



Hardware and Infrastructure Management

Current Offerings

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1 Description

1.1 Pre-requisites

A pre-requisite of providing this service is that you take our remote monitoring, secure network AND business continuity / disaster recovery services.

1.2 Equipment

Under this service we will agree with you your hardware requirement, we will purchase for you appropriate equipment that meets those requirements, and we will maintain that equipment on your behalf.

The purpose in offering this service is not to compete with large infrastructure outsourcing organization to manage complex environments and to deliver a cost reduction by incremental savings to deliver a break and fix service. We believe that this approach of sweating the assets tends to save a dollar today by increasing the future risk adjusted costs by 10 dollars.

Our purpose in offering this service is based on understanding the risks of the business, assessing the probability and impact of those risks and then progressively evolving the underlying infrastructure platforms so that they provide a reliable and secure platform to support the business within a known and acceptable risk envelope underpinned by robust security principles:

- a) All hardware, applications and software must be supportable and supported.
- b) They must be maintained at worst one major release or two minor releases behind the current release.
- c) Any patches to address critical vulnerabilities must be able to be patched within 7 days.

1.3 Cloud migration

We seek to drive down costs by standardizing on common platforms and migrating to cloud computing whenever possible to reduce the risks associated with maintaining on-premises systems and expensive teams of people who may not be fully utilized and may resign or retire taking their expertise with them.

We seek to increase security and reliability by utilizing the facilities of cloud providers who are able to provide HA architectures as a product avoiding the costs of bespoke design and the specialist skills needed to implement and manage such a design.

To provide our serve:

- a) We will provide you a design service as an initial one-off charge to identify your overall requirements:
 - i) Expected resources required.
 - ii) Initial capacity planning and growth requirements.
 - iii) Business continuity / disaster recovery needs.
 - iv) Networking and security needs.
- b) We will purchase equipment that we determine meets the specification to deliver the level of service you require.
- c) We will maintain that equipment under manufacturer's warranty and purchase extended warranty when the initial warranty expires.

- d) We will maintain all software forming the infrastructure paying appropriate support and maintenance charges for you as part of the fee (though you remain bound by the underlying terms and conditions of the vendor).
- e) We will replace the equipment before the end of support date is reached.
- f) The equipment will be purchased by you through a finance agreement so you will own the underlying equipment in the event that the service is terminated.
- g) If capital equipment needs to be replaced, we will provide you with the documentation for the purchase of additional equipment under finance for you to sign, your agreement not to be unreasonably withheld.
- h) When the equipment is due to be end of life'd and we present you the finance documentation, if you do not sign this then we may require the termination of the service if we are unable to maintain the service for you.

1.4 BCDR service

For the avoidance of doubt, this service requires that you take our BCDR service as a prerequisite which means:

- a) We shall include a backup service so that a copy of all data is held externally within an agreed period of any changes having been made.
- b) We shall keep sufficient copies in a store (probably an immutable incremental backup) so that we protect against loss of data, or any data corruption being propagated to other data backups.
- c) We shall ensure that any system can be recovered from its last good backup with an agreed time period.

In addition, we shall:

- a) Maintain sufficient spare parts on site for critical parts that might be prone to failure as laid out in a schedule.
- b) Carry out regular business continuity / disaster recovery exercises to demonstrate:
 - i) The integrity of historic backups.
 - ii) That backups and other records are sufficient to facilitate a full recovery to in the worst case a completely replaced hardware system.
- c) Generally, our preferred deployment platform shall be the cloud and we shall aim to minimize the purchase of replacement physical hardware on premise by migrating systems to the cloud where that is practical.

To deliver these services we shall provide an operational support team providing level 1, level 2 and level 3 support (where we develop and deliver the underlying technology). This means there must be an engineer either permanently based on site or able to attend on site within 2 hrs. We shall design this team, the roles and responsibilities and present this to you for agreement, your agreement not to be unreasonably withheld. That design may include us training one of your members of staff to provide basic level 1 support where physical access to an item of equipment is required. Experience of the pandemic shows that it is practical to provide most functions remotely providing a robust and reliable network is in place.

Where you have applications that depend on the underlying compute platforms, you will also make us responsible for 1st level support to deliver the platform enabling us to ensure that they are upgraded in a consistent and timely manner so that the whole infrastructure.

