DigitalWell

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Managed IT

Services Schedule

1. Service Description

The Managed IT service consists of a bundle of support and maintenance services for the IT resources identified on the order form, and/or in the Bill of Materials (BoM) and/or in the Statement of Works (SoW) accompanying or associated with the service. The IT resources listed therein may be (but are not limited to) hardware, software licences, cloud-based (SaaS/IaaS) services or any combination thereof. Support as described here will only be provided by DigitalWell where explicitly listed as an additional service on the order form, Bill of Materials (BoM) and/or the Statement of Works (SoW).

Provision and Maintenance of IT hardware (such as servers and/or virtual machines) required for the implementation of any software licences therein is the customer's responsibility unless provision and maintenance of this hardware is explicitly included in the order form, and/or in the Bill of Materials (BoM) and/or in the Statement of Works (SoW).

2. Support

Definitions of Support services including incident management, Service Requests, Change Requests and Service Delivery Management are detailed in appendix 7.

The support for Managed IT services is outlined below – refer to the order form and/or statement of Works (SoW) to confirm which applies to any given service.

Support	Managed IT				
	Support (Gold)	Support (Standard/ Remote)	IaaS, BUaaS and DRaaS Support	SaaS Support	Licence Subscription
Incident - OnSite	Y	X	Y	X	X
Incident - Remote	Y	Y	Y	Y	X
Hardware Replacement	X	X	X	X	X
Service Request	Y	Y	X	X	X
Change Request	X	X	X	X	X
Monitoring/Alerts	Y	Y	Y	Y	X
Back Office (Billing queries, Licence Admin & Renewals)	Y	Y	Y	Y	Y

The only SaaS applications supported by the company are Microsoft 365 and Google Workspace. Any additional third-party applications are not supported.

For Microsoft SharePoint, only basic support is included – DigitalWell can help ensure that the software is running and that all users are able to access it and post/retrieve files. Any additional bespoke configuration of the SharePoint system for the organisation is NOT included and will be subject to additional charges where provided.

For the avoidance of doubt such excluded additional services include, but are not limited to: amending layout and/or presentation of SharePoint sites; managing file structure; and management of SharePoint access rights for users and groups.

Optional Additional Services

The following services are optional and should not be considered to be included unless explicitly listed on the order form or SoW.

Unified Endpoint Management (UEM)

This service consists of the following additional tasks to be conducted by DigitalWell for the users and devices covered by the managed IT service.

- Patch Management - maintain current software levels, maintain patches for OS, and both MS and some third-party apps where feasible.

- Software deployment - automatically roll out new software images to the customer's IT estate as needed.

- Posture Management - define endpoint policies and flag non-compliance against policy for endpoint configuration (e.g. no AV, old version of OS etc).

- Ransomware protection (Live outbreak mitigation) - provide a proactive response to live ransomware outbreak to implement policies and contain the outbreak.

- Monthly reporting - provide the customer with a monthly report to review current status of existing estate and previous month's activity.

Identity Management (IDM)

This service consists of the following additional tasks to be conducted by DigitalWell for the users and devices covered by the managed IT service.

- Azure AD user management - add/remove users, apply policy etc.

- Implement 2FA for user authentication.

- Manage user policies based on role, app, location, device type etc.

- Set up SSO for apps – up to 10/year FoC.

Advanced Threat Management (ATM)

This service consists of the following additional tasks to be conducted by DigitalWell for the users and devices covered by the Managed IT service.

- Security Score management – rate current endpoint setup vs MS industry benchmark across the entire estate.

- Regular review (every three months) – assess trajectory from last meeting, identify & agree key policy changes.

3. DigitalWell Responsibilities

- DigitalWell undertakes to have available engineers who are trained in the products listed.

- DigitalWell undertakes to respond to a Helpdesk support call within the stated SLA of the call being logged by our support desk.

- DigitalWell undertakes to advise the Customer of any significant configuration settings we may observe, which in our opinion are likely to cause problems with the operation of the products listed.

- DigitalWell undertakes to offer advice to the Customer on an implementation of an upgrade or configuration change or setting of any of the products listed.

- DigitalWell undertakes to keep itself current on known bugs in any of the products listed and to inform the Customer where appropriate.

Where physical hardware maintenance is included, the service comprises:

- Unscheduled on-call remedial maintenance.

- All maintenance works required to operate the system properly.

- Reviewing and updating of software and hardware infiltration particularly regarding prevention and maintenance to include all necessary labour and engineering services.

- Reasonable endeavours to provide uninterrupted operation of the equipment to the extent of the maintenance service and scope set out herein.

- Equipment located at the location(s) specified in this Agreement. Equipment listed in the order form and/or BoM and/or in the Statement of Works (SoW) cannot be moved to a different location without the explicit written consent of DigitalWell.

Emergency Maintenance Service may be available to the Customer at other times where possible, but is not guaranteed or included herein and will attract additional charges.

4. Customer Responsibilities

- Customer will provide level 1 triage and log calls as defined in appendix 7 (support Agreement).

- Customer will log all calls through the DigitalWell helpdesk via phone or email.

- Customer will adhere to a regular change control procedure to ensure that both parties are up to date on major changes made to the OS and the system configuration.

- Customer will initiate the internal procedures to ensure that nominated personnel will comply with the change control process.

Where any physical equipment is provided on the customer premises the following shall apply:

- The Customer shall ensure that DigitalWell shall have necessary access to the equipment at all reasonable times necessary for the carrying out of maintenance.

- All equipment is supplied subject to the terms, conditions and limitations of the manufacturer's warranties and guarantees without prejudice to the other provisions of the agreement.

- DigitalWell is not responsible for the repair of or replacement of equipment or parts outside of the manufacturers guarantee period.