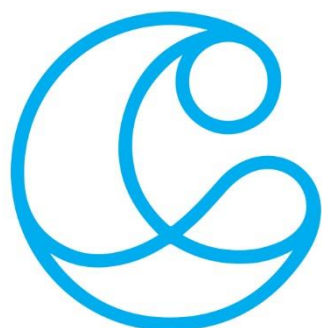


**Service Level Agreement
Education Customers**



conccero

V5.5 (October 2024)

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Introduction

Welcome to Concero! Whether you're a new customer, or an existing one who is extending your services with us, thanks for taking the time to read this document. We recommend you read it from start to finish, keep it safe, and ask your Customer Experience Manager (CXM) if you have any questions on the content.

Introducing your Customer Experience Manager

If you have an IT Support SLA with Concero, you will be assigned a Customer Experience Manager, this colleague is dedicated with working with their customers to ensure that you get the most from your support and services with us. They will have regular meetings with you, and can help where things are not going to plan.

What is this document?

This document is a Service Level Agreement, commonly called an SLA. It covers all the aspects of your support service:

- What we cover
- How to get in touch with questions or problems
- How fast we will respond
- Our responsibilities, and yours.

We offer different levels of support, so what you get varies, depending on the level of service you've purchased.

This document covers our **Services and Products**:

- **Services:** IT Support SLAs, MIS Support SLAs and Strategic Support Options
- **Products:** Concero Backups, Concero User Automate, Concero Broadband, 1:1 Device Scheme.

Key Features

	Help Desk Access	Onsite Support	Escalations Team	Remote Support
IT Support SLA	Helpdesk Support by our remote helpdesk	✓	✗	✓
	Onsite Regular onsite visits	✗	✓	✗
	Fully Managed Complete support & management	✓	✓	✓
	Escalation Support Escalation Support for existing IT teams only	✓	✗	✓

Help Desk

Remote support from our helpdesk for your staff – via online portal, email, or phone (see the [how to request support](#) section for details)

Our Help Desk product is often combined with our Onsite product.

What's covered?

- Q&A from your IT Team to our support engineers – for assistance with any problem or question they may have, and an escalation path to our top-tier engineers
- Remote support from our team to help your team troubleshoot issues or walk-through resolution steps
- Guidance on best practice for system management and maintenance

What are the limits?

- No onsite support is included – visits can be arranged, but these will be chargeable and subject to availability.
- The number of Remote Support sessions in any school year is subject to our Fair Use policy
- We are unable to support broadband connectivity beyond raising tickets to providers.
- We are unable to support systems managed by third parties (IE not managed by Concero or the school/trust directly.)
- We are unable to contact third parties on your behalf

This is a basic support package, providing remote support and advice only. Support or advice is provided in line with our standard SLA response times.

Onsite

Scheduled visits provided by our Customer Support Technicians, along with access to our support desk via online portal, email, or phone (see the [how to request support](#) section for details)

Our Onsite product is often combined with our Help Desk product

What's covered?

- Scheduled visits at any time within the duration of the SLA with Concero (excluding evenings, weekends, public holidays and any company wide training days)
- Scheduled visits consist of half day (3hrs) or full day (6hrs) (check your sales agreement for the number of visits purchased)
- Any hardware, software, or Classroom AV is covered
- SIMS Support (Upgrades and Patch Management)

What are the limits?

- Visit requests are delivered in line with the [Response and Resolution Times](#)
- If we're not able to meet the Scheduled visit appointment, then we will reschedule the visit. We will ensure that all purchased visits are delivered within the 52 week period. Where we are unable to attend due to factors outside of our control, we will provide remote support in lieu of face to face visits.
- The technician allocated is from a pool of staff including apprentices, so may not be the same person each time, or at the same technical level.
- Our Customer Support Technicians have the skills and ability to resolve common IT problems. If they can't solve the issue, then they will have access to our **escalations team** (see the [how we escalate issues](#) section for detail)
- **We do not cover technicians when absent** – where possible requests for leave will be agreed with the customer to minimise impact – however Concero must ensure that our staff have their contracted leave, and so the final decision to grant leave rests with ourselves.
- Please see specific [Onsite Support Limitations](#)

