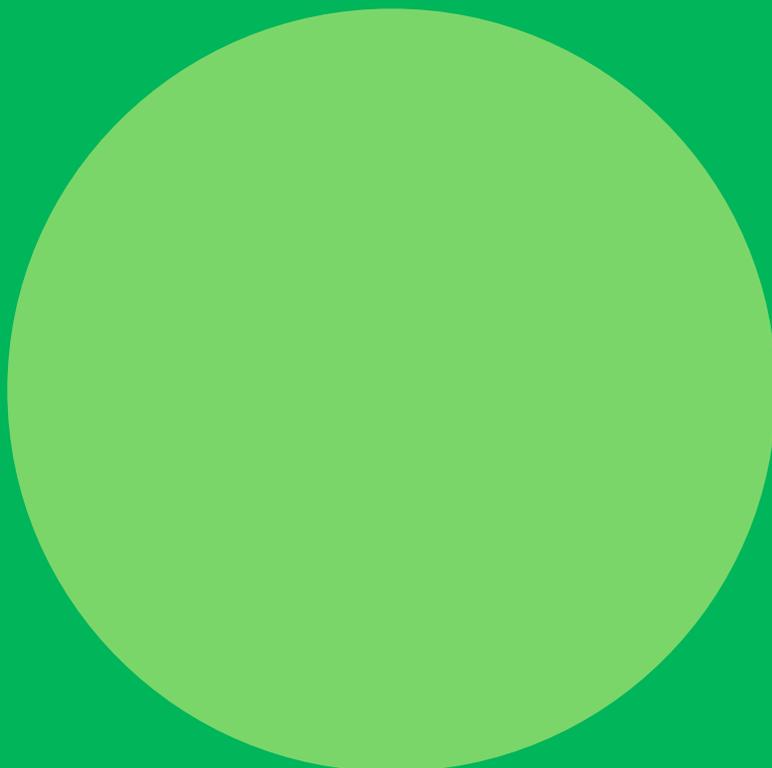
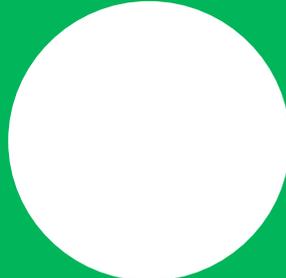


Circle.

Managed IT Support

The IT support, security,
and maintenance you need.
All day, every day.



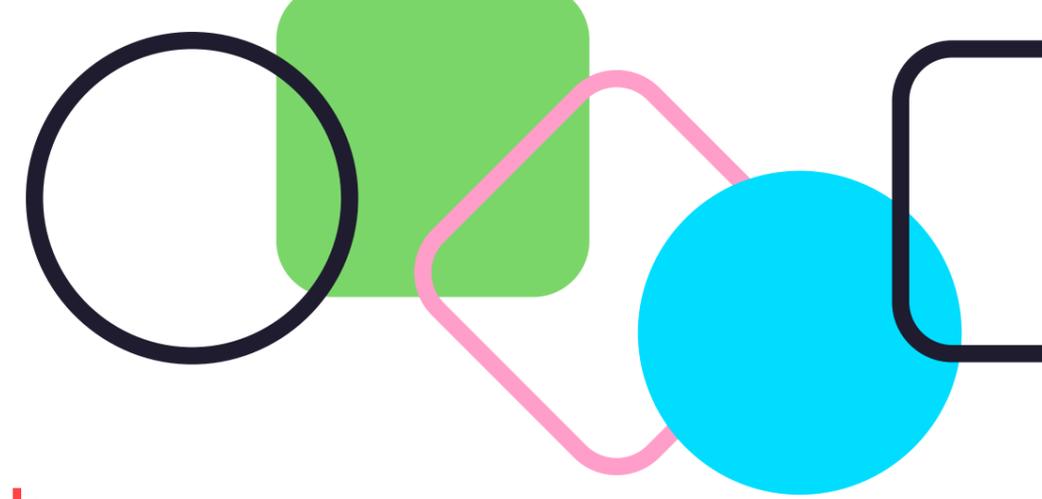
Working with you to provide support that's tailored to fit.

