type and priority.

In the event that the individual is not available, we will continue to attempt to contact them. Each contact attempt (be it via a phone call or email) will be recorded within Lighthouse. The Service Level 'Clock' will start once we have made contact with the individual who has raised the ticket.

There may be times during the lifetime of a ticket when we are unable to conduct any work on it. A good example of this will be when a client is not available due to other commitments or if we are waiting on a third party to assist. During these times a ticket may be placed on hold. The time that a ticket is on hold will be taken into account and deducted from any Service Level calculations, as will any non-UK working hours (Bluecube's working hours for SLA calculations is Monday to Friday, 08:30 to 17:30, excluding bank holidays).

Once we believe that a ticket has been resolved we will attempt to contact the individual who has raised the ticket to verify that they are happy with the resolution. If we are unable to reach them we will email them asking them to contact us and place the ticket on hold for 24 hours before trying again. If we are unable to reach them for a second time we will mark the ticket as Resolved and send an email to the individual explaining why we believe the ticket is resolved.

If the Service Desk are unable to resolve the ticket then it will be escalated to third line, field engineering and/or Technical Specialists to resolve; these are typically internal Bluecube teams if the client is subscribed to these enhanced support services, however it can also be to Client's internal teams or to external third parties. The SLA measurement for these type of tickets move with the ticket to the resolving party.

Exclusions	Only Users registered in lighthouse will be able to log a support ticket.
Billing	This service is billed based on the number of users in your organisation. Every user within your organisation will need a Lighthouse Account as only users with a Lighthouse account can receive support and services from Bluecube. Users can be easily added and removed by using the user management tools within Lighthouse.
Client Responsibilities	Clients are expected to maintain a real and accurate list of their users via the Lighthouse portal. Lighthouse allows you to see all users that exist within your organisation at any one time. It is the Client's responsibility to ensure that Lighthouse is correct at all times. Please note that it is possible to have multiple user types, which will potentially attract different charges and varying services. These will be detailed in the contract if they exist. Once the monthly billing has been processed and the invoice issued on the 1st of each month then no corrections, or credits, will be made.

4.3ʳᵈ Line Support

WHAT	
Name	3ʳᵈ Line Support
Overview	Our 3ʳᵈ Line Support involves the investigation and resolution of tickets that have been escalated from the Service Desk (this will typically be an internal Bluecube Service Desk team; however it can also be from internal client teams). This is a syndicated service but can be provided as a dedicated service if required.

HOW	
Prerequisites	None
Procedures	An in-house developed system (Lighthouse) is used to manage all interactions of a technical nature with our clients and their users (typically requests for assistance or support). Each item that we work on is referred to as a ticket.
	For escalations from an internal Bluecube Service Desk, a ticket will be re-assigned to the 3ʳᵈ Line Team. This will create a seamless flow from ticket creation through to resolution.
	For escalations from internal client teams a ticket must be logged within Lighthouse. There are three ways in which a client can log a ticket on the Bluecube Service Desk;
	• By sending an email to **help@bluecube.tech** • By calling the client specific **service desk number** • Through the on-line portal at **www.bluecube.tech**
	Our engineers may initiate Remote Support for servers without any input required from the client.
	When delivering support to individuals, remote support will typically be instigated via a phone call. In the event that the engineer is unable to talk the user through to resolution, a remote-control session will be established to the user's device.
	All remote-control sessions are made via secure connections (using SSL data encryption). During a remote-control session, the end user (client) has complete control over the session and can terminate the remote session at any time.
	All remote support sessions are recorded with detailed logs of session activity. In addition to this, all phone calls in and out of Bluecube are also recorded which combine with the remote-control audit logs and Lighthouse to provide a full audit trail of all activity with our clients.
Knowledge base	[Bluecube Compass](#)

WHEN	
Service hours	24 hours a day, 365 days a year.

