



# MANAGED SERVICES –

## Welcome letter and Safety-Net Support Agreement for BHCU

Welcome to Info Solutions Managed Services. This document was prepared to provide you with easy instructions regarding how to engage with us if you are a managed services contract holder. To initiate a service request via EMAIL please direct emails to [supportdesk@infosolutionsllc.com](mailto:supportdesk@infosolutionsllc.com)

Email is the preferred method of opening a ticket during normal business hours. In the event that you are having trouble with email or need immediate attention, you can call our 24 x 7 emergency call service at [302.777.0569](tel:302.777.0569) OR [866.244.6537](tel:866.244.6537). After hours and emergency support should be initiated with a phone call and an email to ensure prompt attention. \*

*\*Your agreement effective date 2-1-19 provides remote support Monday through Friday 9AM – 5PM. This agreement is effective for three years and will automatically renew on a month to month basis starting 2-1-22. If you need support outside of these hours or if you need on-site support, additional charges will be applied at a rate of \$150/hr. for on-site work needed to support the equipment covered under this agreement. Emergency after hours work is \$500/hr. for the first hour and \$250/hr. for each additional hour.*

Typically, when a ticket is opened, the customer can expect a return email to acknowledge that we have received the ticket and that we will begin working on resolution within the service level parameters. Please refer to the service level section of this document for details.

Hours of support;

8 x 5 (9AM to 5PM Eastern Time) Standard administrative remote technical support

## **Service Start Date - February 18, 2019**

**Please use the contact information below to contact your primary account representative:**

STANDARD OR EMERGENCY SUPPORT *		<a href="mailto:supportdesk@infosolutionsllc.com">supportdesk@infosolutionsllc.com</a>	302-777-0569
Technical Representative	Justin Bolivar	<a href="mailto:jbolivar@infosolutionsllc.com">jbolivar@infosolutionsllc.com</a>	302-750-3354
Account Manager	Tom Graham	<a href="mailto:tgraham@infosolutionsllc.com">tgraham@infosolutionsllc.com</a>	610-585-7585

\* After hours emergency support is on a best effort basis and is subject to a charge of \$500 for the first hour and \$250 for each additional hour. Emergency support should be initiated with a phone call and an email to ensure prompt attention.

# Managed Network – Safety Net Coverage

Info Solutions’ Safety Net Coverage offers our clients access to outstanding technical resources from an experienced and certified team of professionals. Below are the options that are included in this proposal:

- ✓ 8 x 5 M-F Standard Remote Support
- ✓ 24 x 7 Ticketing system
- ✓ System Monitoring of the environment
- ✓ Web portal based moves, adds, and changes
- ✓ Software updates
- ✓ 3<sup>rd</sup> Party Carrier support to assist in resolving problems with service provider circuits
- ✓ Coordinate replacement and configuration of covered devices

## Devices Covered

The following is a summary of equipment to be deployed and managed:

Location	Qty	Systems and Elements Provided
Ridley Park, PA	1	Meraki MX68 CW Security/WAN Appliance
Ridley Park, PA	1	Meraki MS225 48 port POE Data switch
Ridley Park, PA	25	Cisco phones
Glenn Mills, PA	1	Meraki MX68 CW Security/WAN Appliance
Glenn Mills, PA	1	Meraki MS120 8 port POE Data switch
Glenn Mills, PA	5	Cisco phones
<ul style="list-style-type: none"> <li>• Other equipment BEST EFFORT</li> </ul>		Info Solutions will support BHCU on a best effort basis as a back up to the current IT provider to provide IT support on equipment not covered by this support agreement. To facilitate this support, BHCU will provide documentation and credentials as needed for access. Should BHCU need support on non-covered equipment, Info Solutions will charge \$200/hr.