We work with you as a partner, rather than a customer to get to know your organisation and technical needs so we can provide the right level of support. We offer 3 levels of support, so you can choose what is right for your needs.

Component Level	Essentials	Premium	Total
Remote Service Desk Support	Yes	Yes	Yes
Core Service Hours Mon-Fri (excl. BH)	Yes	Yes	Yes
Extended Service Hours (Mon-Fri, 24x7 weekends, incl. BH)	Optional	Optional	Optional
On-site Core Service Hours Support	Yes	Yes	Yes
Pro-active Windows Management & Monitoring (AutoTask RMM)	Yes	Yes	Yes
3rd Party Vendor Management	Yes	Yes	Yes
Service Request Management	Yes	Yes	Yes
Problem Management	No	Yes	Yes
Major Incident Management	No	Yes	Yes
Windows updates	Yes	Yes	Yes
Security patching	Yes	Yes	Yes
Back up monitoring*	Yes	Yes	Yes
AV Monitoring*	Yes	Yes	Yes
Hardware Support / RMA Management	Yes	Yes	Yes
Change Management	No	Yes	Yes
New Starter / Leaver process*	Yes	Yes	Yes

(* if supplied by Circle)

Service levels and options vary by contract type as detailed in the associated tables. Options included as part of the specific Customer contract will be detailed in the associated SOF.



Service Levels

Component Level	Essentials	Premium	Total
Priority 1 SLA - Response / Fix	2 hour / 8 hour	2 hour / 4 hour	1 hour / 2 hour
Priority 2 SLA - Response / Fix	4 hour / 16 hour	4 hour / 8 hour	2 hour / 4 hour
Priority 3 SLA - Response / Fix	8 hour / 32 hour	8 hour / 16 hour	4 hour / 8 hour
Priority 4 SLA - Response / Fix	10 hour / 48 hour	10 hour / 32 hour	10 hour / 16 hour

IT & Service Management

Component Level	Essentials	Premium	Total
Service Delivery Reports	Biannual	Quarterly	Monthly
Service Delivery Manager Reviews	Optional	Quarterly	Monthly
Annual Strategic IT Review	Optional	Optional	Yes
Hardware Asset & Warranty Management	Yes	Yes	Yes
Software Asset Management	No	No	Yes
Capacity Management	No	No	Yes
Documentation & Schematics	No	Annual	Annual
Action Log	Annual	Quarterly	Monthly

Network & Security

Component Level	Essentials	Premium	Total
Networking Operations Management (NOC)*	Optional	Optional	Optional
Wireless Network	Incident only	Incident only	Incident only
Wired Network	Incident only	Incident only	Incident only
Spare Network Devices	Optional	Optional	Optional
Internet*	3rd party	3rd party	3rd party
Firewall	Incident only	Incident only	Incident only
Dark Web Monitoring*	Optional	Optional	Optional
Phishing Testing*	Optional	Optional	Optional

