



Service Level Agreement IT Support

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Introduction

Welcome to Concerto! Whether you're a new customer, or an existing one who is extending your services with us, thanks for taking the time to read this document. We recommend you read this from start to finish, keep it safe, and ask your Customer Success Manager if you have any questions on the content.

What is this document?

This document is a Service Level Agreement, commonly called an SLA. It covers all the aspects of your support service:

- What we cover
- How to get in touch with questions or problems
- How fast we will respond
- Our responsibilities, and yours.

We offer five levels of service, so what you get varies depending on the level of service you've purchased.

What Service do I get?

We offer five types of support to suit what you need. In summary, these are:

- **Scheduled + On-Demand Support:** If you need remote support, regular attendance by our engineers, and ad-hoc attendance to deal with issues, setup, or configuration – this is your support package. Also includes SIMS Support.
- **Cloud Support:** Ideal if you don't need an onsite technician, but just need someone to manage your Microsoft 365 installation.
- **Scheduled Support:** If you just need someone onsite once every couple of weeks, this is perfect for your school.
- **Full Managed Service:** The full service for your school – includes dedicated full time onsite support staff, essential maintenance, Classroom AV support, SIMS support, and Project Management for additional projects that occur.
- **On-Demand Support:** A combination of telephone and remote support combined with ad-hoc engineer visits to suit your IT needs.

Please see the sections that follow for detail on each service package.

Scheduled + On-Demand

Scheduled and On-Demand Onsite visits provided by our First Line Customer Support Technicians, along with access to our support desk via call, email, phone or online portal (see the [how to request support](#) section for details)

What's covered?

- On Demand and Scheduled visits at any time within a 52-week period (excluding evenings, weekends, public holidays, and our Christmas Shutdown period)
- Scheduled visits consist of appointments in 2-hour Slots (check your sales agreement for the number of visits purchased)
 - AM: 08:30 – 10:30
 - Lunch: 11:00 – 13:00
 - PM: 14:30 – 16:00
- Remote support from our helpdesk – via call, email, phone or online portal
- Any hardware, software, or Classroom AV is covered
- Essential maintenance to onsite servers
 - Confirm that onsite & offsite backups have completed successfully
 - Confirm that Antivirus and Firewall protections are active and effective on Servers
 - Drive Space checks on all servers
 - Windows Update checks and scheduling on all servers
 - Drive Health Check on Servers
 - Audit and Inventory Checks will be carried out Annually
 - Driver and Firmware updates to key hardware will be carried out as needed.
- Classroom AV Support
 - Inspect Classroom AV for damage or issues
 - Check picture / touch alignment
 - Check sound is functioning
 - Check that cables and connections are secure, tidy and functional, and not damaged
 - Produce a condition report for each unit
- Emergency Callout – for example, WiFi or Internet down, a server failure, or substantial system failure
- SIMS Support (Upgrades and Patch Management)

What are the limits?

- Visit requests are delivered in line with the [Response and Resolution Times](#)
- The number of On-Demand visits and Remote Support sessions in any school year is subject to our Fair Use policy
- If we're not able to meet the Scheduled visit appointment, then we will reschedule the visit. We will ensure that all purchased visits are delivered within the 52 week period
- The technician allocated is from a pool of staff including apprentices, so may not be the same person each time
- Our Customer Support Technicians have the skills and ability to resolve common IT problems. If they can't solve the issue, then they will escalate it to 2nd line support (see the [how we escalate issues](#) section for detail)
- If onsite visits cannot be carried out due to factors outside of our control, an equivalent amount of remote system support is provided to staff in lieu of face to face visits.
- Hardware support is limited to:
 - Technical Assessment of issues and initial repairs – if possible – on a 'reasonable endeavours' basis
 - Management of warranty claims
 - Ordering of replacement parts and third-party repairs
 - Upgrading of hardware (RAM & HDD expansions only)
- Software support is limited to:
 - Checking that licences are appropriate and up to date
 - Remotely deploying configuration changes and software installation / removal across your IT estate
 - Management and remote update of Wireless Access Point firmware
- Support for items not provided by us may be limited to us escalating the issue to a third party and managing the request through to completion.
- Classroom AV support is limited to wall mounted displays or easily accessible projectors. Easily accessible means those within 2.5 metres of the floor.
- Classroom AV support does not include consumables (replacement filters, cables, bulbs, etc). If these are required, our technician will ask your Customer Success Manager to raise a quote for you.

