

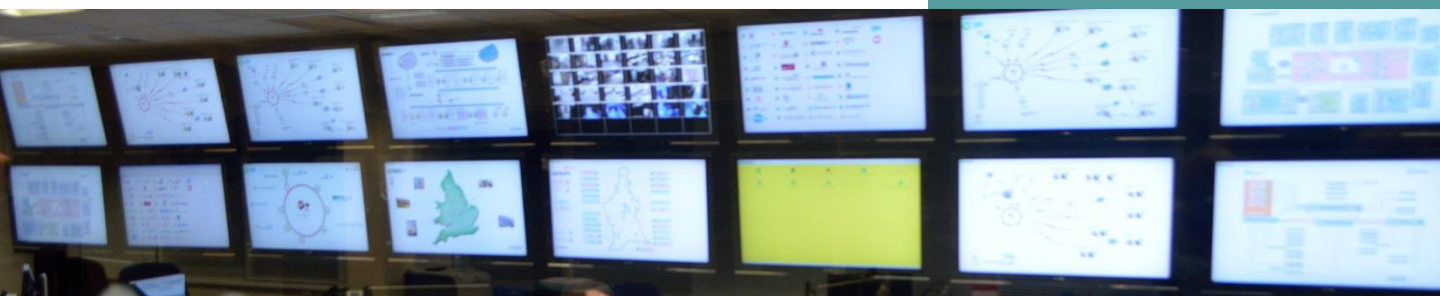
Monitoring Services

Imerja's monitoring services are designed to maximise the availability and performance of IT environments.

The service includes provision of device monitoring and incident management to complement customers that take responsibility for the configuration and management of their IT infrastructure, but require additional support to ensure any downtime due to equipment or configuration failure is kept to a minimum.

Imerja will implement the monitoring service architecture, with appropriate service checks designed to measure the availability and performance of equipment against predetermined thresholds, which will trigger an alert if met or exceeded. Working with the customer Imerja shall set thresholds and tolerances during the monitoring service transition period. Once live, Imerja shall monitor these thresholds for breaches to proactively react to, or warn the customer of, a potential IT outage in advance of any loss of service.

Imerja has ITIL based proactive incident management procedures which are followed in the event of a monitored alert. The service includes alert information capture, first line diagnosis, customer contact and incident allocation, management and escalation to the appropriate Resolver Group (where the Resolver Group is the party responsible for providing support for the monitored environment).



In addition the following optional service may also be included (at additional cost):

- **Configuration Backups** – Imerja will routinely backup the monitored device configurations according to an agreed policy, monitor for any device backup failures and progress resolution through the incident management process. Imerja will agree and implement a configuration retention policy.

Monitoring can be combined with any other Imerja support offerings to provide an end to end managed, maintained and monitored service.

This service can be provided as a direct engagement with the end customer, or as an indirect service via a channel partner or other third party organisation.



The **m|four** service portfolio consists of four components which can be applied to any element of your IT:

- maintenance & support
- monitoring
- management
- managed service desk

“Imerja ISOC Team has worked hard to optimise the service provided and their proactive monitoring has been first class.”

IT Manager, Indespension

Service Level Agreement

All service levels relate to elapsed time and are applicable within the contracted hours of cover, subject to any customer related interruptions or delays to service delivery within these hours.

All times are measured from the time Imerja receives an alert on its systems relating to the customer’s monitored IT estate.

Response time means notification to the appropriate resolver group to progress remote investigation and/or troubleshooting following receipt of an alert on Imerja’s monitoring system.

Response times only applicable within contracted cover hours.

Priority Level	Response Time	Typical Scenario
P1	30 minutes	Critical – business service down Serious impact to all or a significant part of customer’s IT environment (e.g. malfunction causing operational downtime)
P2	1 hour	Major – business service effected Service impacting issue not effecting full IT environment (e.g. serious degradation of performance)
P3	4 hours	Minor – business service not effected Compromised IT environment with no service impact (e.g. loss of resilience in HA environment).
P4	8 hours	Notable – no impact or non-business related Informational request, no business service impact (e.g. enquiry on a particular function or feature)

Engagement

Monitoring is a proactive service, but does not preclude an agreed party contacting the Imerja ISOC to request monitoring status of a particular device or environment. Any engagement will be via the agreed telephone number.

Exclusions

The monitoring service excludes any device which sits beyond the egress point of a device being monitored.

By agreement, the service will include monitoring of active ports on any monitored device.

Imerja Responsibilities

- Availability and performance of the monitoring solution
- Availability of ISOC facilities and staff to provide and deliver the monitoring service
- Availability and performance of key systems required to underpin the monitoring service, including but not limited to ticketing system, telephone and email.
- Adherence to ITIL reactive incident management procedures
- Operating within the agreed service levels
- Delivery of standard or otherwise agreed management reports

Customer Responsibilities

- If Imerja has not implemented and/or audited the supported environment, provide Imerja with acceptable documentation (using Imerja pro forma as requested). [Note: Imerja can provide an audit at additional cost]
- Advising Imerja of any planned outages effecting the environment
- Following agreed change control procedures for variation of monitored infrastructure and/or service
- Ensuring the environment is fit for purpose and maintained in line with manufacturers recommendations
- Provision of contacts and escalation points to support the incident management procedures within the agreed cover hours
- Where customer is resolver group, responsibility for notifying ISOC and providing updates at agreed intervals, and confirming root cause and closure.
- Where a third party is a designated resolver group, unless otherwise agreed, customer has responsibility for securing necessary agreement with third parties for Imerja to engage directly in response to an alert.



Cover Hours & Service Level Agreements

Imerja provides a range of standard cover hours and SLA agreements for each of the service components.

The modular nature of the m|four suite means customers can define the service level they require for each element of their IT infrastructure, and flex the service as necessary on a granular basis as their needs change.

Cover Hours
Extended business hours (08:00 to 19:00 normal business days)
Out of hours (19:00 to 08:00 normal business days)
24x7 (incl. weekends and public holidays)

About Imerja

Imerja is a specialist provider of business IT solutions and managed services. With dedicated 24x7 operations and in house hosting facilities, all of Imerja services are certified to ISO27001, ISO9001 and ISO14001. With Cyber Essentials accreditation and an approved Commercial N3 Aggregator, Imerja provides confidence that your organisation is protected around the clock to the highest standards.

To find out more about how Imerja can work with you to support your business please contact your account manager or call the number above.



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