



Service Overview

Token Based Support

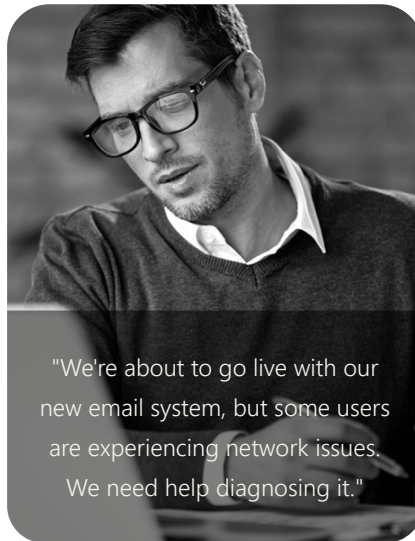
For organisations looking to continue supporting their own environment, but wish to call upon a third-line escalation service in the event of a P1 emergency or when an issue arises which lies outside of their comfort zone, Ultima offer a flexible, unified token-based reactive support service. Designed to provide remote technical investigation, guidance and advisory services, it provides you with confidence to take action.

- Designed to provide a low-cost safety net, this contract is the best introduction to our technical team
- Access to three tiers of support, covering standard and enhanced product sets, from 9-5 to 24x7
- A simple 12 month agreement. Consumption-based pricing, with the ability to top up at any time
- Direct access to our ServiceNow portal to view live updates on your open incidents and queries

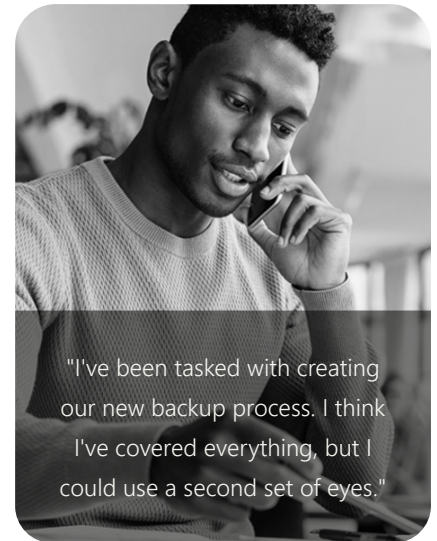
Your IT Safety Net



"We had a power outage and our business continuity plan failed. Everything is down and we need help to get up and running."



"We're about to go live with our new email system, but some users are experiencing network issues. We need help diagnosing it."



"I've been tasked with creating our new backup process. I think I've covered everything, but I could use a second set of eyes."

Should the worst happen, our token-based support puts specialists at your fingertips, helping troubleshoot everything from performance degradation to a site-wide P1 event. Furthermore, we can advise on how to undertake complex system changes, with expert support provided 24x7.

Neil Thompson - Head of Presales Architecture - Ultima

Despite best intentions, IT teams can sometimes find themselves lacking the skills or experience to handle the kind of challenges posed by today's technologies. Whether you have exhausted your in-house knowledge or require assistance with a P1 issue, our specialists can provide help where you need it most.

From advice around best practice and health check results, to the validation of an upcoming change or deployment, we can provide unified, round the clock support for a wide range of solutions from the likes of Microsoft, Cisco, Dell EMC, Check Point, Citrix, HPE, Ivanti and VMware.

Token-based support is perfect for organisations who don't require a full blown managed service, but want the security that comes with knowing that they have access to a team of experts, with certifications in over forty distinct technologies.

Our service is easy to set up. Simply choose the service and number of tokens required, and pay a low-cost per token price. In fact, the more you buy, the cheaper the per token price.

Once you are on our system, feel free to contact our service desk by phone, portal or email, in order to log an incident or support request. Depending on the nature of the call, we may ask you to provide a range of additional information to aid us in our evaluation and diagnosis of the problem. This will typically include aspects such as;

- Detailed description of the issue, including symptoms
- Information e.g. users, sites, network, sessions and usage
- Summary of the hardware, software and its configuration
- A topology diagram or pictorial overview of the platform
- Log files and reports pertaining to the platform or service

How it Works

Provision of Support

Our token-based support is comprised of three tiers: Essentials, Advanced and Ultimate, allowing you to select the appropriate level of support for your skills gaps and service requirements. Each tier contains a set of supported products. Although support is provided over the phone, we will often need to remotely connect to your environment in order to conduct our analysis and make recommendations. Connections will be via a secure RescueAssist session, with our consultant being shadowed by a designated member of your staff.

Vendor Escalation

In the unlikely event that further escalation is required, we will manage this on your behalf with the appropriate vendor, subject to you having a direct support agreement in place. Time spent logging and managing the life-cycle of a ticket with the vendor, will be included in the three-hour allocation per token. For the purposes of this support contract, Ultima have a partnership agreement in place with Microsoft only.