Visit Swapping

- Visits may be swapped with the agreement of your CXM when one of the following occurs:
 - An inspection visit, such as Ofsted, occurs outside of our normal scheduled visit time
 - A Urgent or High priority issue presents itself.
- If a swap is agreed, a technician will be dispatched to attend at an agreed time. The technician will need to travel to the site, and travelling time is included in the session allocation.
- Your CXM will confirm the session that has been swapped, and no technician will attend at this time.

Fully Managed

Full time onsite Customer Support Technician(s) to support and maintain your IT systems, with optional holiday / sickness cover to ensure you have an engineer at all times and an optional Managed Apprentice to add extra cover, along with access to our support desk via online portal, email, or phone (see the [how to request support](#) section for details).

What's covered?

- Full time onsite engineer support, with engineers managed by us
- Remote support from our helpdesk – via call, email, phone or online portal
- Any hardware, software, or Classroom AV is covered
- Essential maintenance to onsite servers
 - Confirm that onsite & offsite backups have completed successfully
 - Confirm that Antivirus and Firewall protections are active and effective on Servers
 - Drive Space checks on all servers
 - Windows Update checks and scheduling on all servers
 - Drive Health Check on Servers
 - Audit and Inventory Checks will be carried out Annually
 - Driver and Firmware updates to key hardware will be carried out as needed.
- Classroom AV Support
 - Inspect Classroom AV for damage or issues
 - Check picture / touch alignment
 - Check sound is functioning
 - Check that cables and connections are secure, tidy and functional, and not damaged
 - Produce a condition report for each unit
- Emergency Callout – for example, WiFi or Internet down, a server failure, or substantial system failure
- SIMS Support (Upgrades and Patch Management)

What are the limits?

- Our Customer Support Technicians have the skills and ability to resolve common IT problems. If they can't solve the issue, then they will have access to our **escalations team** (see the [how we escalate issues](#) section for detail)
- **We do not cover technicians when absent unless this is specifically part of your contract with us (an optional extra on the Fully Managed SLA)** – where possible requests for leave will be agreed with the customer to minimise impact – however Concero must ensure that our staff have their contracted leave, and so the final decision to grant leave rests with ourselves.
- Please see specific [Onsite Support Limitations](#)

Fully Managed, Help Desk & Onsite SLAs Support Limitations:

- Hardware support is limited to:
 - Technical Assessment of issues and initial repairs – if possible – on a ‘reasonable endeavours’ basis
 - Management of warranty claims
 - Ordering of replacement parts and third-party repairs
 - Upgrading of hardware (RAM & HDD expansions only)
- Software support is limited to:
 - Checking that licences are appropriate and up to date
 - Remotely deploying configuration changes and software installation / removal across your IT estate
 - Management and remote update of Wireless Access Point firmware
- Classroom AV support is limited to
 - Wall mounted displays or easily accessible projectors. Easily accessible means those within 2.5 metres of the floor.
 - Classroom AV support does not include consumables (replacement filters, cables, bulbs, etc). If these are required, our technician will ask your Customer Experience Manager to raise a quote for you.
- General Exemptions:
 - Support for items not provided by us may be limited to us escalating the issue to a third party and managing the request through to completion.
 - Any work outside the on-going maintenance of your IT systems will be considered a project and a quote will be provided by your Customer Experience Manager.
 - This includes deployment of new devices, where a single batch exceeds 5 devices – unless agreed in advance with your CXM.
- Emergency callouts are limited to the following:
 - Major system failures (Urgent or High Priority level)
 - Response times only commence when our technician is onsite
 - Resolutions are not guaranteed, and may be caused by third party systems out of our control
 - Emergency response times are within normal working hours only.
 - If an emergency callout is determined to be caused by a third party system, we will raise the request with them to deal with it at their highest level of urgency, but cannot guarantee their response or resolution times.
- SIMS Support is
 - limited to “point” upgrade and patch management only, not day to day questions or problems.
 - SIMS Support does not include database or data maintenance.
- Other MIS Support is
 - Limited to providing access to the internet to access the platform
 - Supporting linking of systems to the MIS via API, following instructions and a formal request from the school to allow access to their data.