## Hours of Coverage

HOURS CODE	Hours of Coverage	Comments
A – 8 x 5	Weekdays 9:00am-5:00pm EST – except holidays	
B – 24 x 7 x 365	Monitoring and Ticketing available 24 x 7 x 365	

## Coverage Type

COVERAGE TYPE	COVERAGE DESCRIPTION	HOURS CODE	COVERED YES or NO
Standard Remote Support	Standard Remote support service utilizes remote access, phone support, and systems tools to remotely diagnose and administer client systems. Typical remote support covers routine system administration and Moves, Adds, and Changes. Large or multi staged tasks identified as a “Project” such as office moves, infrastructure upgrades, etc. are outside the scope of routine system administration are NOT covered in this agreement. Standard support typically occurs 48-72 hours from the time of request.	A	YES
Emergency Remote Support	Emergency Remote Support applies when an existing network and/or application is down, severely degraded, or significant aspects of business operation are negatively impacted by inadequate performance of covered products. Client and Info Solutions will commit resources within contracted coverage hours to help resolve the situation. Emergency support clients receive call receipt within 30 minutes and initial response within 2 hours. Support available weekdays 9AM – 5PM.	A	YES
On Site Support	If support for the devices under this agreement requires onsite support, customer will be billed an hourly rate of \$150/hr.	A	YES

COVERAGE TYPE	COVERAGE DESCRIPTION	HOURS CODE	COVERED YES or NO
Carrier/ISP Support	Carrier services from service providers to deliver voice, data, and video transport solutions can affect the ability of Info Solutions to service your systems. With written client permission we can serve as an authorized 3 <sup>rd</sup> party to help troubleshoot problems with your carriers. Our technical team is often very helpful in understanding the true root of the problem. Remediation of issues caused by Carrier infrastructure problems such as hardware firmware, Carrier transport issues, etc. will be provided on a best effort basis with up to 2 hours of support per carrier incident.	A	YES
System Monitoring	System monitoring performed 24 hours per day, 7 days per week, 365 days per year. Alarms and notifications sent by the monitoring software are distributed to the email distribution list established by the client and Info Solutions. Remediation to occur during business hours.	B	YES
Ticketing System	Clients have access to Info Solutions ticketing system  24 hours per day, 7 days per week, 365 days per year. Attachments can be added to tickets when submitted and reporting is available.	B	YES
AFTER HOURS SUPPORT	This agreement covers support during regular business hours 9AM – 5PM Monday – Friday. If available, emergency after hours support is billable at a rate of \$500 for the first hour and \$250 for each additional hour	A	NO

By virtue of the type of services comprising this contract, there are significant interdependencies that affect the ability of any service provider to guarantee attainment of specific Service Level Agreements. The primary components of these dependencies are broken down into three performance areas:

- Internet Service Provider (ISP)
- Hardware Manufacturer (warranty and extended warranty)
- WAN Carrier (if applicable)

Attainment of SLAs on the ISP, manufacturer, and WAN carrier cannot be guaranteed. Furthermore, it should be noted that in some instances their performance can adversely affect Info Solutions' attainment of the overall SLA commitments desired by Client under this agreement.

## **Interruption of Service**

Service and associated Service Levels shall not be deemed interrupted and not available should there be a loss of Internet connectivity, hardware device failure, or other similar technology facilities that are beyond the control of Info Solutions.

Any time needed to apply modifications to the Manage IT system causing an interruption of Service shall not be deemed a Service interruption if Info Solutions has provided at least one (1) day notice of such a planned interruption to Client.

Should any Client employee, subcontractor or other party contracted by Client create an interruption in Service, then that interruption shall not be deemed an interruption to Service under this Agreement. Any efforts by Info Solutions to recover from such an interruption will be billed to Client at a rate of \$200 per hour for all associated efforts.

## **Client Responsibilities**

Client is responsible for the supporting Info Solutions' efforts in with the following actions.

- Ensure the authorized personnel are available during the 'Start Up' period to ensure appropriate procedures are developed and approved by Client management.
- Ensure availability of necessary personnel for the duration of the agreement and as requested by Info Solutions.
- Provide security policy documentation and other related information that Info Solutions needs to comply with in the provision of the service identified.
- Provide necessary 24 x 7 x 365 physical and login access to the building and wiring closets where equipment resides as required for Info Solutions to perform services described herein.
- Arrange for all necessary downtime as required for the recovery of devices and systems as recommended by Info Solutions.