(*Subject to separate contract / ** unless supplied by Circle

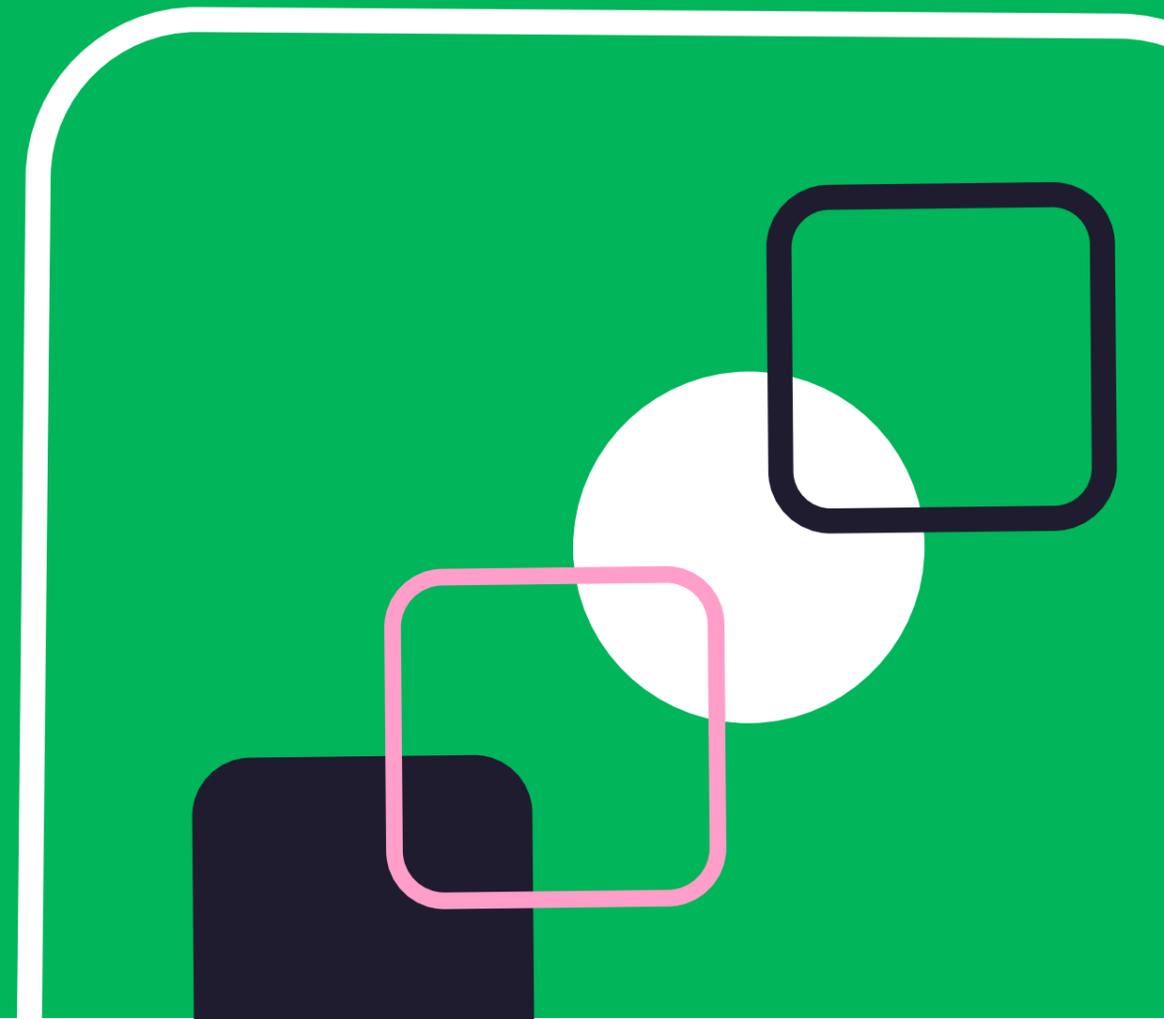
Whatever the level of IT support, we can provide what you need.

3rd Party Incidents and Escalations

If we partner with you to handle your IT support, we think this should mean handling 3rd party relationships should any incidents arise. We will manage the escalation and resolution process with suppliers, vendors and application providers so you don't have to. We work with you to identify resolutions and provide a single point of contact.

Should your support query be around a Microsoft solution, with our Microsoft Gold partnership, we can use Microsoft Premier Support to get guaranteed response time. If the incident is deemed business critical, we can have a response within 1 hour to ensure you are up and running as soon as possible.