Escalation Support

Remote support from our helpdesk for specific named school or trust employed IT Staff – via online portal, email, or phone (see the [how to request support](#) section for details)

This product is designed to act as an escalation point for existing IT teams, and not for routine support.

What's covered?

- Q&A from your IT Team to our support engineers – for assistance with any problem or question they may have, and an escalation path to our top-tier engineers
- Remote support from our team to help your team troubleshoot issues or walk-through resolution steps
- Guidance on best practice for system management and maintenance

What are the limits?

- No onsite support is included – visits can be arranged, but these will be chargeable and subject to availability.
- The number of Remote Support sessions in any school year is subject to our Fair Use policy
- Any issues should be investigated by the local IT team prior to escalating to our team.
- We will only speak to named contacts on the support contract. Only an existing named contact can add additional named contacts from a verified email address.
 - Named contacts are restricted to:
 - Members of your internal IT support team at school or trust level.
 - Members of your SLT/SMT or trust level management team or equivalent senior leaders.
 - A COO/SBM or equivalent
- The support provided by our team does not promise a resolution for any issue.
- We cannot provide support to resolve issues on systems or platforms managed by a third party.

Strategic Support

Strategic Support provides advice and guidance around use of technology to support schools. This product provides a level of access to our team with experience of working at a strategic level within education. This product is available to individual schools and multi-academy trusts.

What's covered?

- An allocation of days support, including attendance at meetings, workshops to support schools or trusts with their IT strategy, including providing examples of best practice, bespoke recommendations, support with questions around your existing IT support team's structure and service delivery.
- If specified, delivery of a Digital Strategy document, following discussions with leaders
- If specified, a report on how to implement solutions to any areas that are not compliant with DfE Standards following a DfE Benchmark.

What are the limits?

- This is not a technical support service.
- The school or MAT must engage with recommendations to move plans forward collaboratively.
- The support provided by our team does not promise a resolution for any issue.
- We cannot provide support to resolve issues on systems or platforms managed by a third party.

Concer User Automate

Product Description

Concero provides Salamander for Partners to our customers, and are **Select Partners** – under the User Automate product name. Salamander for Partners connects a schools MIS system to a integration systems, and allowing for key data to be synced for use in creating, managing and updating users and groups within the platform. Details of new users are emailed to a nominated contact of your choice.

Synced Data Options (subject to availability within your MIS)

- Current Pupils
- Current Staff
- Class Groups
- Future Pupils
- Pupil Leavers
- Staff Leavers
- Staff & Pupil Photos
- Writeback of Staff Emails
- Creation of “Teachers of Pupil Groups”
- Year Groups
- Teams and Google Classroom Sync
- Secondary only – Staff and Student Timetable sync

School MIS Systems

- [Arbor](#)
- [Bromcom](#)
- [ESS SIMS](#)
- [IRIS Ed:Gen](#)
- [iSAMs](#)
- [Integris](#)
- [ScholarPack](#)
- [SchoolPod](#)
- [HubMIS and Pass by WCBS](#)

Integration Systems

- [Apple School Manager](#)
- [Google Workspace for Education](#)
- [Jamf School](#)
- [Microsoft 365](#)

Important to know

Support: Customers can gain support relating to this product via our HelpDesk

Billing: Customers are billed annually for this product.

- Salamandersoft Data Protection Notice: [Data Protection and GDPR - SalamanderSoft Limited](#)
- Salamandersoft Privacy Policy: [Privacy Policy - SalamanderSoft Limited](#)

Concero Backup

Office 365 Backup

Cloud based backup of data within your Microsoft 365 Tenant, including Outlook emails and calendars, Teams content, and SharePoint and OneDrive content.