TERMS & SLA	
Service Levels	Please refer to the Service Levels as detailed in '24x7 Service Desk' as they apply to this service also.
Exclusions	Only Users registered in Lighthouse will be able to log a support ticket.
Billing	This service is billed based on the number of users in your organisation.
	Every user within your organisation will need a Lighthouse Account as only users with a Lighthouse account can receive support and services from Bluecube. Users can be easily added and removed by using the user management tools within Lighthouse.
	When a user is added in Lighthouse, a ticket is automatically generated for Bluecube engineers to create their user account within your organisations systems. Likewise when a user is removed, a request will be automatically generated to remove the user from your systems.
	The Lighthouse portal is the only way that users can be added and removed from your systems; this process is designed to ensure that Lighthouse is a true reflection of your organisations users. Each new user will also receive a welcome call to talk them through our service, ensure that they have access to Lighthouse and that their IT is working for them from the outset. (All welcome calls are exempt from any SLA).

Client Responsibilities	Clients are expected to maintain a real and accurate list of their users via the Lighthouse support portal. Lighthouse allows you to see all users that exist within your organisation at any time. It is the Client's responsibility to ensure that Lighthouse is always correct. Please note that it is possible to have multiple user types, which will potentially attract different charges and varying services and these will be detailed in the contractual documentation if they exist Once the monthly billing has been processed and the invoice issued on the 1st of each month then no corrections, or credits, will be made.

5. Field Engineering

WHAT	
Name	Field Engineering
Overview	Field Engineering (sometimes referred to as on-site support) involves the dispatch of a Bluecube engineer to a client site for the investigation of a ticket with a view to working with the Bluecube office based engineering teams to progress the ticket towards resolution. This is a syndicated service.

HOW	
Prerequisites	'24x7 Service Desk' and/or '3rd Line Support'.
Procedures	Field Engineering can only be engaged though the escalation of an existing Lighthouse ticket. Any tickets requiring Field Engineering will be re-assigned to the Field Engineering Team. This will create a seamless flow from ticket creation through to resolution.

Full-time second and third-line engineers deliver Field Engineering, sometimes referred to as on-site support. Bluecube will dispatch an engineer on-site when a ticket (irrespective of its priority) cannot be resolved remotely in a timely or effective manner.

The decision to dispatch an engineer resides with Bluecube. |
| Knowledge base | Bluecube Compass |

WHEN	
Service hours	Normal UK working hours. Monday to Friday, 08:30 to 17:30, excluding UK bank holidays.

TERMS & SLA	
Service Levels	Please refer to the Service Levels as detailed in '24x7 Service Desk' as they apply to this service also.
Exclusions	Only Users registered in Lighthouse will be able to log a support ticket.

Locations not included within the contract; typically, Field Engineering will only be delivered to the head office of an organisation, unless explicitly stated within the contract. |
| Billing | This service is billed based on the number of users in your organisation and is typically included in the per user charge for '24x7 Service Desk' and/or '3rd Line Support'.

For any Field Visits required that fall outside the scope of support (e.g. projects) these will be charged for on a day rate basis and will typically be included within the scope of a fixed-price project. |
| Client Responsibilities | Provision of any relevant site or health and safety training. Any site-specific guidance that will be required by our visiting engineer. Provision of any required health and safety equipment or guidance provided in advance relating to any required equipment. |

6. Dedicated Resource

WHAT	
Name	Dedicated Resource
Overview	The provision of dedicated resource to deliver a stand-alone service for a client, or to supplement other services, to deliver a bespoke or boutique service.

HOW	
Prerequisites	None
Procedures	Bluecube will provide the agreed resources to the client. The skill, availability and number of resources will be defined in the contract, or an appendix to the contract.
Knowledge base	Bluecube Compass

WHEN	
Service hours	As agreed within the client agreement.

TERMS & SLA	
Service Levels	As agreed within the client agreement.
Exclusions	As agreed within the client agreement.
Billing	As agreed within the client agreement; typically, this is delivered for a fixed monthly fee.
Client Responsibilities	To be defined as part of the solution required.

7. User Account Management (UAM)

WHAT	
Name	User Account Management (UAM)
Overview	The creation of 'user accounts' for people when they join a client and the deactivation of their accounts when they leave a client.

HOW	
Prerequisites	24x7 Service Desk
Procedures	When a user is added in Lighthouse a ticket is automatically generated for Bluecube engineers to create their user account within your organisations IT systems. Likewise when a user is removed a request will be automatically generated to remove the user from your systems. Bluecube will create and store a defined process for the creation and deactivation of users. Where possible Bluecube will use automation to streamline this process (not all UAM processes will be able to be automated). Any change to the agreed UAM processes could be subject to formal Change Control and testing depending on the nature of the change and if it falls under formal change request processes. The Lighthouse portal is the only way that users can be added and removed from your systems; this process is designed to ensure that Lighthouse is a true reflection of your organisations users. Each new user will also receive a welcome call to talk them through our service, ensure that they have access to Lighthouse and that their IT is working for them from the outset. (All welcome calls are exempt from any SLA).
Knowledge base	Bluecube Compass

WHEN	
Service hours	As agreed within the client agreement.