- Support for items not provided by us may be limited to us escalating the issue to a third party and managing the request through to completion.
- Any work outside the on-going maintenance of your IT systems will be considered a project and a quote will be provided by your Customer Success Manager.
- Emergency callouts are limited to the following:
 - Major system failures (Urgent or High Priority level)
 - Response times only commence when our technician is onsite
 - Resolutions are not guaranteed, and may be caused by third party systems out of our control
 - Emergency response times are within normal working hours only.
- If an emergency callout is determined to be caused by a third party system, we will raise the request with them to deal with it at their highest level of urgency, but cannot guarantee their response or resolution times.
- An Emergency callout will consume one of your allocated scheduled visits.
- SIMS Support is limited to “point” upgrade and patch management only, not day to day questions or problems.
- SIMS Support does not include database or data maintenance.

Cloud Support

Remote support from our helpdesk – via call, email, phone or online portal (see the [how to request support](#) section for details)

This is limited to support for your Microsoft 365 or Google G-Suite installation; if you need greater coverage, please see the other support options.

What's covered?

- Platform Availability - Ensuring your Microsoft or Google Tenant is accessible and operating to DFE Digital Education Platform standards
- Maintaining your Security and Privacy configuration – in line with DFE Digital Education Platform standards
- User Account Management – Using Data Sync tools to ensure your MIS and your Microsoft or Google Tenant have the same users in them, and the users are in the correct groups.
- Group maintenance – making sure users remain in the correct groups, and providing guidance if user accounts are missing, in the incorrect groups, or inaccessible (limited to checking against MIS data and advising corrections to MIS data if required)
- Annual Sync with your MIS – your MIS is the source of all user account data, and we'll manage the sync process annually to ensure all changes to users are reflected at the beginning of each new school year.

What are the limits?

- No onsite support is included – visits can be arranged, but these will be chargeable
- The number of Remote Support sessions in any school year is subject to our Fair Use policy
- Software support is limited to ensuring that the software provided with the Microsoft 365 Or Google tenant is accessible.
- Any Hardware, internet access or wifi support is excluded

Any work outside the on-going maintenance of your platform will be considered a project and a quote will be provided by your Customer Success Manager. For example, building a Sharepoint site or Web site is a custom project

Scheduled Support

Scheduled Onsite visits provided by our First Line Customer Support Technicians

What's covered?

- Weekly or fortnightly visits during term time (typically 46 or 23 visits per annum – check your sales agreement for the total sold)
- 3 hour AM or PM Slots
 - AM: 08:30 – 11:30
 - PM: 12:30 – 15:30
- Any hardware, software, or Classroom AV is covered
- Emergency Callout – for example, WiFi or Internet down, a server failure, or substantial system failure

What are the limits?

