



NETCENTRIX

# Customer Support Plan (CSP)



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**Document Control**

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## Our priority is you

This document provides an overview of the Customer support structure within Netcentrix, how we operate and includes details regarding operational systems, structures, and procedures. This document captures incident management, escalation, change management, problem management and Continual Service Improvement.

Our customers are our number one priority. They inspire and drive us to look for new ways to keep their business seamlessly connected. This ethos drives our specialists to provide nothing but unrivalled support and expert advice which in turn enables customers to get the most out of their IT solutions.

**Our Vision:**

To be the leading sustainable Managed Services Provider (MSP), delivering world class Customer Experience (CX) and Digital Transformation solutions.

**Our Single Focus:**

The single biggest variable determining the long-term success of our business is our collective commitment to our single focus; ***an unrivalled commitment to helping customers.***

# Customer Support Contact Details

## Standard Service Desk Hours

<b>Monday to Friday</b>	8:00am – 18:15pm
<p>Netcentrix offers an enhanced support service for critical services which require 24-hour support. The Netcentrix enhanced support service can be selected during the contract sign-up process or at any time through the account management channel.</p> <p>You can reach us via the following methods:</p>	
<b>Support Web Portal:</b>	<a href="https://netcentrix.halopsa.com/portal">https://netcentrix.halopsa.com/portal</a>
<b>E-mail:</b>	<a href="mailto:customerservices@netcentrix.com">customerservices@netcentrix.com</a>
<b>Phone Number:</b>	0333 035 4111

## Enhanced Service Desk Hours

<b>Monday to Friday</b>	Outside of standard service desk hours
<b>Saturday to Sunday:</b>	All Day
<p>Please note this is for critical issues and is a <b><i>phone only</i></b> service</p>	
<b>Phone Number:</b>	0333 035 4333

# Service Level Agreements

## Incident Service Levels

Priority Levels are based on the following components:

- **Product Priority** - This can be defined by the solution or the back-to-back contractual agreement with our supplier.
- **Scope of the disruption to service** - Priority can be raised by the customer.
- **Specific customer or site disruption** - Priority can be raised by the customer.
- **Response and update times apply** - Contractual fix times apply where they are backed off to 3<sup>rd</sup> parties.
- Our priority or response times may not be mirrored during extended support hours depending on the solution.

Fault Service Levels	Response and Target Fix Times (Business Hours)
<p><b>Priority 3</b> Incidents that have low impact the operation and/or business but can be worked around until a planned fix is implemented.</p>	<p>30 minutes - Response 40 Hour - Target Fix Time or mutually agreed resolution timeframe</p>
<p><b>Priority 2</b> Incidents that have a serious but non-critical operational and/or business impact.</p>	<p>30 minutes - Response 8 Hour - Target Fix time</p>
<p><b>Priority 1</b> Incidents that have an immediate critical and serious operation and/or business impact.</p>	<p>30 minutes - Response 4 Hour -Target Fix Time</p>

- Engineering hours for hardware replacements are 08:00 - 18:15 where contracted.
- A chargeable same day courier service is available on customer request.
- Vendor SLAs for hardware replacements may differ depending on the level of cover purchased.

## 3rd Party Agreements

Some products and services supplied by Netcentrix have back-to-back SLAs with 3rd Parties. If no product SLA or guaranteed fix time can be enforced, Netcentrix will endeavour to resolve the issue on behalf of the customer within acceptable timescales and we are happy to provide a target fix time to be measured against.

## Maintenance Windows

A key part to keeping your solutions healthy is allowing us to pro-actively maintain the solutions you buy from us.

Netcentrix will provide customer support services for planned maintenance. Emergency and essential maintenance will be carried out when necessary.

- **Planned Maintenance** – Will always be advertised to service impacting customers 10 days in advance.
- **Essential Maintenance** – Will always be advertised to service impacting customers 3 days in advance.
- **Emergency Maintenance** – Is likely to be immediate due to severity and could be same day.

## Escalation Procedure

If you feel that a service request is not being managed effectively by the Netcentrix Service Desk, and within the framework and timescales outlined within this document, the following contacts should be used for additional escalation.

The Netcentrix Service Desk can contact a Senior Analyst for a level one escalation if requested by a customer.