TERMS & SLA	
Service Levels	A UAM is defined as a Request and is therefore subject to the following SLA. Although we would recommend that as much notice as possible of a new starter is provided. <table><tr><td>Priority</td><td>Response Time</td><td>Target Resolution</td></tr><tr><td>All</td><td>60 minutes</td><td>24 hours</td></tr></table> For any UAM processes that refer to or rely on third parties we reserve the right to remove our SLA obligation. UAM Processes are related to the creation of the user's system accounts and are not inclusive of the supply or delivery of any hardware.
Exclusions	Anything detailed outside of the agreed UAM processes.
Billing	This service is typically included in the per user charge for '24x7 Service Desk' and/or '3rd Line Support'.
Client Responsibilities	To inform Bluecube of any changes to the UAM processes and to work with us through formal Change Control and testing.

8. Partially Supported Users

WHAT	
Name	Partially Supported Users
Overview	A reduced level of service, for a lower per user, per month charge. To allow for those clients that typically employ front line, or volunteer colleagues.

HOW	
Prerequisites	Other users in the organisation taking the 24x7 service desk service to an agreed minimum quantity as defined in the master agreement.
Procedures	Partially Supported users are provided for at a lower cost, the basis for this is that they are typically using web or pass-through access to core systems such as Office 365, Google Workspace, Exchange Online or similar cloud based or server-based tools. Therefore, no support is offered for the end point with which they use to access the core systems. Only the core privately hosted or cloud systems themselves are supported and act as the point of demarcation between full and partial support. This core system support will extend to verbal support only in order to verify the correct function of cloud or core applications installed on mobile devices (Office 365 Suite, Citrix, Company Portal, Google Apps etc..)
Knowledge base	Bluecube Compass

WHEN	
Service hours	24 hours a day, 365 days a year. Although it should be noted outside of key operational hours (Monday to Friday, 08:30 to 17:30) 3rd line engineers are operating on an on-call basis only. Escalation to a 3rd line engineer can be instigated by the Service Desk for high priority issues.

TERMS & SLA	
Service Levels	As per 24x7 Service Desk, but taking into account the demarcation defined in the service procedures.
Exclusions	As per the procedures section – Only registered users in Lighthouse will be able to access this service.
Billing	This service is billed based on the number of users in your organisation. Every user within your organisation will need a Lighthouse Account as only users with a Lighthouse account can receive support and services from Bluecube. Users can be easily added and removed by using the user management tools within Lighthouse.
Client Responsibilities	Clients are expected to maintain a real and accurate list of their users via the Lighthouse portal. Lighthouse allows you to see all users that exist within your organisation at any one time. It is the Client's responsibility to ensure that Lighthouse is correct at all times. Once the monthly billing has been processed and the invoice issued on the 1st of each month then no corrections, or credits, will be made.

SECTION TWO
INFRASTRUCTURE SERVICES

Services to deliver resilient
infrastructure to our clients

9. Network Operations Centre (NOC)

WHAT	
Name	Network Operations Centre (NOC)
Overview	A dedicated team of IT engineers responsible for monitoring infrastructure health and capacity on a clients' environment and in relation to key services (such as Managed Backup). They make decisions and adjustments to ensure optimal network performance and organisational productivity.

HOW	
Prerequisites	Proactive Monitoring and/or Network Monitoring
Procedures	The NOC team leverage the tooling made available through Proactive Monitoring and Network Monitoring to allow them to assess the health of a client's environment. When any action is required an 'Event' ticket will be created in Lighthouse to track all activities in relation to an Event. The NOC team will often work in conjunction with other teams to resolve an issue.
Knowledge base	Bluecube Compass

WHEN	
Service hours	This is an 'always on' service. This means that the solution is designed to be available and operational at all times.