- If we're not able to meet the scheduled appointment, then we will reschedule the visit. We will ensure that all visits purchased are delivered within a 46 week period.
- Visits cannot be scheduled for evenings, weekends, public holidays, or during our Christmas Shutdown period
- We can't guarantee a regular schedule, but will always try to achieve this
- The technician allocated is from a pool of staff including apprentices, so may not be the same person each time
- Our Customer Support Technicians have the skills and ability to resolve common IT problems. If they can't solve the issue, then they will escalate it (see the [how we escalate issues](#) section for detail)
- All issues should be raised with the technician when they are onsite; direct access to our support service isn't available in this support option
- If onsite visits cannot be carried out due to factors outside of our control, an equivalent amount of remote system support is provided to staff in lieu of face to face visits.
- Hardware support is limited to:
 - Technical Assessment of issues and initial repairs – if possible – on a 'reasonable endeavours' basis
 - Management of warranty claims
 - Ordering of replacement parts and third-party repairs
 - Upgrading of hardware (RAM & HDD expansions only)
- Software support is limited to:
 - Checking that licences are appropriate and up to date
 - Remotely deploying configuration changes and software installation / removal across your IT estate
 - Management and remote update of Wireless Access Point firmware
- Support for items not provided by us may be limited to us escalating the issue to a third party and managing the request through to completion.
- Any work outside the on-going maintenance of your IT systems will be considered a project and a quote will be provided by your Customer Success Manager.
- Emergency callouts are limited to the following:
 - Major system failures (Urgent or High Priority level)
 - Response times only commence when our technician is onsite
 - Resolutions are not guaranteed, and may be caused by third party systems out of our control
 - Emergency response times are within normal working hours only.
- If an emergency callout is determined to be caused by a third party system, we will raise the request with them to deal with it at their highest level of urgency, but cannot guarantee their response or resolution times.
- An Emergency callout will consume one of your allocated scheduled visits.

Full Managed Service

Full time onsite First and Second Line Customer Support Technician(s) to support and maintain your IT systems, with optional holiday / sickness cover to ensure you have an engineer at all times and an optional Managed Apprentice to add extra cover, along with access to our support desk via call, email, phone or online portal (see the [how to request support](#) section for details). Note that optional services will have an extra cost.

What's covered?

- Full time onsite engineer support, with engineers managed by us
- Remote support from our helpdesk – via call, email, phone or online portal
- Any hardware, software, or Classroom AV is covered
- Essential maintenance to onsite servers
 - Confirm that onsite & offsite backups have completed successfully
 - Confirm that Antivirus and Firewall protections are active and effective on Servers
 - Drive Space checks on all servers
 - Windows Update checks and scheduling on all servers
 - Drive Health Check on Servers
 - Audit and Inventory Checks will be carried out Annually
 - Driver and Firmware updates to key hardware will be carried out as needed.
- Classroom AV Support
 - Inspect Classroom AV for damage or issues
 - Check picture / touch alignment
 - Check sound is functioning
 - Check that cables and connections are secure, tidy and functional, and not damaged
 - Produce a condition report for each unit
- Emergency Callout – for example, WiFi or Internet down, a server failure, or substantial system failure
- SIMS Support (Upgrades and Patch Management)

What are the limits?

- Support for items not provided by us may be limited to us escalating the issue to a third party and managing the request through to completion.
- If onsite visits cannot be carried out due to factors outside of our control, an equivalent amount of remote system support is provided to staff in lieu of face to face visits.
- Classroom AV support is limited to wall mounted displays or easily accessible projectors. Easily accessible means those within 2.5 metres of the floor.
- Classroom AV support does not include consumables (replacement filters, cables, bulbs, etc). If these are required, our technician will ask your Customer Success Manager to raise a quote for you.
- Support for items not provided by us may be limited to us escalating the issue to a third party and managing the request through to completion.
- Emergency callouts are limited to the following:
 - Major system failures (Urgent or High Priority level)
 - Response times only commence when our technician is onsite
 - Resolutions are not guaranteed, and may be caused by third party systems out of our control
 - Emergency response times are within normal working hours only.
- If an emergency callout is determined to be caused by a third party system, we will raise the request with them to deal with it at their highest level of urgency, but cannot guarantee their response or resolution times.
- SIMS Support is limited to “point” upgrade and patch management only, not day to day questions or problems.
- SIMS Support does not include database or data maintenance.

On-Demand Support

On-Demand Onsite visits provided by our First Line Customer Support Technicians, along with access to our support desk via call, email, phone or online portal (see the [how to request support](#) section for details)

What's covered?