<b>Level 1 Netcentrix Service Desk</b>	Office: 0333 035 4111 Email: <a href="mailto:customerservices@netcentrix.com">customerservices@netcentrix.com</a>
<b>Level 2 Service Manager</b>	Office: 0333 035 4111 Email: <a href="mailto:servicedeskescalations@netcentrix.com">servicedeskescalations@netcentrix.com</a>
<b>Level 3 Nominated Account Manager</b>	Office: 0333 035 4111 Mobile: Direct Email: Your Nominated Account Manager
<b>Level 4 Managed Services Director Greg Voller</b>	Office: 0333 035 4111 Mobile: 07747 636 992 Email: <a href="mailto:greg.voller@netcentrix.com">greg.voller@netcentrix.com</a>

Formal complaints for this area of the business are to be made in writing to your Account Manager including Greg Voller – Managed Services Director at Netcentrix – [greg.voller@netcentrix.com](mailto:greg.voller@netcentrix.com)

A formal complaint will be logged against a unique reference and a dedicated resource will be allocated to investigate the issue and provide a formal response within 5 working days.

## Pro-active Monitoring Systems

Our pro-active management monitors the health of your contracted infrastructure, highlighting performance issues or outright failure within the infrastructure. These alarms and events allow us to inform, investigate and suggest improvements to the infrastructures and services we monitor.

The monitoring of device connections will be one of the core services provided to the customer by the Netcentrix Service Desk component of this service offering.

The agreed devices may have alarm thresholds defined by Netcentrix and customer to ensure proper response.

## Customer Support Information

The Netcentrix Service Desk is the single point of communication for all service requests and exists to maintain service availability and operational stability.

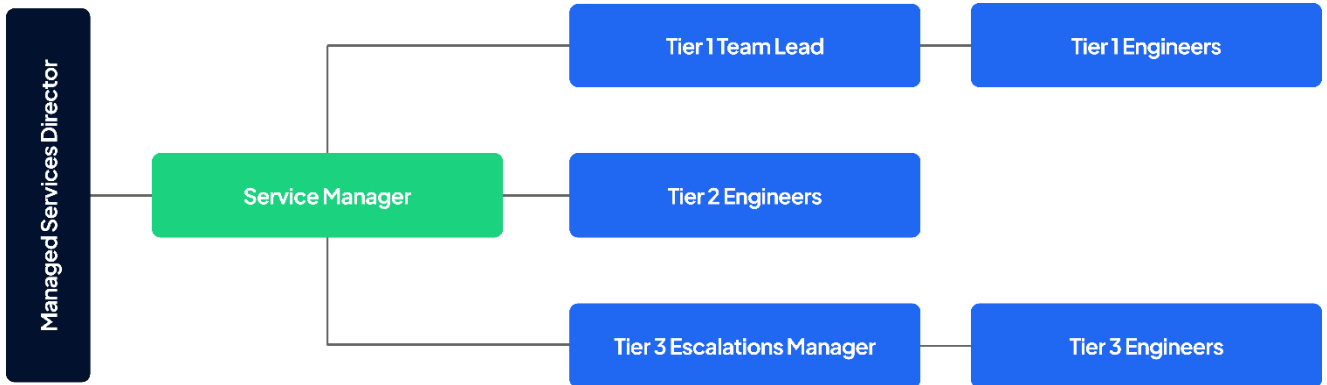
Our service desk is "first fix" meaning the service desk team raising your initial ticket (Pro-active or re-active) will look to immediately resolve your issue. This is a skilled team of IT support analysts and senior IT support analysts.

Your service desk owner is responsible for your updates and the resolution of your ticket.

They are supported by teams of specialists when required to resolve your tickets.

Continual Service Improvement is supported by monitoring and collecting data. The Service Desk is part of the customer services function of Netcentrix Operations Team.

# Netcentrix Operations Team



# Incident & Problem Management

Netcentrix employs the ITIL framework for IT service management incorporating Incident and Problem management models. Incident Management's primary objective is to restore service as quickly as possible and handle all initial support and service requests. All incidents will be logged with the Netcentrix Service Desk which is then responsible for the resolution and closure.