TERMS & SLA	
Service Levels	The target uptime for this service in any given month is 99.5%
Exclusions	Managing or responding to Security Alerts.
Billing	Integrated as a per user charge, or per device, (as stated in the contract).
Client Responsibilities	To ensure availability to discuss (and approve) any necessary, or recommended, actions.

10. Proactive Monitoring

WHAT	
Name	Proactive Monitoring
Overview	Proactive Monitoring is defined as the automation of the remote monitoring of systems across endpoints and servers, (Servers, PCs, laptops, etc). The intended outcome of the service is to provide both pro-active maintenance, alerting and activity in relation to either real or predicted problems across the client estate.

HOW	
Prerequisites	N/A
Procedures	A monitoring agent is installed on each supported device. Each agent then reports back to Bluecube's monitoring platform. The monitoring platform will then alert either the security operations team or the operations team accordingly. Each device will then have a set of checks and thresholds against which the monitoring result is checked. If the result breaches a threshold, a ticket is automatically created within Lighthouse for investigation. Devices will be added and removed automatically by our monitoring platform. Devices that have not checked in for more than 30 days will be removed. Devices will be added through Group Policy, Intune, or by using a probe that scans the network for new devices each day.
Knowledge base	Bluecube Compass

WHEN	
Service hours	This is an 'always on' service. This means that the solution is designed to be available and operational at all times.

TERMS & SLA	
Service Levels	The target uptime for this service in any given month is 99.5%
Exclusions	Automatic install of monitoring agents outside of a domain or Intune environment.
Billing	Integrated as a per user charge, or per device, (as stated in the contract).
Client Responsibilities	Notification of any non-Windows/Linux devices requiring monitoring. Support in installing the agent on standalone machines or workgroups requiring proactive monitoring support.

11. Network Monitoring

WHAT	
Name	Network Monitoring
Overview	Advanced proactive network monitoring to provide visibility of the entire network in order to provide insights into network performance and security. Provides a graphical representation of the clients network and can alert on changes.

HOW	
Prerequisites	-
Procedures	At least one collector is installed onto a node/device that can see all of the clients networks. The ranges for each network are required to support the installation. The collector then runs an audit of the network. Credentials for the domain and SNMP traps will be required in order to capture all of the available details of the environment. As soon as it's deployed, monitoring of the network begins with pre-configured alerts aligned with industry best practices and ranging from informational to emergency. These alerts will be configured to deliver the desired monitoring outcome. The solution constantly monitors and polls the network (topology, config history, device performance) in order to provide a real-time look at the network for troubleshooting, analysis, planning, and reporting. Clients can be provided with their own login to the monitoring portal, if required.
Knowledge base	Bluecube Compass

WHEN	
Service hours	This is an 'always on' service. This means that the solution is designed to be available and operational at all times.

TERMS & SLA	
Service Levels	The target uptime for this service in any given month is 99.5%
Exclusions	-
Billing	Integrated as a per user charge, or per device (as stated in the contract).
Client Responsibilities	To provide the network ranges and inform Bluecube of any additional networks that have not been configured by Bluecube.

12. Infrastructure as a Service (IaaS)

WHAT	
Name	Infrastructure as a Service (IaaS)
Overview	Infrastructure as a Service (IaaS), often referred to as Cloud Computing, is the supply of computing power, processing capability and storage as a service.

HOW	
Prerequisites	-
Procedures	The IaaS platform is delivered from large infrastructure that is wholly owned by Bluecube. The compute layer is delivered from a cluster of servers and storage modules, referred to as a SAN. A virtualisation layer sits over the cluster and SAN to create a platform that allows us to allocate resources and storage to individual virtual servers on the platform. Due to the nature of IaaS the resources allocated to a virtual server can be changed with ease; disk drives can be expanded without any downtime, memory and processor allocation can be increased within minutes; removing the need to worry about upgrade routes, capacities, hardware warranty and other concerns normally associated with hardware ownership. Our IaaS solutions are designed to allow for ease of access; all you need is an internet connection. All of your data and applications will be hosted and run from our secure Data Centre environment, giving you unrivalled security and flexibility.
Knowledge base	Bluecube Compass

WHEN	
Service hours	Infrastructure as a Service is an 'always on' service. This means that the solution is designed to be available and operational at all times.