- Onsite visits at any time within a 52 week period (excluding evenings, weekends, public holidays, and our Christmas Shutdown period)
- Remote support from our helpdesk – via call, email, phone or online portal
- Any hardware, software, or Classroom AV is covered
- Essential maintenance to onsite servers
 - Confirm that onsite & offsite backups have completed successfully
 - Confirm that Antivirus and Firewall protections are active and effective on Servers
 - Drive Space checks on all servers
 - Windows Update checks and scheduling on all servers
 - Drive Health Check on Servers
 - Audit and Inventory Checks will be carried out Annually
 - Driver and Firmware updates to key hardware will be carried out as needed.
- Classroom AV Support
 - Inspect Classroom AV for damage or issues
 - Check picture / touch alignment
 - Check sound is functioning
 - Check that cables and connections are secure, tidy and functional, and not damaged
 - Produce a condition report for each unit
- Emergency Callout – for example, WiFi or Internet down, a server failure, or substantial system failure

What are the limits?

- Visit requests are delivered in line with the [Response and Resolution Times](#)
- The number of visits or Remote Support Sessions in any school year is subject to our Fair Use policy
- If we're not able to attend on the agreed date for any reason, we will reschedule the visit by notifying you
- The technician allocated is from a pool of staff including apprentices, so may not be the same person each time
- Our Customer Support Technicians have the skills and ability to resolve common IT problems. If they can't solve the issue, then they will escalate it (see the [how we escalate issues](#) section for detail)
- If onsite visits cannot be carried out due to factors outside of our control, an equivalent amount of remote system support is provided to staff in lieu of face to face visits.
- Hardware support is limited to:
 - Technical Assessment of issues and initial repairs – if possible – on a 'reasonable endeavours' basis
 - Management of warranty claims
 - Ordering of replacement parts and third-party repairs
 - Upgrading of hardware (RAM & HDD expansions only)
- Software support is limited to:
 - Checking that licences are appropriate and up to date
 - Remotely deploying configuration changes and software installation / removal across your IT estate
 - Management and remote update of Wireless Access Point firmware
- Support for items not provided by us may be limited to us escalating the issue to a third party and managing the request through to completion.
- Classroom AV support is limited to wall mounted displays or easily accessible projectors. Easily accessible means those within 2.5 metres of the floor, that do not require specialist tools or equipment to access
- Classroom AV support does not include consumables (replacement filters, cables, bulbs, etc). If these are required, our technician will ask your Customer Success Manager to raise a quote for you.
- Any work outside the on-going maintenance of your IT systems will be considered a project and a quote will be provided by your Customer Success Manager.
- Emergency callouts are limited to the following:
 - Major system failures (Urgent or High Priority level)
 - Response times only commence when our technician is onsite
 - Resolutions are not guaranteed, and may be caused by third party systems out of our control
 - Emergency response times are within normal working hours only.

- If an emergency callout is determined to be caused by a third party system, we will raise the request with them to deal with it at their highest level of urgency, but cannot guarantee their response or resolution times.
- An emergency callout will be considered an On-Demand visit for the purposes of the number of visits used.

How to request support

When we're open:

Our support desk is open between 8:00am and 4:30pm, Monday to Friday, except for public holidays and our Christmas Shutdown period. Visit <https://www.concerouk.com/contact/> for details of the Christmas Shutdown.

Onsite support is provided between 8:00am and 6:00pm Monday to Friday, excluding public holidays and the Christmas Shutdown period.

How to contact us:

Log a ticket via email at support@concerouk.com

- Send us an email explaining the problem you're experiencing and when you see it.
- Due to data protection laws and in order to keep your school safe, we can only accept emails from your school domain – not a personal email address. We can continue the conversation over email or arrange a time to call you.

Chat online at <https://www.concerouk.com/contact/>

- Great for immediate access to a support person if you can't make a phone call or send an email.
- We'll try to fix your problem right away or open a support ticket on your behalf and arrange a call at a time to suit you.

