

## CONCENTRA CLIENT SUPPORT

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### Flexible and dependable

#### Flexible

Concentra's support packages are carefully designed to give a choice of cost-effective and flexible options to support critical systems, applications and infrastructure with fast response times. We guarantee access to resources with the knowledge and skills to provide a resolution to any problem in the shortest possible timeframe.

#### Inclusive hours and guaranteed response

A competitively priced package provides the foundation for support, where the number of hours included per month is agreed based on system complexity and the number and type of supported users. This retainer basis provides a guarantee of cover and initial response SLA.

#### Deep knowledge at Tier 3

The Concentra Pod system ensures that the team that built the original solution is always available at Tier 3 for in depth technical enquiries, solution maintenance and to develop enhancements.

#### Cost effective enhancements

Additional hours can be added to package which provide a simple and cost effective way to undertake enhancements and small developments to the supported solution. These hours are priced as a discounted blended rate which is applicable for all development team (Pod) resources including project management, solution design, development, architecture and QA. To add further flexibility to this option any unused hours will rollover and accumulate up to 3 months.

#### ITIL compliant

Concentra support processes are fully ITIL compliant utilising ICCM Service Desk – an enterprise-level system built on Metastorm BPM® business process technology. This provides the bedrock for ITIL processes and workflow for incident, problem, change, configuration, enquiry, release and knowledge management, plus allowing Concentra to manage a comprehensive and accurate service catalogue for each client.

## Support package comparison

	Essential	Silver	Gold	Platinum
<b>Monthly inclusive hours</b> Tier 1 and 2 support: queries, incidents, change, service requests and defect handling and fixes (Tier 3).	<b>4 - 14</b>	<b>15 - 49</b>	<b>50 - 99</b>	<b>100+</b>
<b>Format</b> - UK working hours and days per week.	8 x 5	10 x 5	12 x 6	24 x 7 (365)
<b>Fixed monthly fee rate</b>	£90/hr	£80/hr	£75/hr	£75/hr
<b>Fixed monthly fee example</b>	<b>10 hrs</b> <b>£900/month</b>	<b>25 hrs</b> <b>£2,000/month</b>	<b>50 hrs</b> <b>£3,750/month</b>	<b>100 hrs</b> <b>£7,500/month</b>
<b>Additional hours</b> - support will contact you when you are approaching, or if you raise a case that is likely to take you over, the monthly inclusive hours.	£100/hr	£90/hr	£85/hr	£85/hr
<b>Contracted development hours</b> A cost effective way to undertake enhancements and small developments without the need for a separate contract or work order. A discounted blended rate for dev team resources including project management, solution design, development and QA. Unused hours rollover and accumulate up to 3 months.	Development hours can be contracted to a maximum of 40 hours per month			
Custom	£100/hr	£97/hr	£94/hr	£91/hr
Sharepoint	£103/hr	£101/hr	£98/hr	£95/hr
BI	£112/hr	£109/hr	£106/hr	£103/hr
<b>Changes to additional contracted development hours</b>	Twice in year	Twice in year	Once in year	Once in year
<b>Setup cost</b> - Waived for clients with Concentra solution or products.	£500	£500	£2000	£2000
<b>Minimum contract (notice period)</b>	12 (3) months	12 (3) months	36 (12) months	36 (12) months
<b>Support hours</b> - Hours in which support is provided (UK time).	9am – 5pm	8am – 6pm	8am – 8pm	24hrs
<b>Support days</b> - Essential and silver excludes UK public holidays.	Mon-Fri		Mon-Sat	Mon-Sun

		Essential	Silver	Gold	Platinum
<b>Initial Response SLA</b> An Initial Response in an acknowledgment of a new case and confirmation of the categorisation by type and priority. The time to provide an Initial Response is measured as hours within the Support Hours.	<b>Critical</b> (Priority 1 & 2)	< 4 hours	< 2 hours	< 1 hours	< 1 hour
	<b>Low</b> (Priority 3 & 4)	< 8 hours	< 6 hours	< 4 hours	< 2 hours
<b>Time To Resolve</b> This is the elapsed time in support hours from receiving to closing a case .		Target only – varies by case type		Contracted SLA for agreed service catalogue items and by case type	
<b>Email and phone contact</b>		Concentra Servicedesk	Dedicated email and phone number		
<b>Electronic case logging</b>		Email	Email + client service desk portal / extranet		
<b>Dedicated Support Extranet and ICCM Client Portal</b>		n/a	Yes - with case management	Yes - with case management and maintained FAQs	
<b>Dedicated Support Contact - Dedicated and named individual(s) at Tier 1.</b>		n/a	n/a	Yes - within core support hours (8x5)	
<b>Service Level Management function</b>		n/a	Monthly case summary reporting	Active SLA monitoring and reporting, service breach follow ups, Service level improvements, review Meetings	
<b>Service Catalogue</b>		Standard + Concentra Solution specific		Any / bespoke	
<b>Monthly Reporting</b>		Yes			
<b>Logging and management of enhancement requests – logging, management and release of enhancements through the support function inclusive hours.</b>		Yes			

*Basis for billing: Fixed monthly fee is billed monthly in advance. Additional hours used are billed monthly in arrears. Additional contracted or uncontracted hours are accrued at 15 minutes or part thereof.*

## Case categorisation

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**Change Request;** an addition or modification to, or removal of, software, services and/or associated documentation, for example creation of a new database instance, changing DNS entries, upgrading a server, or modifying a backup schedule.

**Defect;** a failure of the supported software to perform in accordance with its specification (commonly known as a 'bug')

**Fault;** a cessation, interruption or degradation of the usual functionality of the software.

**Incident;** an unplanned interruption to, or reduction in quality of, infrastructure (applicable to hosting services).

**Request For Service;** a request for information to be provided or work to be performed on the supported software or infrastructure services and/or associated documentation, for example running reports, administering users or responding to queries.

**Enhancement;** small changes or additions to the software. Enhancements may be batched together and included in a single release. Enhancements are logged and managed through to release as part of inclusive hours, but design, development and test work is performed under additional contracted development hours.

## Case priority

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**Priority 1;** an incident, fault or defect that has a catastrophic effect on the business, in which a system is inaccessible and all users are unable to perform normal functions on all parts of the System;

**Priority 2;** an incident, fault or defect in which has a serious effect on the business, in which functionality of a system is seriously affected and a significant element of the system is unavailable to users;

**Priority 3;** an incident, fault or defect that may have an impact on the business if not addressed, where there is moderate loss or degradation of the functionality of the System but use of it or part of it can reasonably continue in an impaired manner and only small number of users is affected;

**Priority 4;** an incident, fault or defect which has a minimal business impact which means the system substantially functions with minor or no impediment of the functionality, or general query regarding system functionality including apparent inconsistencies in data, and/or where only a single user is affected;

**Priority 5;** means any non-urgent system queries, a request for service, change request, or enhancement.