2 Commercial Terms

2.1 Maintenance costs

We will take responsibility for delivering the computing platforms that you need for your business and maintaining them to an SLA which we shall present to you for agreement, your agreement not to be unreasonably withheld.

Charges for this service shall be based on a back-to-back contract for the required on-prem hardware platforms, software licenses and support and maintenance for both, and back-to-back costs for cloud compute platforms to support your infrastructure, plus a fixed fee for professional services to deliver the service.

Our objective is to drive down like for like costs by 5% annually by limiting the resources purchased to just those that are needed and maintaining the flexibility to migrate to lower cost platforms as the opportunity presents.

You pay for any hardware that we agree is required for the design.

In addition, you pay a single monthly subscription charge for each device you plan to have on the network. In the first year this includes an identified uplift to cover our initial design work, set up and configuration.

We review this charge on the anniversary of the service starting. Typically, the uplift would be removed if the level of support required by us during the year has been within the limits we agreed with you in the service design.

2.2 Commitment

When you take our service there is an initial 12-month commitment. You can terminate use of the service completely giving 30 days' notice on completion of the 12-month commitment.

If you terminate the service, then the equipment is yours and remains in place and we will provide you the appropriate details for you to manage it yourself.

Your charge is monthly in advance for payment within 15 days. We can take check or credit card but request you set up regular ACH payments to minimize administration and costs for both parties.

A small discount is available for increased long-term commitment or annual payments in advance provided payments are via ACH.

3 Service benefits

Our goal is to ensure that an organization benefits from this service by:

- a) Removing all capital spend and replacing it over time by operational spend.
- b) Exploiting elastic computing so that costs are reduced by only consuming what you need – you don't have expensive computers that must be written off and replaced every 4-5 years spending most of their operational life grossly underutilized.
- c) Utilizing software and infrastructure as a service which implement complex BCDR designs as a pattern, reducing the cost and time of expensive design and implementation projects.
- d) Transferring operational risk to cloud providers who manage hundreds of systems and can address issues at scale as they are identified.

This means that our approach should drive down cost, increase quality, security and the ability to change rapidly to respond to market forces, either reducing costs of the market reduces or rapidly to expand resources as market demand increases.

4 Deploying and Operating the Service

4.1 Project initiation phase

Following you contracting this service we shall work with you to carry out a project initiation phase where we shall:

- a) Carry out a site survey of all equipment to be managed and verify that this is consistent with the estimates you gave us and on which pricing is based.
- b) Agree a project plan through which any set up activity including setting up other service which you have taken in conjunction with this service can be commissioned.
- c) Document our operational procedures, terms of reference and responsibilities to each other.
- d) Define the KPIs you require us to achieve and to report to you.
- e) Agree the hardware design of the equipment we are deploying and managing for you.

4.2 Equipment set up

We shall then set up and operate the platform as agreed:

- a) Setup requires equipment to be installed in an appropriate environment.

4.3 Our responsibilities

Once configured, this should be transparent to the people in your organization in most respects.

We will provide you with regular reports and alert you to any activity of interest for which management action might be required.

5 Supporting Documentation

We provide a short operations manual describing:

- a) Our understanding of your environment.
- b) Your responsibilities to inform us in good time of any changes that might impact our management of your network.
- c) Mechanisms for requesting reports and the meaning of the reports we deliver to you.
- d) The operation of our support system, how you can track any issue that has arisen and the SLAs and KPIs by which you can measure our performance.

We also provide an operations manual describing how to carry out critical onsite tasks to replace items of hardware to restart a device to that you can undertake basic functions for us as we work remotely.

6 How Support Works

The following is a brief description of our support mechanism. This is explained fully in our support manual:

- When an issue occurs with any aspect of the platform that we support that is automatically reported to us then we document then triage that problem.
- A new issue is then raised in our service desk environment, on behalf of the nominated user associated with the item of equipment concerned.
- We may merge incidents reported for many devices if they are fundamentally the same problem, and particularly if you take another of our services that would report problems with the network.
- You agree to raise a support issue directly for any item of equipment we are managing that you identify before we do by using the Company's icon on your machine. As soon as this appears on our service desk environment, you can then add further comments or information related to the problem.
- All information related to the issue should be entered via service desk but we will accept calls to escalate urgent/serious issues by email or phone.
- Once an issue is raised, you can then track the issue through to resolution.

Support is provided during the working day between 0800 and 1800. Optionally you can purchase extended support for out of hours or 24 x 7.