TERMS & SLA	
Service Levels	The target uptime for Infrastructure as a Service in any given month is 99.95%
Exclusions	-
Billing	Infrastructure as a Service will attract an initial set-up fee; this fee is based on the complexity of your environment. The monthly service charge is based on the compute and storage resources allocated to the Client solution. These will be detailed within your services contract. Any variation will be agreed on a case-by-case basis.
Client Responsibilities	-

13. Disaster Recovery

WHAT	
Name	Disaster Recovery
Overview	Disaster Recovery is defined as the restoration of your key IT systems onto the Microsoft Azure platform to a known time frame (referred to as a Recovery Time Objective) and a known maximum window of data loss (referred to as a Recovery Point Objective).

HOW	
Prerequisites	In order to deliver the service a client must be subscribed to Microsoft Azure through Bluecube.
	In order to provide access to the Disaster Recovery environment it will be necessary for you to have a Remote Desktop Server or a network link into Azure to provide access.
Procedures	In order to calculate the Recovery Time Objective and Recovery Point Objectives we conduct a full Disaster Recovery test. We use the results of this test to confirm the timings and service levels that you can expect. These are formally communicated as part of a documented Disaster Recovery plan.
	Disaster recovery is invoked by logging of a service request via the Service Desk.
Knowledge base	Bluecube Compass

WHEN	
Service hours	Disaster Recovery is an 'always on' service. This means that the solution is designed to be available and operational at all times. Please note that invocation of Disaster Recovery can only be requested during normal working hours (Monday to Friday, 08:30 – 17:30, excluding Bank Holidays) due to the requirement to have 3rd line engineers available throughout the process.
	Outside of normal UK working hours we will make a best endeavours attempt to invoke a Disaster Recovery plan, however this will be subject to senior engineer availability.

TERMS & SLA	
Service Levels	Recovery Time Objective – Subject to specific contract, agreed and defined as part of the testing process.
	Recovery Point Objective – Subject to specific contract, agreed and defined as part of the testing process.
	An annual test is provided as part of the service (additional tests can be conducted for an additional charge).
Exclusions	Any servers / systems not included in the Disaster Recovery solution.
Billing	The Disaster Recovery service will attract an initial set-up fee; this fee is based on the complexity of your environment.
	The monthly service charge is based on the amount of reservation of computing power and storage within Microsoft Azure. Typically the charge for Disaster Recovery will be included within the IaaS charges made by Bluecube. However, the cost for ongoing Azure charges should Disaster Recovery be invoked (other than for testing) are not included and will be passed onto the client..
Client Responsibilities	Client's must provide written notice of any infrastructure changes not carried out by Bluecube.

14. Managed Backup

WHAT	
Name	Managed Backup
Overview	Managed Backup is the secure off-site backup of data to our UK based backup facility. The Data is stored in encrypted format (at a minimum of 128 bit AES encryption) with an encryption key that is known only on the device from which the backup originated. The encrypted data is transmitted via an SSL based secure connection between the device and the Bluecube backup server. The service is built on a modular basis so that storage capacity can be added without hindering the availability of the backup service. The backup servers are resilient with data storage platforms built using RAID technologies.

HOW	
Prerequisites	The service agent must be installed onto compatible servers or endpoints.
Procedures	By default, Bluecube will backup every known server in its entirety (this includes the System Drive, System State and Data Drives). This approach allows the restoration of individual files and folders as well as a full Server restore. Our standard data retention period is 90 days. We can alter the backup selections and change retention periods on request. In the event that a backup does not complete two successful Sequential backups then a ticket will automatically be logged in Lighthouse to the Bluecube Service Desk for resolution of the issue. We also monitor our backup platform and individual client backups on a daily basis (Monday to Friday) and will engage in the resolution of any issues.
Knowledge base	Bluecube Compass

WHEN	
Service hours	Managed Backup is an 'always on' service. This means that the solution is designed to be available and operational at all times; allowing backups to be run at any time.