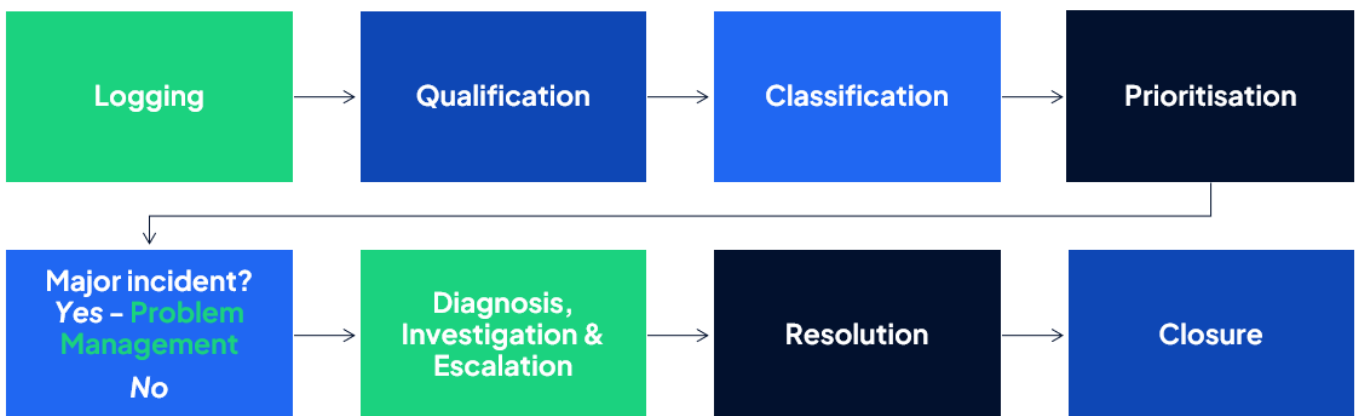
## Incident Escalation

An incident which cannot be resolved in the first service level is escalated through the Netcentrix support teams and if necessary, on to 3rd parties.

Netcentrix employs two types of escalation:

- **Functional escalation** - The support of a higher-level specialist is needed to resolve the problem.
- **Hierarchical escalation** - A manager with more authority needs to be consulted to take decisions that are beyond the competencies assigned to this level, for example, to assign more resources to resolve a specific incident. The Netcentrix Executive Management team will support all levels of a hierarchical escalation.

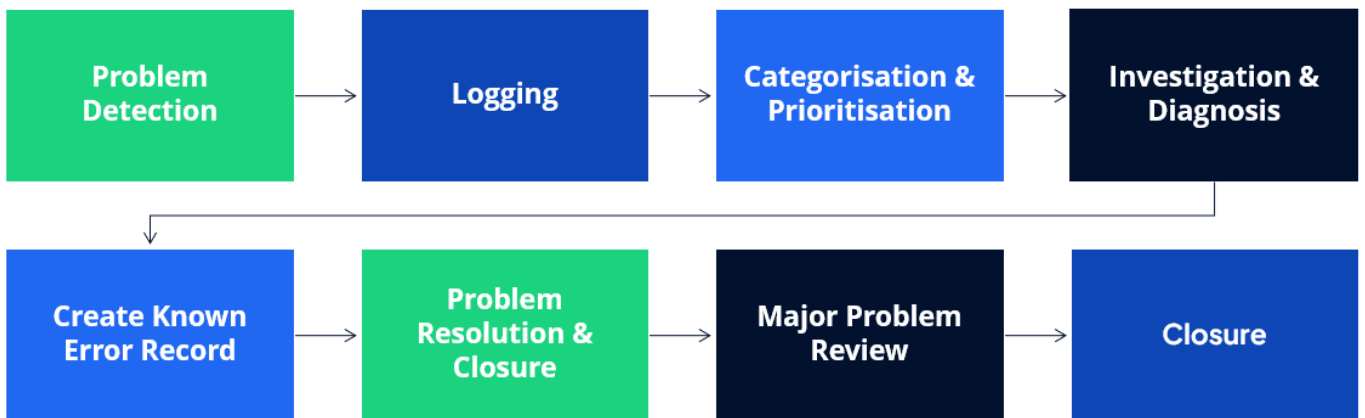
## Incident Management Process



## Problem Management

Senior Analysts and Problem Managers are responsible for the problem management process, investigating the root cause of incidents through service level reporting and daily monitoring. The Netcentrix Knowledge Base is regularly updated with appropriate workarounds and resolutions to problems with the objective of reducing re-occurring incidents.

Problems identified through the service reporting function are managed through the continual service improvement process.



