



## Support, Management & Hardware Maintenance

### Rely on us to deliver, expect innovation as standard

We specialise in two key areas: systems support and network & security solutions. Each team member is equipped to lend their assistance in a huge variety of situations, but chiefly concern themselves with software and hardware platforms, firewalls, network hardware and connectivity solutions. You can count on us to support you at any desired level, from simple ad-hoc programmes which allow for effective and efficient budgeting, to infrastructure management for the ultimate assurance that your critical services are in hand.

# UKSolutions

UKS Limited, Birmingham Road, Studley, Warwickshire B80 7BG  
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### We offer complete peace of mind.

We have found seamlessly combining the skills of our support teams has been the best means to successfully get the job done for our customers and we're confident you will find us hard to beat.

## Introduction

Our technical teams boast wide ranging skill sets, specialising in two important areas: systems support and network & security solutions. Each team member is equipped to lend their assistance in a variety of situations, but chiefly concern themselves with software and hardware platforms, firewalls, network hardware and connectivity solutions. You can count on us to support you at any desired level, from simple ad-hoc programmes which allow for effective and efficient budgeting, to infrastructure management for the ultimate assurance that your critical services are in hand.

UKS Support Packages enable customers to better manage the costs of supporting an Internet infrastructure by significantly reducing the cost for support time from the ad-hoc charges. Each level of support gives you a number of service points, which are then used to obtain services at the published rate. Our support team can fulfil requests on behalf of your company to enable effective operation of equipment hosted with UKS.

## Standard Support Package

All support packages can use the service points for "Remote Hands" or "Smart Hands" support as described in this document, or to cover out of hours access charges when needed.

Customers are provided with an assured response time matrix for engaging queries; although due to the nature of some faults no guaranteed time-to-fix can be offered on customer equipment.

## Infrastructure Support & Management

This extended service to our standard support packages offers a pre-agreed amount of time dedicated to customers' infrastructure and provides for a routine set of management tasks to be carried out on customer equipment.

The agreed period will ensure a suitable engineer is available to perform the work on your behalf, and an agreed level of reporting will be returned to you. The routine task will be carried out via a recurring support ticket, which will also include all correspondence from the engineers.

## Support Capabilities

Our support teams are experienced in a wide range of equipment and vendors. At a minimum you can rely on us to act as your hands and eyes on Cisco Systems, most variants of Linux along with Microsoft Windows Server 2000/2003/2008.

### Remote Hands

Standard datacentre hands and eyes support.  
1 service point provides 30 minutes of time.

- ▶ Power Cycling (turning equipment on / off)
- ▶ Toggling a switch, pushing buttons
- ▶ Securing cabling to connections
- ▶ Observing, describing or reporting on indicators or display information on equipment consoles
- ▶ Entering provided commands in equipment consoles, e.g. password for an "fsck"
- ▶ Basic observation and reporting on the environment in the rack
- ▶ Provide access for third party maintenance engineers

Remote Hands does not cover

- ▶ Any service requiring diagnostic equipment
- ▶ Opening equipment
- ▶ Movement of connected equipment

### Smart Hands

Extended support by expert engineers.  
1 service point provides 15 minutes of time.

- ▶ Consultancy and design
- ▶ Patching for servers & equipment firmware
- ▶ Provisioning, replacing or removing equipment components
- ▶ Configuration of existing & new equipment
- ▶ Troubleshooting & incident management
- ▶ Media Management (eg backup tapes)
- ▶ Complex cable configurations and testing
- ▶ RMA management
- ▶ Liaising with telco for circuit testing
- ▶ Network management including BGP

Subject to the availability of an experienced or certified technician at UKS, guaranteed through "Infrastructure Management" programmes. For details of specific capabilities please contact your account manager.

### Infrastructure Support & Management

In addition to the features of all Support packages, the service adds a layer of pro-active management to the infrastructure. A recurring block of Smart Hands time based on a pre-agreed programme at a frequency defined in the Service Matrix is used to:

- ▶ Review system logs
- ▶ Perform health checks
- ▶ Review network hardware logs, IDS and security logs
- ▶ Utilise customer's hardware support for software/firmware updates as required
- ▶ Perform a visual external inspection of equipment for error lights or beeps

## Support & Management Comparison Matrix

	Infrastructure Support & Management			Ad-hoc Support Package				
<b>Support Features</b>								
Support Level Ad-hoc Service Points	240	120	60	600	300	120	60	30
Email & Telephone fault logging	✓	✓	✓	✓				
SNMP integration with NOC/NMS	✓	✓	✓	✗				
Access to remote hands	24 x 7							
Support coverage hours	Working hours via telephone & email, out of hours via published procedure							
<b>Assured Response Times After Initial Call</b>								
Engineer return call – 24 x 7	30 Minutes			1 Hour				
Engineer on-site – out of hours	Target time 1 hour							
Escalation	Via published process in Client Portal inclusive of named escalation contacts after 4 hours							
<b>Routine Review and Management Process</b>								
Network hardware event logs	Weekly Smart Hands (3 hour slot)	Fortnightly Smart Hands (2 hour slot)	Monthly Smart Hands (3 hour slot)	As required using ad-hoc service points				
Intrusion Detection/Security reports								
Network hardware firmware version and upgrade planning								
Physical rack inspection								
Infrastructure review, at UKSolutions	Monthly	Quarterly	Six-Monthly	✗				
Monthly written management report by Service Delivery team covering all activity and recommendations	✓			✗				
<b>Skills Matrix</b>								
Systems Team	Linux: Debian, CentOS, RedHat, Apache, MySQL, Squid, PHP, DRDB, Xen Source Microsoft: Windows Server 2000, 2003, 2008; Exchange 2000, 2003, 2007; SQL Server 2000, 2005, 2008; IIS; AD Virtualisation: VMWare – Design, Install, Support & Manage, Citrix Xen, Xen Source Hardware: HP Hardware to advanced level, Dell hardware to advanced level							
Networks & Security Team	Cisco ASA, Cisco routers, Cisco switches, Linux firewalls/routers, MPLS, HSRP, OSPF, BGP, Vlans							