Telephone 0333 111 0004

- Our support desk will pick up the phone and get to work on the problem straight away.
- If we can't fix the problem in a matter of minutes, then we'll agree the best time to call you back.

Visit the Support Portal at <https://support.concerouk.com>

- If you've emailed us before and have a password, you can log on to the portal and view the progress of your current and previous support tickets and see any updates.
- The portal is accessible 24 hours a day, 7 days a week; incidents logged on the portal outside our working hours will be dealt with on the next working day.

How quickly do we respond?

Service Levels

Your query or problem will be classified as one of four service levels, depending on the impact:

Service Level	Impact
Urgent	All users are affected with all functions unavailable
High	A large number of users or business critical functions affected
Medium	A limited number of users or functions affected, the majority of your operation can continue as usual
Low	Simple requests, no one immediately affected – this level is usually applied to requests for Moves, Adds, or Changes of equipment or users.

Response and Resolution Times

For each of these Service Levels, here’s how fast we’ll respond and aim to fix the problem:

Service Level	First Response Time	Time to fix	Target
Urgent	Up to 1 working hour	Up to 8 working hours	95%
High	Up to 2 working hours	Up to 16 working hours	95%
Medium	Up to 4 working hours	Up to 40 working hours	95%
Low	Up to 8 working hours	Up to 80 working hours	95%

A few explanatory notes on our response and resolution times:

Working hours are the times that the service desk is available. For example, if you log an urgent call at 4:00pm on Friday, we will get back to you by 9:00am on Monday.

The First Response Time is calculated from the time it takes for one of our service desk team to acknowledge the problem to you (via email or phone message) and start working on it, not from an automated response.

The Target is the percentage of requests that we’ll handle within the target times to respond and time to fix. Our performance against this target will be shown in our quarterly service status reports.

Our response time for Scheduled Support Customers is measured against onsite engineer time.

Emergency Callouts are exempt from the First Response Time and Time to fix limits.

Planned and Preventative Maintenance Frequency

We carry out a range of automated and manual checks on your IT systems as part of our service – the table below shows the most typical checks, how we carry them out, and how often we do so.

Service	Fault Communication	Resolution Responsibility	Alert	Frequency
Server Drive Space	Email alert to the service desk	Onsite/Remote support team	Automatic	Hourly
Server / SAN Drive Health	Email alert to the service desk	Escalation Team	Automatic	Daily
Backup Completion	Email alert to the service desk	Escalation Team	Automatic	Daily
Antivirus notifications	Email alert to the service desk	Escalation Team	Automatic	Daily
Remote Desktop Availability	Ticket raised by engineer	Onsite/Remote support team	Manual	Daily
Virtual Servers Operational	Ticket raised by engineer	Onsite/Remote support team	Manual	Daily
Room Checks	Ticket raised by engineer	Onsite support team	Manual	Daily
Windows Updates (servers)	Email report to the service desk or Lansweeper dashboard review	Onsite/Remote support team	Automatic	Weekly
Hardware Warranty Updates	Email report to the service desk or Lansweeper dashboard review	Onsite support team	Automatic	Monthly
Infrastructure Health	Ticket raised by engineer	Escalation Team	Manual	Termly

How we escalate issues and handle complaints

Our Level 1 and 2 Customer Support Technicians respond to your support tickets (via email, the support portal, or phone calls), and use a combination of remote support, onsite visits, and support assistance from third parties where needed. If they can't resolve the issue, then they escalate to your Customer Success Manager and the Technical Leads.

The Customer Success Manager and Technical Leads update you on the progress of their work and discuss potential resolution paths. The Technical Leads are responsible for system design, management of our support desk and technical solutions company wide, and handle senior level escalations including reviews with our support partners. Together, they have the authority and responsibility to continue work on the problem until it is successfully resolved, and report to the Senior Management Team frequently on the status of progress.