TERMS & SLA	
Service Levels	The target uptime for this service in any given month is 99.95%
Exclusions	Any data outside of the agreed retention period. Any servers that are excluded from the backup selection (at the request of the client). In the event that there is no connectivity or internet outages managed backup will not be able to complete. Any such failures will be handled following the standard support processes.
Billing	The Managed Backup Service is charged on a per Gigabyte (GB) basis, based on the amount of data that is selected for backup. An audit of the selected backup data is conducted every day and is viewable from within Lighthouse. On the 1st of each month this figure will be used to calculate the monthly charges. Our pricing for our Data Backup Service is reviewed annually on 1st January. Any proposed changes to our pricing structure will be communicated to clients well ahead of any changes to the fee structure.
Client Responsibilities	Client's must provide written notice of any infrastructure changes not carried out by Bluecube.

15. Office 365 Backup

WHAT	
Name	Office 365 Backup
Overview	Managed Backup is the secure off-site backup of data to our UK based backup facility. The Data is stored in encrypted format (at a minimum of 128 bit AES encryption) with an encryption key that is known only on the device from which the backup originated. The encrypted data is transmitted via an SSL based secure connection between the device and the Bluecube backup server. The service is built on a modular basis so that storage capacity can be added without hindering the availability of the backup service. The backup servers are resilient with data storage platforms built using RAID technologies.
HOW	
Prerequisites	The service agent must be installed onto compatible servers or endpoints.
Procedures	By default, Bluecube will backup every known server in its entirety (this includes the System Drive, System State and Data Drives). This approach allows the restoration of individual files and folders as well as a full Server restore. Our standard data retention period is 90 days. We can alter the backup selections and change retention periods on request. In the event that a backup does not complete two successful Sequential backups then a ticket will automatically be logged in Lighthouse to the Bluecube Service Desk for resolution of the issue. We also monitor our backup platform and individual client backups on a daily basis (Monday to Friday) and will engage in the resolution of any issues.
Knowledge base	Bluecube Compass
WHEN	
Service hours	Managed Backup is an 'always on' service. This means that the solution is designed to be available and operational at all times; allowing backups to be run at any time.
TERMS & SLA	
Service Levels	The target uptime for this service in any given month is 99.95%
Exclusions	Any data outside of the agreed retention period. Any servers that are excluded from the backup selection (at the request of the client). In the event that there is no connectivity or internet outages managed backup will not be able to complete. Any such failures will be handled following the standard support processes.
Billing	The Managed Backup Service is charged on a per Gigabyte (GB) basis, based on the amount of data that is selected for backup. An audit of the selected backup data is conducted every day and is viewable from within Lighthouse. On the 1st of each month this figure will be used to calculate the monthly charges. Our pricing for our Data Backup Service is reviewed annually on 1st January. Any proposed changes to our pricing structure will be communicated to clients well ahead of any changes to the fee structure.
Client Responsibilities	Client's must provide written notice of any infrastructure changes not carried out by Bluecube.

16. Office 365 & Azure (Microsoft Cloud)

WHAT	
Name	Office 365 & Azure (Microsoft Cloud)
Overview	The provision of Azure & Office 365 (Microsoft Cloud) products / subscriptions / licenses
HOW	
Prerequisites	-
Procedures	As a Tier 1 Microsoft Cloud Solution Provider (CSP) Bluecube is able to procure Microsoft Cloud products/subscriptions/licenses from Microsoft for our clients. The term and pricing of the products/subscriptions/licenses will be detailed in the contract or an addendum to the contract. Clients will also be able to view and manage their Microsoft Cloud subscriptions through the Bluecube portal; Cloudhouse.
Knowledge base	Bluecube Compass
WHEN	
Service hours	The software is deployed and is available for the lifetime of the agreement between Bluecube and the Client. Each subscription will have a minimum commitment of one calendar month, although this may also be 12 or 36 months. Please refer to the contract or contract addendum for specifics.
TERMS & SLA	
Service Levels	N/A as this is a service delivered by Microsoft and is outside of Bluecube's control.
Exclusions	-
Billing	Billing is based on usage and is calculated each month. Each subscription / license is charged on a monthly basis and the charge for each type of subscription will vary, all of which are available on Microsoft's public website or through the Bluecube portal; Cloudhouse.
Client Responsibilities	Where flexible month-by-month subscriptions are being utilised to check that the correct volume of license are allocated each month prior to the billing run.

17. Managed Wireless Network

WHAT	
Name	**Managed Wireless Network**
Overview	Our Managed Wireless Network service is the provision of a fully managed wireless network that delivers a very powerful meshed network that delivers better wireless performance and a single network across multiple sites and locations, as well as providing the ability for guest networks and wireless access control.