Onsite support is only included as part of this service if we explicitly state this to be the case in the service design. Our preferred approach is to you to provide an onsite representative who can carry out basic installation and configuration as defined in our operational procedures sufficient to give us access to the equipment remotely.

At the end of each month, we provide you a report describing our performance against agreed KPIs.

Our service desk is available at the following URL
<https://cysure.atlassian.net/servicedesk/customer/portal/2>

7 What is not included

While our Hardware and Infrastructure Management service aims to provide comprehensive support and management of your IT infrastructure, certain elements are not included in this service. These exclusions are outlined below:

a) Hardware Costs Outside Initial Agreement: Any hardware that was not part of the initial agreement and any upgrades or additional hardware requested after the service commencement will incur additional charges. These costs are not included in the standard service fee and will be billed separately.

b) Third-Party Software and Applications: Support for third-party software and applications that are not part of the infrastructure management agreement is excluded. Issues arising from third-party software compatibility or performance are not covered under this service.

- c) Custom Development and Integration: Custom development, integration of non-standard software, and bespoke configurations are not included. These services can be provided at an additional cost based on a separate agreement.
- d) Onsite Support for Non-Critical Issues: Routine onsite support is not included unless explicitly stated in the service design. Onsite visits for non-critical issues will be billed separately unless you have opted for an extended support package.
- e) End-User Training and Support: Training for end-users and general support for their day-to-day use of the IT infrastructure are not included. We can provide training services separately if required.
- f) Unapproved Hardware and Software: Any hardware or software that has not been approved or supplied by us as a part of the managed service will not be supported. Problems arising from the use of such hardware or software will not be addressed under this service.
- g) Data Recovery Beyond Standard BCDR: While our BDDR services includes standard backup and disaster recovery processes, any specialized data recovery tasks that go beyond the agreed scope will incur additional charges.
- h) Extended Warranty Beyond Manufacturer's Terms: Maintenance of hardware beyond the terms of the manufacturer's warranty or extended warranty we purchase on your behalf if excluded. Any additional maintenance required beyond these terms will be billed separately.
- i) Non-Standard Equipment Replacement: Replacement of non-standard equipment or equipment not included in the initial design and specification is not included. Costs for such replacements will be the responsibility of the client.
- j) Security Breaches Due to Client Actions: We do not cover security breaches or data loss resulting from actions taken by the client that are outside the agreed operational procedures or contrary to our advice and recommendations.

By clearly defining these exclusions, we ensure transparency in the scope of our services and help you understand any additional costs or service that may be required beyond our standard offering.

8 How we may change the service from time to time

Our service is based on pricing of the underlying hardware and software vendors which we use to deliver the service. From time to time the technology vendors of these products increase their prices and we need to similarly increase our prices.

We will publish any revised prices on our website and will notify you of any price rises giving you 3 months' notice of such price rises. By taking this service you agree to accept any such price rises. You may terminate the service if you wish.

We may change certain of the products we use to provide this service at any time (for example monitoring products). It is then our responsibility to ensure that the change of product has minimal impact for you. Note:

- a) the most likely reason for a change would be that an alternative product either provides significantly more functionality at a comparable price, or is more cost effective for the capability delivered.
- b) As we would bear to cost of any transition, this is not something we would do lightly!

9 Terminating our service

If you decide to terminate our hardware management service, then for this service you must provide us 3 calendar months' notice of termination.

Terminating this service does not oblige you to terminate any of our other services that are not dependent on providing this service, though we are entitled to review the pricing of those other services if they were discounted because of the scope of services you took before termination of this service.

You will remain responsible for all outstanding finance payments or other invoices relating to equipment purchased on your behalf under this service.

On termination and provided we have received payment in full on all outstanding invoices, we will provide to you details of all passwords and other confidential information related to your hardware deployment so that you can continue to manage the equipment yourself.

After one month following termination, or sooner if you request, we will remove details of the devices from our management platform and then remove all details of your organization from the platform.

If you require any assistance from us when terminating, for example to transfer to an in-house support team or to an alternative vendor, then as a responsible supplier we will assist you in this process if requested and charge you at our standard professional services rates on a time and materials basis.

If you request to purchase our hardware management training package, we can deliver this training and show you how to manage your equipment. We encourage you to during this period to prove that you have full access based on the passwords or other details we have provided.