



core services

Included in
core service fees

core cloud	core cloud server hosted in approved data centre	✓
	Private server (4CPU/4Gb/160Gb)	✓
	Cloud firewall security	✓
	Distributed file sharing for 2 mobile users + core cloud server, 1Tb online storage, secure sharing and iPhone/iPad apps.	✓
	Disaster recovery/Continuous backups	✓
core helpdesk service management Ensuring quality and continuity of support services, Support Service Partner relationship, and 3rd party vendors.	Customer-branded web portal for service requests	✓
	Customer tech support phone number	✓
	Customer tech support email	✓
	Proactive oversight of service requests	✓
	Monitoring & Alerting oversight	✓
	Implementation auditing & documentation	✓
	Vendor management for included services	✓
	Apple relationship oversight	✓
Service continuity	Non-disruptive IT service adaptation: add/remove Support Service Providers without changing helpdesk	✓
	Holiday switching to standby Support Service Provider	✓
Internet service management	Web security & encryption (SSL certificate per server)	✓
	Domain (DNS) management	✓
Technician support tools	Remote control tools for Mac and PC	✓
	Service desk task & ticket management	✓
	Time tracking for technicians	✓
	Phone call management ("follow me" roaming, voicemail, call recording, fax & audio conferencing, mobile apps)	✓
Service Level Guarantees	99.9% uptime & response SLAs	✓

Support Service Provider Customer must select a Support Service Provider who will provide front line technical support.	<ul style="list-style-type: none"> • Apple Consultant • Internal IT
Technical support & service	Setup, migration, customisation, day-to-day technical support services, technical assistance, training, problem remediation, and user management not specifically included in the core services listed above. Customer purchase from Support Service Provider
Office Equipment	<ul style="list-style-type: none"> Office Server hardware Server software Office Firewall with Unified Threat Protection Office Backup disk Customer Purchase (~£3,000 per office)