- Flexible full or granular restore of Teams, Exchange, SharePoint, OneDrive, and OneNote
- Customisable backup selection using Azure AD groups, M365 Groups, or Distribution Lists
- Point-in-time recovery
- Scheduled or on-demand backup
- Multi-factor authentication
- SSAE Type II certified
- Support for files encrypted using Azure Information Protection (AIP)
- Unlimited storage and retention — retain all your data for as long as you need
- Flexible Recovery
 - Restore any data to original location, alternate location, or export as needed
 - Restore email to another user
 - Retain data for inactive users (ex-employees)
 - File-revision recovery
 - 13 regional storage locations available worldwide to meet data storage and residency requirements
 - Independent SOC2 audited and certified annually
 - User data is encrypted in transit (TLS) and at rest using industry standard AES 256* encryption

On-Premise Backup

Backup of your on premise data to a cloud hosted location, and if available, a local storage location of your choosing.

- Bare Metal Restore to like hardware – Recover back to the original system in the event of data corruption or hard drive failure
- Bare Metal Restore to dissimilar hardware – Recover to a replacement machine to resolve a total system failure
- Point-in-Time Restore – Choose to recover to a point in time at the volume level, allowing for broad flexibility when resolving for data corruption or viruses
- Restore physical images as dynamic virtual hard disks (VHDs) to a local or network location
- Restore protected VHD files to virtual machines
- Mount recovered images as a drive to the same or a different machine
- VMware specific solution, with QuickSpin for local data recovery
- Hyper-V specific solution with ability to import VMs and object level restore

Education Customers SLA

Our Office 365 backup and On-Premise backups (Concero Backups) utilise the Barracuda platform to provide the service to our customers. We may need to work with Barracuda to resolve billing and service issues, in which case we are beholden to their response times.

For full details on the product provision, please see their datasheet here:

- 365 Backup [DS_CCB_1-5_US-2_-_posted.pdf \(barracuda.com\)](#)
- On-Premise backup - [DS_IntronisBackup_FINAL.pdf \(barracudamsp.com\)](#)

You should also avail yourself with the Barracuda Privacy Policy which is relevant to this product: [Data Privacy \(barracuda.com\)](#)

Important to know

Support:

We will monitor your backups for any urgent alerts sent via the product, investigate and work with the provider to rectify, keeping you updated via our helpdesk system. We will, on request, restore and export backed up data.

If we provide access to the product portal for members of your IT team or general staff, then they will be responsible for checking error reports, and our support is limited to assisting them use the customer management portal and liaising with Barracuda support on their behalf. We will not monitor alerts for these customers.

Billing:

365 Backup Users will be charged if they have a Faculty Microsoft A1, A3, or A5 licence at £2 per user per month. When you remove a user, they will be charged for up to 3 additional months, to cover the cost of retaining their data within the backup. This charge does not apply when you cancel the service in full with the required 60 days notice. The responsibility for controlling the users that are backed up (and therefore charged for) lies with the customer.

On-Premise Backup customers can subscribe to a package with enough storage for their needs. When customers exceed their data allowance, they will be charged for any additional storage uses, at the rate of 7p per GB of data per month.

MIS Support

Support for Cloud MIS Platforms, direct from our helpdesk to provide a single point of contact for all your school systems.

What's covered?

- Cloud MIS Platform Accredited Support offered via our help desk with remote support, with coverage of any MIS issue, query, or concern via Portal, Email, or Phone
- Access available to any staff member
- Knowledge base articles on our support portal covering common issues and important events, such as census and annual student updates

What are the limits?