“ When your people need help, the only contact they need is Circle. We'll resolve their IT issues, freeing them up to get on with what's important, ”

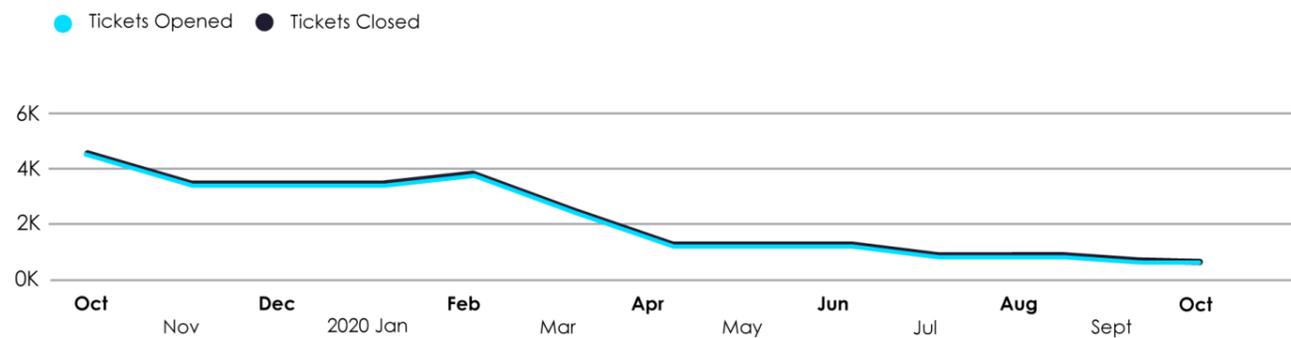


We take a proactive approach

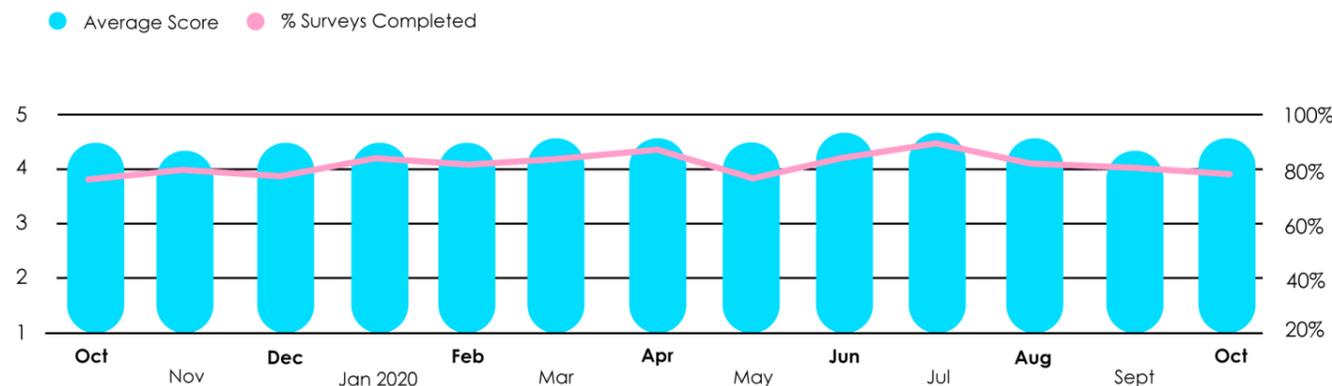
We proactively manage the service we're providing, keeping an eye on trends and patterns. If there are any trends in tickets being raised or anything out of the ordinary in your IT systems, we make recommendations to mitigate risks to your organisation, making your technology systems as efficient as possible.