# Technical Business Review Program

Technical Business review meetings can be scheduled with customers to an agreed timescale or as required. Our customers will receive a dedicated Service Delivery Manager if commercially included in the contract.

These are Continual Service Improvement meetings will include:

- Executive summary including report overview, purpose, key KPI performance metrics and audience
  - All service requests including incidents, change & problem records
  - Trend analysis against known problem codes
  - SLA performance against managed services
  - Availability based reporting on 24 x 7 x 365
  - Licence status reviews
- Project Updates
- Compliance Discussions
- Opportunity for Clients to roadmap their future business goals
- Technical Reviews of infrastructure to enable budget planning

Netcentrix Service Delivery Managers will sponsor service improvements and provide supporting documentation for SLAs and departmental performance. The aim is to continually improve the services we provide to you through documented, measurable, and planned actions. This is our commitment to you as a partner.

Netcentrix customers will be provided access to a range of self-service reports designed to provide management level information relating to the performance and availability of services.

A further option is to have a custom report pack provided as part of a regular service and/or account review program.

## Third Party Suppliers

Where 3rd parties are contractually engaged in our delivery of support or services, we will take full ownership of the relationships and performance management, we will share the details of these meetings.

Where the customer is responsible for the management of their own supplier relationships, for other parts of the solution, Netcentrix will work collaboratively with the suppliers and 3rd parties where necessary.

Key supplier management has accountability in our Commercial function. The purpose of this is to contractually and operationally manage our 3rd party supplier performance, ensuring our customers are getting the best possible services.

## Change Enablement

The Service Desk is responsible for the Netcentrix change management process. The objective of change management in this context, is to ensure that standardised methods, and procedures are used for efficient and prompt handling of all changes to control IT infrastructure and to minimize the number and impact of any related incidents upon service.

Planned and emergency maintenance windows are handled via the change management process. This includes customer consultation, notification, and support.

Customer initiated changes must be authorised by an authorised customer representative via a change request form which will be supplied by the Netcentrix Service Desk upon receipt of a change request.

Change requests which create a significant impact on engineering resources or require onsite attendance may result in additional charges.

The Netcentrix change management process is documented within the company ITSMS manual.

## Change Service Levels

### Normal Changes

Pre-approved changes not requiring significant planning or engineering resources will be managed against the Netcentrix priority 2 SLA.

## Standard Changes

Standard changes may vary considerably in their scope and impact. The target SLA for changes of this type is 5 working days.

## Emergency Changes

Emergency changes will be carried out as quickly as possible in accordance with the change management process described in this document.

Customer engagement will be focused on providing information relating to the scope of work and the implementation schedule.

<b>Normal change examples</b>	Equipment replacement using a known configuration Firewall access list modification (single instance) Configuration modification (single instance)
<b>Standard change examples</b>	Network/ System wide configuration changes A new configuration which requires testing before implementation New/ Amend/ Remove User requests Simple / pre-approved changes
<b>Emergency change examples</b>	Network Changes required following a vulnerability or security breach Configuration changes required to resolve a critical service failure

*The examples above are illustrative and not exhaustive.*

## Customer Initiated Emergency Changes

Netcentrix would encourage its customers to keep the number of emergency changes to an absolute minimum. Through experience they are generally more disruptive and prone to failure.

All changes likely to be required should, in general, be foreseen and planned, bearing in mind the availability of resources to build and test the changes.

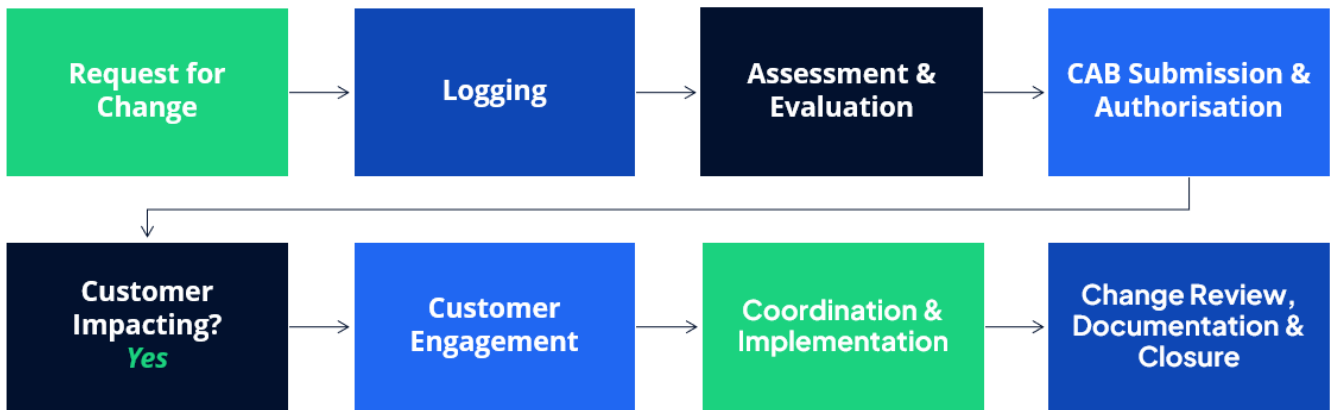
However, there will be occasions when business priorities may drive a customer to request changes that need to be implemented bypassing the standard process and timescales. Netcentrix will seek to co-operate to meet such business priorities.