Example Support Costs	Service Points	(Normal Price)
Email or telephone support, per ticket or issue	1 point minimum	(=>£37.50)
Remote hands service, ½ hour block, or tape change per change (working hours)	1 point	(£37.50)
Remote hands service, ½ hour block (out of working hours)	2 points	(£75.00)
Smart hands service, ½ hour block (working hours)	2 points	(£75.00)
Emergency out-of-hours access call-out with 1 hour on-site	10 points	(£250.00)

### Supporting Servers & Network Equipment

UKSolutions has partnership agreements with leading hardware vendors and software & security suppliers to deliver, combined with and maintenance providers to offer hardware maintenance services. The service is administered but not provided by UKSolutions.

Our continued success allows us to extend competitive rates to all of our customers for the purchase and lease of equipment and hardware, taking advantage of our reduced vendor costs and enhanced service relationships to complete the UKSolutions managed service experience.

Vendor support can be provided for all mainstream equipment including Cisco, RSA, Checkpoint, Dell and HP.



#### Hardware Maintenance

Access to software updates, asset protection in the event of failure and vendor support – all features of our inclusive hardware support.

- ▶ Advanced replacement of hardware, after fault diagnosis
- ▶ Software updates
- ▶ Access to technical support

Please note that

- ▶ Customers should use hardware maintenance in combination with a support or infrastructure support & management package.
- ▶ Additional UKS remote/smart hands work is often required as a part of opening a technical assistance case (TAC) with the maintenance vendor
- ▶ “24x7x4” cover will require a UKS support programme to cover any access to the facility or work out of hours
- ▶ Equipment not hosted at UKS requires relevant vendor capable support at the remote location

### Hardware Maintenance Service Matrix

Maintenance Features	8x5xNBD	8x5x8	8x5x4	24x7x4
Vendor	Available various platforms, including on Cisco, Checkpoint, RSA, HP, Dell			
Advanced hardware replacement	Next business day	8 working hours	4 working hours	4 hours
Software Upgrades (1 major, unlimited minor per year)	✓	✓	✓	✓
Limited to equipment at UKS Sites	✗	✗	✗	✓
Access to Technical Support	UKSolutions engineers can place technical support calls on your behalf utilising Smart Hands time from a support programme.			

## SERVICE NOTICES

It is important that the terms of our support services are clear, therefore please note the following special terms, conditions and observations.

- ▶ All requests must be raised in adherence to the published “24x7 Contact Procedure” in the Client Portal (<http://portal.ukolutions.co.uk>)
- ▶ Work shall be carried out using reasonable skill and care, under the direction and/or supervision of the Customer. The limitation of liability in respect to mistakes, accidents, errors, damages and any other losses shall be limited to the form and value of the fees received from the Customer for that work, unless such liability cannot be limited by law.
- ▶ All packages have a one year term but can be terminated at any time by the Customer (with balance of fees for the remaining period will be due immediately).
- ▶ If all points are used before the Support Programme anniversary, or the agreement is terminated early, any balance of fees for the remaining period will be due immediately.
- ▶ Support/Infrastructure Management charges payable annually or quarterly in advance, usually alongside hosting service.
- ▶ Hardware Maintenance charges payable annually in advance.
- ▶ Contracts will automatically be renewed on their anniversary unless notice to terminate is received 3 months prior to this date.
- ▶ Support services are provided for equipment hosted in the UKS Limited Studley hosting facility.
- ▶ Equipment not located or hosted at the UKS Limited Studley facility may be supported subject to a supplementary agreement, on a reasonable endeavours basis and will require access to on-site engineers to perform intelligent remote hands tasks.
- ▶ Out of hours emergency calls are only applicable for hardware hosted at the UKS Limited Studley hosting facility due to the limitations of support provided outside working hours.
- ▶ Our engineers are available for you to call 24x7x365, however where referred to “working hours” are defined as Monday-Friday 8am-6pm, excludes weekends and public holidays in the UK.
- ▶ The “Skills Matrix” details the skills retained within our support teams, though every engineer may not have all skills. Availability specific skills is not guaranteed within the response times.
- ▶ UKS reserves the right to vary the details and definitions of this service that will be effective on publication.
- ▶ Prices are subject to VAT in all cases and delivered against the Terms & Conditions published on our website.
- ▶ Errors & Omissions Excepted.

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Data Matters