- The Cloud MIS providers we are able to offer support for are increasing as we gain accreditation – speak to your Customer Experience Manager for guidance on the supported providers.
- Licences for your MIS platform are paid directly to the provider, Concero will charge your school directly for support.
- While we can support you during the process of an MIS software upgrade as a part of this support service, the cost of licencing or supplementary software will be billed to you by the Cloud MIS provider.
- We will endeavour to support the connection of 3rd party systems (usually via an API), however the support of any integrations is not included.
- Concero are not responsible for the availability of any third party products, including the MIS system itself.
- Concero are not responsible for the availability of internal systems – unless the school is covered by an IT Support SLA that includes this level of coverage.

Concero 1:1 Device Scheme

Where schools have brought into the Concero 1:1 device scheme – students and parents can access our dedicated support portal to ask us questions about their device, and receive technical assistance remotely.

What's covered?

- Access to our dedicated device scheme support portal:
<https://devicescheme.concero.education>
- Technical Support, via ticket replies, pre-arranged calls and remote support for the scheme device.

What are the limits?

- Customers must log their issue via the portal, it is not possible to log issues or gain support via the telephone or email.
- Support is limited to software issues only. Issues with devices hardware are covered by the warranty/insurance provided through the scheme. Advice and guidance will be provided on how to access these.
- Concero cannot install any software that hasn't been pre-approved by the school.
- Concero cannot remove any software that has been pre-installed, or circumnavigate any protective restrictions put into place

Concero Broadband

Concero work with our sister company, **Digital Mesh Ltd** to provide a broadband solution for education. Digital Mesh provide the broadband lines, which Concero resell with a wrap around solution designed exclusively for schools and MATs which includes the Firewall, Filtering and a Router – as well as support.

The SLA times below, relate to Concero’s response times. These may be impacted by:

- The line type, and line providers SLA on the line – this is provided on service sign up, and is dependent on the provider of, and type, of internet connectivity
 - o Issues relating to the line and availability of internet connectivity due to line issues caused by, or related to the connectivity provider is therefore not covered by the below SLA. However, Concero will liaise with the line provider and Digital Mesh on the customers behalf.
- The Filtering/Firewall providers SLA where issues are escalated due to software or warranty hardware issues to manufacturers/suppliers.

Issues relating to filtering, firewall, routers support are all covered by the SLA below. The Concero Broadband SLA is relevant to when a device is shown as connected to the internet, and filtered via a direct connection to our filtering solution. Where issues are identified as being caused by other local infrastructure, such as local switches or Wi-Fi, this is outside the scope of broadband support.

Concero Broadband Support SLA

Your query or problem will be classified as one of four service levels, depending on the impact:

Service Level	Impact
Urgent	Line connectivity, filtering outage
High	Safeguarding Concerns or intermittent speed issues.
Medium	Website unblocking requests
Low	Planned change requests (such as firewall port opening)

Response and Resolution Times

For each of these Service Levels, here’s how fast we’ll respond and aim to fix the problem:

Service Level	First Response Time	Time to fix	Target
Urgent	Up to 45 minutes	Up to 1 working hour	95%
High	Up to 1 working hours	Up to 6 working hours	95%
Medium	Up to 2 working hours	Up to 4 working hours	95%
Low	Up to 8 working hours	Up to 80 working hours	95%

Accessing Support

When we're open:

Our support desk is open between 7:30am and 5pm, Monday to Friday, except for public holidays and three training days a year (held within school holidays with customers informed 2 weeks prior)

Onsite support is provided between 8:00am and 5:00pm Monday to Friday, excluding public holidays. Actual visit times will be confirmed to customers via a schedule by your CXM.

Onsite visits are generally only conducted in term time, unless otherwise agreed or a fully managed school with the full year coverage.

How to contact us:

Visit the Support Portal

- **This is the recommended option, as you get the fastest response, and you also have access to self help articles.**
- If you've emailed us before and have a password, you can log on to the portal and view the progress of your current and previous support tickets and see any updates.
- The portal is accessible 24 hours a day, 7 days a week; incidents logged on the portal outside our working hours will be dealt with on the next working day.