HOW	
Prerequisites	A compatible, supported wireless network management vendor
Procedures	Wireless Access Points are deployed in each location that requires wireless access (these can be indoor and outdoor locations). The Access Points report back to Bluecube's wireless management platform (which is geographically redundant), which provides the configuration information for each Access Point. All wireless network configurations are centralised and managed by Bluecube. The Access Points constantly monitor the other wireless activity and change their settings to ensure that the network signal is strong and unimpeded by other wireless signals in the vicinity. The Access Points work independently, meaning that operation continues even if the connection to the wireless management platform is lost.
Knowledge base	Bluecube Compass

WHEN	
Service hours	Our Managed Wireless Network is an 'always on' service. This means that the solution is designed to be available and operational at all times.

TERMS & SLA	
Service Levels	The target uptime for the Wireless management platform in any given month is 99.5%. Please note that the management platform is not required for normal operation of the on-premise wireless network .
Exclusions	-
Billing	The Managed Wireless Network will attract an initial set-up fee; this fee is based on the complexity of your environment. A monthly or annual service charge will be made based on the number of Wireless Access Points that are deployed.
Client Responsibilities	To advice of any changes to the working environment that could influence/impact the performance, range of individual Access Points or meshed Wi-Fi solutions. For example - electrical or structural changes, installation of new copiers, appliances (microwave) emitting interference (EMC), unmanaged/rogue Wireless Access points

18. Internet Connectivity

WHAT	
Name	Internet Connectivity
Overview	The Internet Connectivity service provides your internet connectivity, including converged data and voice traffic.

HOW	
Prerequisites	-
Procedures	Bluecube partners with multiple tier-1 Internet Service Providers (ISPs). We can offer a range of connectivity solutions from leased line, fibre circuits through to satellite connections.
Knowledge base	Bluecube Compass

WHEN	
Service hours	The Internet connectivity service is an 'always on' service. This means that the solution is designed to be available and operational at all times.

TERMS & SLA	
Service Levels	The terms and SLA vary for each type of circuit (DSL, Fibre) and agreement. Any SLA and minimum term commitment will be communicated during the ordering process.
Exclusions	-
Billing	As detailed within the contract or associated addendum.
Client Responsibilities	Once installed, Client premise equipment cannot be modified, removed, or tampered with in any way and must remain in the state and location that it was originally installed. Any proposed changes to contracted services must be discussed with Bluecube.

19. Mobile Phone Provision

WHAT	
Name	Mobile Phone Provision
Overview	The provision of mobile phones, SIM cards and mobile phone contracts.

HOW	
Prerequisites	-
Procedures	Bluecube partners with EE to deliver mobile phones and associated contracts to our clients.
Knowledge base	Bluecube Compass

WHEN	
Service hours	Mobile provision is an 'always on' service. This means that the solution is designed to be available and operational at all times. Queries & requests are handled by the Bluecube Service Desk.

TERMS & SLA	
Service Levels	N/A - this service is delivered by EE and as such their SLA's for mobile provision apply to this service.
Exclusions	-
Billing	As detailed within the contract or associated addendum.
Client Responsibilities	Once installed, Client premise equipment cannot be modified, removed, or tampered with in any way and must remain in the state and location that it was originally installed. Any proposed changes to contracted services must be discussed with Bluecube.

SECTION FOUR
LOGISTICS SERVICES

Services to manage stock, builds
and logistics for our clients

20. Stock Management

WHAT	
Name	Stock Management
Overview	The purpose of Stock Management (as defined within a Stock Control Agreement) is for Bluecube to maintain a stock of laptops (and other agreed devices) for clients ensuring that they are able to be efficiently distributed to staff as required.

HOW	
Prerequisites	-
Procedures	A Stock Control Agreement will define the levels and types of IT equipment that Bluecube will hold on behalf of a client and the conditions and rules of distribution of that equipment. Bluecube will ensure that the stock levels will be maintained and that hardware is distributed as agreed. When any of the minimum stock levels are met, Bluecube will order the necessary quantity of laptops to replenish the stock to the maximum levels. Typically (but not always) the Stock Control Agreement provides Bluecube with the authority to order the required stock items to maintain stock levels. It is accepted that the maximum stock levels may be exceeded from time to time when hardware is returned to Bluecube when staff members leave. Any purchase requests for items not detailed within the Stock Control Agreement will need to be approved on a case-by-case basis. Bluecube may also provide additional storage for miscellaneous items. The provision of this facility will be detailed within the Stock Control Agreement.
Knowledge base	Bluecube Compass

WHEN	
Service hours	This is a manual procurement service that is based on daily reporting. It is operated within normal UK working hours.