Token Management

Our service provides a low-cost safety net, enabling you to get in touch with our experts night and day. Simply select the support you require and get in touch when you need to.

- Packs are procured up front, with each expiring after a 12 month period or when they are consumed
- In the event tokens are consumed before the agreement expires, additional packs can be purchased
- Tokens are not refundable or transferable, nor can they be carried over to any further agreements or consultancy
- Should you find that an additional level of support is required, packs can be upgraded to the next tier
- Each token entitles you to up to three hours of support. No roll-over of unused time is permitted between tickets.
- Non-invasive support will be provided during the period defined in your plan; limited to the technologies outlined in our supported products list
- Ultima will provide an automated monthly report via email, detailing tickets logged, the reason and the requester

Response SLA

Once logged, we will provide you with a unique reference number and assign an appropriate priority, which will determine our response time to you. Priority is determined as follows;

- P1 - Core business systems / sites are down or severely affected. Security may be compromised
- P2 - Multiple users affected with moderate impact across sites and systems. Issue may be intermittent
- P3 - Degraded performance, resulting in minimal impact to a small number of users
- P4 - Non-urgent or non service affecting, as well as re-quests for information, advice or guidance

Priority	Standard	Enhanced
P1	2 Hours	1 Hour
P2	4 Hours	2 Hours
P3	8 Hours	4 Hours
P4	12 Hours	8 Hours

Limitations and Exclusions

The following exclusions apply, which are detailed within our token-based support agreement;

- Implementation, configuration and product exploitation
- Application updates, patches and version upgrades
- Products no longer covered by vendor support
- Altered, damaged or modified products
- Third party scripts
- Problems caused by negligence or misuse / misapplication
- On site support and consultancy services
- Running health check tools or producing output reports
- Solution design and planning
- Hardware maintenance, break / fix and upgrades
- Project work

Benefits

While systems generally behave themselves, there are times when things go wrong and you need an answer fast. Our token-based support is like an insurance policy. We hope you never need to use it, but it's there in a time of crisis and uncertainty, or where you need a qualified opinion.

Dave Hampton - Service Desk Manager - Ultima



One Number, Simplified Access

Receive direct access to our ServiceNow portal to view live updates on your open incidents and track them to resolution.



Flexible Contracts

Three levels of support, in packs of 5, 10, 20 and 50 units. The more tokens you purchase, the cheaper the per-token price.



Annualised Support

Benefit from a 12 month contract - Essentials, Advanced or Ultimate support - with tokens that can be topped up at any time.



Unified Support

Covers solutions from Microsoft, VMware, Citrix, HPE and Cisco, with escalation direct to the vendor should it be required.



Predictable Service Costs

One token relates to three hours of support. Simply select the type of support you need and use as much as you need to.



Check Point

As a Four Star Elite partner, we provide a separately priced support contract for a wide range of Check Point security products.



Remote Third Line Support

Our specialists help resolve the issue with your team, providing you with confidence to implement the advice we provide.



Accountability

Once in place, you will receive a monthly service update across all supported vendors, alongside a monthly usage report.

Service Plans

Essentials

Advanced

Ultimate

Hours of Support	09:00-17:00, Mon-Fri	07:00-19:00, Mon-Fri	24x7
Supported Products	Standard	Standard	Enhanced
Guaranteed Response SLA	-	Standard	Enhanced
Report - Monthly Ticket Usage	-	✓	✓
Vendor Escalation	-	✓	✓
Advisory Services and Change Support	-	-	✓

Token-based support from Ultima provides access to third line support for the following products. Should you find that an additional level of support is required, contact your account manager to discuss upgrading. Unused tokens will be carried forward to the new agreement and you just pay the difference.

- **AppSense** - DesktopNow
- **Cisco** - Firewalls, FirePOWER, Core Switching, Nexus, VPN
- **Meraki** - Wireless, Firewalls, Switching
- **Citrix** - NetScaler, StoreFront, XA, XD, XM
- **Dell EMC** - Servers
- **HPE** - Core Switching, Servers
- **Microsoft** - AD, ADFS, Azure (SSO, Resource Manager, Cloud Backup, AD, MFA, RemoteApp, SRM, AD Sync, Scale Sets, Express Route, Traffic Manager), InTune, Hyper-V, Exchange, Office 365 (Exchange, Portal, Skype, OneDrive, Teams), RDS, SQL, SCCM, SCEP, Windows Server, WSUS
- **VMware** - ESXi, VCenter and vSphere

How to Buy?

Simply contact your Account Manager or email our team at enquiries@ultima.com and we will be able to advise you on which is the best service for your needs and help get you set up. As part of the registration process, you will be required to sign a contract outlining the tier of service taken, the number

of tokens purchased, alongside the start and renewal dates. In addition, you will need to nominate individuals and their roles, who will be authorised to raise incidents with us.