Log a ticket via email

- Send us an email explaining the problem you're experiencing and when you see it.
- Due to data protection laws and in order to keep your school safe, we can only accept emails from your school domain – not a personal email address. We can continue the conversation over email or arrange a time to call you.

Telephone

- Our support desk will pick up the phone and get to work on the problem straight away.
- If we can't fix the problem in a matter of minutes, then we'll agree the best time to call you back.

Contact details for our Education Help Desk

Portal: <https://help.concero.education>

Email: help@concero.education

Telephone : 0330 236 8511

How quickly do we respond?

Service Levels

Your query or problem will be classified as one of four service levels, depending on the impact:

Service Level	Impact
Urgent	All users are affected with all functions unavailable, or a Safeguarding incident has arisen (affecting pupils or staff)
High	A large number of users or business critical functions affected
Medium	A limited number of users or functions affected, the majority of your operation can continue as usual
Low	Simple requests, no one immediately affected – this level is usually applied to requests for Moves, Adds, or Changes of equipment or users.

Response and Resolution Times

For each of these Service Levels, here’s how fast we’ll respond and aim to fix the problem:

Service Level	First Response Time	Time to fix	Target
Urgent	Up to 1 working hour	Up to 8 working hours	95%
High	Up to 2 working hours	Up to 16 working hours	95%
Medium	Up to 4 working hours	Up to 40 working hours	95%
Low	Up to 8 working hours	Up to 80 working hours	95%

A few explanatory notes on our response and resolution times:

- Working hours are the times that the service desk is available. For example, if you log an urgent call at 5:00pm on Friday, we will get back to you by 9:00am on Monday.
- The First Response Time is calculated from the time it takes for one of our service desk team to acknowledge the problem to you (via email or phone message) and start working on it, not from an automated response.
- If we resolve or close a ticket, and you choose to reopen it -our system will log the reopened ticket so we can look into why we didn’t resolve it first time around – and the additional time will be added on to reflect any additional works, and so the ticket may move from compliant with our SLA to non compliance.
- The Target is the percentage of requests that we’ll handle within the target times to respond and time to fix. Our performance against this target will be shown in our quarterly service status reports.
- Our response time for Scheduled Support Customers is measured against onsite engineer time.
- Emergency Callouts are exempt from the First Response Time and Time to fix limits.

How we escalate issues and handle complaints

We all need assistance sometimes, and our technicians have access to an internal support network to provide advice, guidance and help when they are not able to solve an issue from our **escalation team**.

Your technician or CXM will log a ticket internally to our escalation team, who will be able to see all the notes and information in the original ticket.

Wherever possible, and to support our teams development, the escalated issue will be worked on with the original technician, and so they will keep you informed.

If a ticket is outside of the technicians or CXMs scope, then the escalation team member will work directly with you.

Together, they have the authority and responsibility to continue work on the problem until it is successfully resolved, and frequently report to your Customer Experience Manager on the status of progress.

If you have a complaint, please discuss your concern with the Support Technician assigned to your ticket and they will do their utmost to resolve the problem to your satisfaction. You can also speak to your Customer Experience Manager, who will work with the Support Technician and our Technical Leads to progress your complaint further – they will involve the Senior Management Team if needed, but they are empowered to deal with any complaints received.

Providing Feedback to Concero

We welcome feedback from everyone we support. You can provide feedback to us in the following ways:

- Completing the survey after each ticket is resolved provides direct feedback on each interaction you have with us – and allows us to celebrate success and identify performance improvements with colleagues and as a team.
- Customers have an opportunity throughout the year to complete an NPS survey on behalf of their organisation – which directly impacts how we shape the company and services for our customers.
- Regular customer meetings – your Customer Experience Manager (CXM) will regularly meet with your nominated contacts, in person or remotely to get your feedback, discuss concerns or plans and generally be a friendly contact point.