Trend Analysis

Tickets Opened & Closed



Total Surveys & Average Survey Score



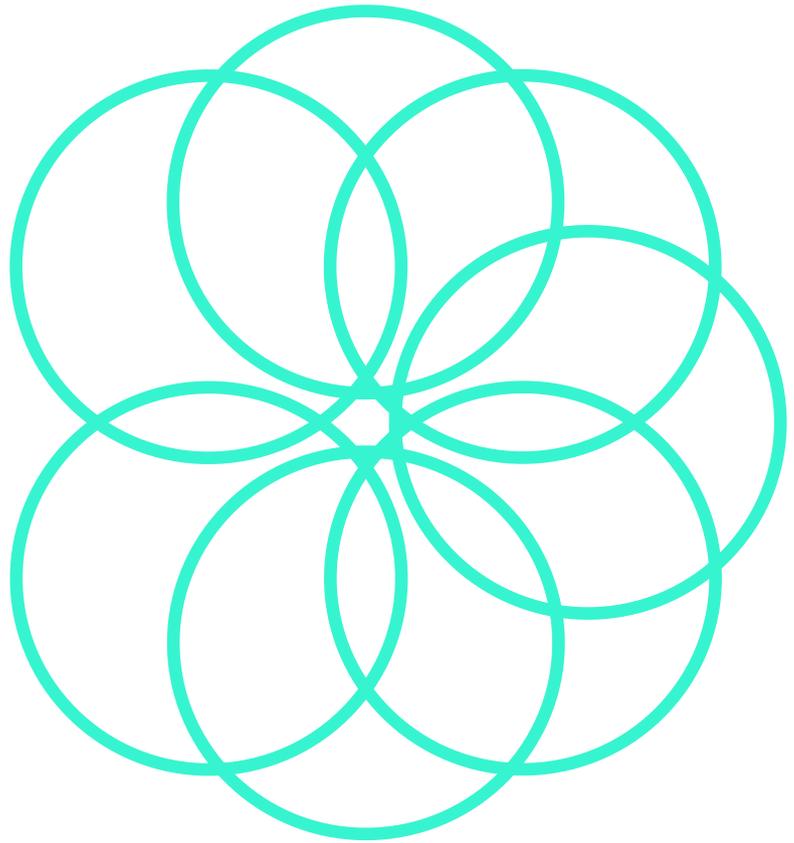
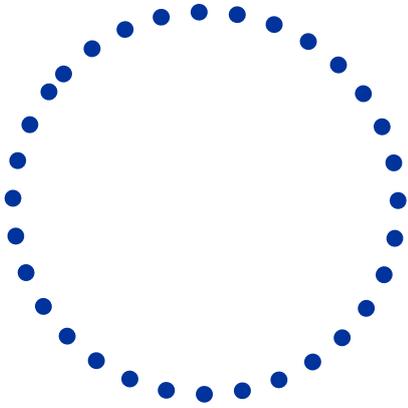
With a dedicated Circle point of contact, your Service Delivery Manager, you'll always have someone on hand who understands your needs.

Providing the level of service you want and expect is important to us. Our Service Desk consistently goes above and beyond to resolve logged tickets, but we also check if you are happy with the service. After every ticket is resolved, that person receives a survey so they can tell us how we did. This gives us a clear picture of whether we are hitting Key Performance Indicators and Service Level Agreements and can see how each of your end-users found our service.

Supporting your Long Term IT Strategy

We understand that the needs of an organisation can change just as quickly as the technology it uses. So, we offer additional support in devising your IT strategy including looking at solutions to challenges, organisational objectives, and budget.

Our Technical Architects and Account Managers would spend a day either on-site or remotely with your team to look at key points you want to address, the existing resources available and then work within your budget to find solutions to deliver the best results.



Why Circle?

When you work with us, you don't get an IT supplier but a partner with your best interest in mind. We look at your organisation as a whole, working with you to find the best solution to match what you need now and to support your future goals. As a Microsoft Tier 1 Partner, we provide expert design, deployment and support services for all Microsoft products and solutions. Our Technical Architects and Account Management will form a key part of building a long-term IT strategy and roadmap for you.

[Questions? Book your free meeting here](#)