If you have a complaint, please discuss your concern with the Support Technician assigned to your ticket and they will do their utmost to resolve the problem to your satisfaction. You can also speak to your Customer Success Manager, who will work with the Support Technician and our Technical Leads to progress your complaint further – they will involve the Senior Management Team if needed, but they are empowered to deal with any complaints received.

Our obligations to you

- We will always apply our experience to attempt to resolve your problem, provided it's within the scope of the support agreement. If we can't resolve your problem for any reason, we'll explain why, and give you guidance on the next steps you can take.
- We will always use reasonable endeavours to meet the targets we've set in the Service Levels section above. If we are in danger of not meeting these targets, we'll explain why and what we're doing to get you working again.
- We'll provide experienced, qualified, professional, and polite support technicians at every level of our support desk to resolve your problems. If at any time you're not happy with the support you're getting, you have the ability to escalate your request to our Senior Management Team.
- If a problem is related to a third party, such as a software package or piece of hardware not covered by us, we're happy to liaise with them to help them resolve the problem.
- If a ticket is open for longer than it would normally take us to resolve it, or we see a larger than normal number of high priority tickets from your organisation, we'll review them as a matter of course and let you know what steps we've taken to deal with the issue – or recommend training or upgrades to avoid issues in future.

What we request from you

- Appoint a member of staff to own the relationship with Concero, and ensure that member of staff has the authority to act on behalf of the School (for purchasing decisions, contract signatures, etc) – this person will interact with your assigned Customer Success Manager
- Identify your Business Manager, IT Lead, and your preferred Finance Contact so we are able to cover every element of your contract with you
- Report any changes made by third parties to systems we support, as quickly as possible
- Record any changes made by you or third parties to systems we support
- Ensure that your staff using systems managed by us have at least a basic level of familiarity with IT (we can recommend or provide training if required)
- Give us reasonable notice if building or staff moves are required
- Maintain and enforce an Acceptable Use Policy for all users of the system (we can provide examples if required)
- Ensure that servers and networking equipment are only accessible by Concero staff, not located in shared access spaces, and ideally locked in an environmentally controlled area
- Maintain third party warranty agreements and operate equipment in accordance with the guidance provided by the manufacturers
- Ensure that any backup media under your control is stored offsite, in a secure location and only accessible by nominated staff. If media is stored onsite, then it must be kept in a fireproof safe
- Maintain software licencing agreements for all software you use, and do not exceed the number of licences purchased (we may be required by law to remove unlicensed software without notice)
- Follow guidance provided by our staff on issue resolution without undue delay; we may reject a support request if previous instructions and / or guidance has not been followed.
- Raise issues with us as soon as they occur; we have a much better chance of fixing them if we can track them from the start.

What's outside our control

As much as we try to handle every incident as part of your support package, there are some problems which are outside of our control:

- **Hardware failures:** If a hardware component fails within a server for example, we're dependent on the availability of spare parts to be able to fix it. The availability of these parts is often out of our control.
- **Software failures:** Software updates can sometimes cause issues and break functionality; this is entirely out of our control. If the issue is severe, we can revert to a backup for an earlier version, if such a backup exists.

- Acts of God: Extreme weather, lightning, flood, pandemic or other major event may impact our ability to provide support or affect your systems beyond our reasonable ability to solve the issue.
- Failure to follow advice: If we provide guidance on how to resolve an issue or avoid one occurring and this is not followed, we can't be held responsible for the issue occurring, however we will deal with it in the normal flow of our support process.

Agreement Variations

Any variations to this agreement – for example altered service hours, response times, or any other changes – should be recorded here for reference.

Variation	Date added	Extent and Notes

Document Control

Document Version	Comments
January 2021	Revised and updated SLA, including Cloud Support
April 2021	Updated to v3: Re-ordering of services, additional content
April 2021	Updated to v3.1: Minor updates and corrections throughout
May 2021	Updated to v3.2: Minor alterations