Our obligations to you

- We will always apply our experience to attempt to resolve your problem, provided it's within the scope of the support agreement. If we can't resolve your problem for any reason, we'll explain why, and give you guidance on the next steps you can take.
- We will always use reasonable endeavours to meet the targets we've set in the Service Levels section above. If we are in danger of not meeting these targets, we'll explain why and what we're doing to get you working again.
- We'll provide experienced, qualified, professional, and polite support technicians at every level of our support desk to resolve your problems. If at any time you're not happy with the support you're getting, you have the ability to escalate your request to our Senior Management Team, via your Customer Experience Manager.
- If a problem is related to a third party, such as a software package or piece of hardware not covered by us, we're happy to liaise with them to help them resolve the problem.
- If a ticket is open for longer than it would normally take us to resolve it, or we see a larger than normal number of high priority tickets from your organisation, we'll review them as a matter of course and let you know what steps we've taken to deal with the issue – or recommend training or upgrades to avoid issues in future.

What we request from you

- Appoint a member of staff to own the relationship with Concero, and ensure that member of staff has the authority to act on behalf of the School (for purchasing decisions, contract signatures, etc) – this person will interact with your assigned Customer Experience Manager
- Identify your Business Manager, IT Lead, and your preferred Finance Contact so we are able to cover every element of your contract with you
- Report any changes made by third parties to systems we support, as quickly as possible
- Record any changes made by you or third parties to systems we support
- Ensure that any issue you encounter that requires support is logged with our Helpdesk via a support ticket.
- Ensure that your staff using systems managed by us have at least a basic level of familiarity with IT (we can recommend or provide training if required)
- Give us reasonable notice if building or staff moves are required
- Maintain and enforce an Acceptable Use Policy for all users of the system (we can provide examples if required)
- Ensure that servers and networking equipment are only accessible by Concero staff, not located in shared access spaces, and ideally locked in an environmentally controlled area
- Maintain third party warranty agreements and operate equipment in accordance with the guidance provided by the manufacturers
- Ensure that any backup media under your control is stored offsite, in a secure location and only accessible by nominated staff. If media is stored onsite, then it must be kept in a fireproof safe
- Maintain software licencing agreements for all software you use, and do not exceed the number of licences purchased (we may be required by law to remove unlicensed software without notice)
- Follow guidance provided by our staff on issue resolution without undue delay; we may reject a support request if previous instructions and / or guidance has not been followed.

- Raise issues with us as soon as they occur; we have a much better chance of fixing them if we can track them from the start.

What's outside our control

As much as we try to handle every incident as part of your support package, there are some problems which are outside of our control:

- **Hardware failures:** If a hardware component fails within a server for example, we're dependent on the availability of spare parts to be able to fix it. The availability of these parts is often out of our control.
- **Software failures:** Software updates can sometimes cause issues and break functionality; this is entirely out of our control. If the issue is severe, we can revert to a backup for an earlier version, if such a backup exists.
- **Acts of God:** Extreme weather, lightning, flood, pandemic or other major event may impact our ability to provide support or affect your systems beyond our reasonable ability to solve the issue.
- **Failure to follow advice:** If we provide guidance on how to resolve an issue or avoid one occurring and this is not followed, we can't be held responsible for the issue occurring, however we will deal with it in the normal flow of our support process.
- **Hardware or Software not explicitly covered in this agreement:** seemingly unrelated hardware or software may cause issues on your network that we can't control; if we trace an issue to one of these elements then we'll recommend a plan of action to either isolate the offending item or bring it into the support agreement.

Document Control

Document Version	Comments
January 2021	Revised and updated SLA, including Cloud Support
April 2021	Updated to v3: Re-ordering of services, additional content
April 2021	Updated to v3.1: Minor updates and corrections throughout
May 2021	Updated to v3.2: Minor alterations
January 2023	Updated to v4: Additional products and changes to support types
December 23	Updated to V5 to reflect changes in support packages from April 24
March 24	Updated to V5.1 to reflect further changes in support packages
April 24	Updated to V5.2 to reflect further changes in support packages.
October 24	Updated to V5.5 with addition of new products and services, branding