TERMS & SLA	
Service Levels	As defined within the Stock Control Agreement.
Exclusions	-
Billing	Bluecube will issue an invoice for all stock purchases as and when the purchases are made. All courier / distribution charges will be passed onto the client at cost. Invoices in relation to any additional miscellaneous storage charges will be issued monthly.
Client Responsibilities	To inform Bluecube of any desired changes to the Stock Control Agreement.

21. Device Builds

WHAT	
Name	Device Builds
Overview	The build of devices for clients when they procure new end user devices (laptops, PCs, iPads, phones, etc).

HOW	
Prerequisites	-
Procedures	Bluecube will create a defined process for the build of devices. Where possible, Bluecube will use automation (imaging, scripting or Intune) to streamline this process (not all PC Builds processes will be able to be fully automated). Any change to the agreed Build processes are subject to formal Change Control and testing. Typically a device build will be triggered through a UAM (creation) process or Stock Control Agreement.
Knowledge base	Bluecube Compass

WHEN	
Service hours	This is a manual procurement service that is based on daily reporting. It is operated within normal UK working hours.

TERMS & SLA	
Service Levels	As defined within the Stock Control Agreement.
Exclusions	-
Billing	When devices are purchased through Bluecube, the build charge will typically be incorporated into the purchase price. When devices are not purchased through Bluecube a cost per device will be charged.
Client Responsibilities	To inform Bluecube of any desired changes to the build processes.

22. Asset Management (Basic)

WHAT	
Name	Asset Management (Basic)
Overview	The addition of hardware into the Bluecube Asset Management system in order to track the lifetime of hardware, when it was built and who it was distributed to.

HOW	
Prerequisites	-
Procedures	Each client device that is handled by Bluecube (such as procurement, or the return of a device to us for repair or to be placed into stock) will have an Asset Tag applied to it. A corresponding record will be created within our Asset Management system, using the Asset Tag as the unique identifier. Against this record we will record the following information; • Asset type (e.g. laptop) • Make • Model • Serial Number • Condition (New, used) • Location • Warranty dates (where available/appropriate) • WEEE disposal records (where appropriate) The location will be tracked through Bluecube (Goods In, Secure Storage, PC Build Area, Quality Control, Goods Out) and when it is issued to a client ('Issued to Client'). Bluecube can issue a report based on the above information at anytime.
Knowledge base	Bluecube Compass

WHEN	
Service hours	This is a manual service that is operated within normal UK working hours.

TERMS & SLA	
Service Levels	All client hardware that Bluecube handle will be subject to this process.
Exclusions	Any hardware that has not been to Bluecube.
Billing	Integrated as a per user charge.
Client Responsibilities	-

23. Asset Management (Enhanced)

WHAT	
Name	Asset Management (Enhanced)
Overview	The addition of hardware (including existing equipment) into the Bluecube Asset Management system in order to track the lifetime of hardware, when it was built and who is the current owner (user) of the equipment.

HOW	
Prerequisites	-
Procedures	Typically an initial audit of all hardware allocated to each person is conducted. This is a manual activity that is supported by automated tasks and discovery software. Allocated devices are then matched to individuals and are audited and tracked. Asset tags will be applied to equipment to provide a unique identifier (often there is a gap between asset identification and the application of an Asset tag; during this time the Serial Number will be used as the unique identifier). Typically the Asset Register will then be audited every 6 months to ensure compliance. This will be a combination of manual activities alongside the information provided from our monitoring platforms.
Knowledge base	Bluecube Compass

WHEN	
Service hours	This is a manual service that is operated within normal UK working hours.

TERMS & SLA	
Service Levels	All client hardware that Bluecube handle will be subject to this process.
Exclusions	-
Billing	The set-up of the service is subject to a one-off project charge. Following this, there will be a monthly per device or per user charge as specified within the contract.
Client Responsibilities	-