Customer driven emergency changes are not within the contractual scope of the service and may result in additional charges to the customer.

It is incumbent upon Netcentrix and its customers to respect the key elements of the change process whilst attempting to accelerate the implementation of change. The accelerated process will inevitably involve additional risks, not all of which may be identified. A customer instruction to proceed with a change is also an acknowledgement of these risks and an acceptance of responsibility for any detrimental effects and costs which may occur in any corrective action.

Customer emergency changes should be requested at management level senior to the normal point of contact and must be agreed by the corresponding management level at Netcentrix

### Standard Change Process



# Release Management

## Software Updates, Upgrades and Critical Patching

As upgrades to code are released from the relevant manufacturers, we will propose and recommend upgrades where appropriate to maintain functionality. Emergent new features or the resolution of existing bugs may have a bearing on the upgrade path. With your agreement we will ensure your security devices are at the relevant release levels to optimise the solution.

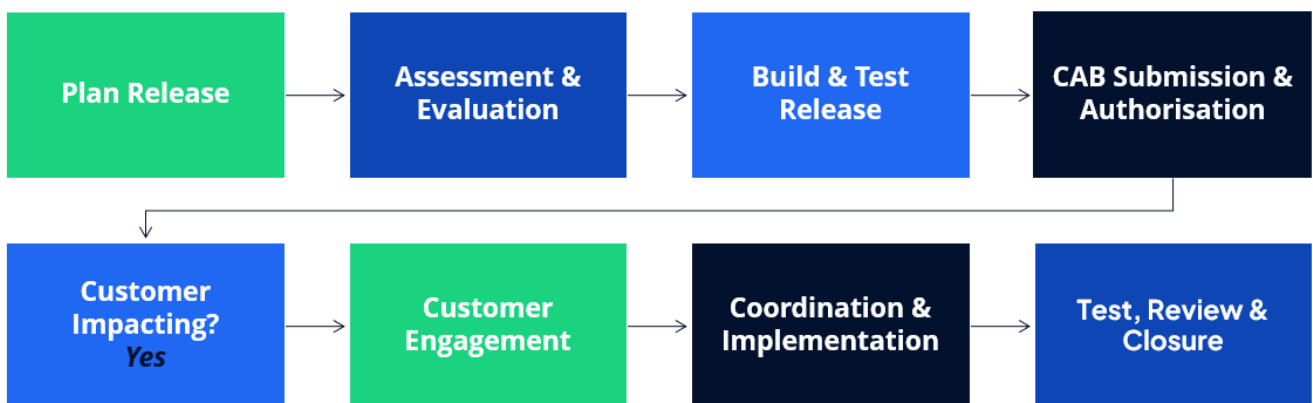
***Netcentrix will manage software we deploy and ensure that systems are only updated where necessary.***

## Risk Management

Organisations face inherent risks, these risks can be internal or external, more often a combination of both. As part of good corporate governance, Organisations are required to manage risks at all levels across their business. Organisations should consider the potential for risks to affect the achievement of its strategic objectives and how risks can influence strategic decision making.

Service reviews can include risk management to ensure that risks are identified, fully understood, mitigated where possible and acknowledged by both parties.

## Standard Release Process





0333 035 4111  
[netcentrix.com /contact](https://netcentrix.com/contact)

Matrix Industrial Park,  
Eaton Ave Buckshaw  
Village, Chorley, PR7 7NA