Frequently Asked Questions

Q. I run a small IT team. How do I keep track of how many tokens they have used and what we have left?

A. Our Advanced and Ultimate tiers provide a monthly report outlining your entitlement, the number of tokens used during that period and the remaining quantity.

Q. What happens if you are unable to resolve our issue within the three hour period?

A. Should this occur, we will notify you accordingly and request confirmation that you wish for Ultima to continue providing support under a new token (unless an alternative approach has been pre-agreed with you, e.g. on P1 issues). We will provide a status update and an estimated fix time, so you can decide if you wish for us to continue.

Q. Why do you not provide a resolution SLA?

A. As we're not responsible for your IT environment, it's not possible to provide guaranteed resolution SLAs. We will of course make every effort to escalate the issue through our internal teams and to the vendor if needed.

Q. Once you have helped to identify the fix, are you able to implement it on our behalf?

A. No. Token based support is a non-intrusive service, which relies on your team to make the recommended resolution actions in line with established guidelines. Given that we are not responsible for managing your infrastructure, we would have no recourse to the required systems should something go wrong as a result of our intervention.

Q. What happens if you can't solve our problem?

A. Due to the complex nature of some software issues and hardware faults, it's not possible to guarantee a fix. Where we determine that an incident cannot be resolved, our conclusions will be documented and the ticket closed.

Q. We have a problem with a technology which is not listed on your service plan. Can you still help us?

A. The list of supported products is reflective of our investment in our consultants, certifications and tools. In this case, we would not provide support for this issue and would notify you of this during registration, so that you can pursue other support avenues, e.g. via the vendor.

Q. We have some pressing issues that you could help with. How quickly can we get set up?

A. As soon as your order is on our system, our Technical Service Centre will begin the on-boarding process, with most agreements being set up within 24 hours.

Q. While our team could benefit from supplemental support during core business hours, can you help us outside this period if we have an emergency?

A. If you need ad hoc support outside the tier to which you are entitled, you can either commit to buy an additional pack at the higher tier (e.g. Ultimate), or we can upgrade your remaining tokens on a pro rata basis.

Q. We reached the end of our 12 month agreement and have tokens remaining. Can we carry them forward?

A. Our token based support service is just like an insurance policy. While we hope that you will never need to use us, we're here in case you do. Tokens are not refundable or transferable, nor can they be carried over to any future agreement or exchanged for consultancy.

Q. Does the clock stop when Ultima are not working on a ticket and waiting for a response?

A. Yes, including periods where we are waiting on you or the vendor to provide a response. Essentially, the clock is active only when we are actively working on the ticket.

Q. How does RescueAssist work?

A. For liability purposes, it is important that someone in your organisation shadow our consultant at all times, while remotely connected to your systems. Not only can they help us access and traverse your environment, answering any questions we may have, but they remain responsible for the activities undertaken during the support session.

Q. What is meant by Advisory Services and Change Support on your Ultimate tier of service?

A. You can use a token to help with everything from double checking an implementation approach to advising on the outcome of a health check. Using our collective knowledge in products from leading IT vendors we can advise you on the most appropriate course of action.

About Ultima

Formed in 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud and automation companies, focused on the provision of tailored IT solutions and services, including the design, delivery and support of industry-leading technologies, backed by the very best in 24x7 support from our purpose-built UK Technical Service Centre.

No matter where you are on your IT journey, we can make technology a positive asset, aligned with the goals of your organisation. Whether that be mitigating the risks associated with changes in regulatory compliance, optimising infrastructure to improve efficiency, modernising legacy systems in order to take advantages of the cloud, or automating complex processes, we can help deliver better business outcomes at a commercial, strategic, operational and technical level.

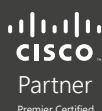
As an end-to-end provider of IT services, we take a holistic approach to delivery, providing multiple entry points to clients who are looking to who are looking to manage their IT more effectively provide more effective technical solutions to their users, customers and partners. Solutions are delivered by Ultima's extensive team of highly skilled technical Solutions Architects, Consultants, Engineers and Project Managers.

We maintain long-standing relationships with a wide range of strategic and disruptive vendors, which alongside our internal pre and post-sales specialists, allow us to provide a wide range of services including;

- Hardware and Software Lifecycle Services
- Technology Steering and Strategic Development
- Business and IT Alignment
- Enterprise Change and Business Risk Management
- Technology Transformation and Automation Services
- IT Integrations - Mergers and Acquisitions
- Optimisation - Standardise, Rationalise and Consolidate
- 24x7 Managed Services

In 2021, Ultima acquired automation and cloud services provider- Just After Midnight, bolstering our skills in Microsoft Azure by adding capabilities around AWS, GCP, Alibaba Cloud and Full Stack, alongside Sitecore, Kentico, Drupal, Umbraco, and AEM. For a full announcement, visit [here](#).

Ultima are proud to have been recognised by industry and channel partners for our expertise in a range of solution and service areas. For more information, visit [here](#).



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