CloudBlue™

Service Description
MANAGED SERVICES

1st May 2020

This Managed Services Description ("**Service Description**") describes Managed Services ("**Service**"). All capitalized terms in this description have the meaning ascribed to them in the Agreement (defined below) or in the Definitions section. This Service Description, with any attachments included by reference, is part of and incorporated into Customer's signed agreement with Ingram Micro which governs the use of the Service, (herein after referred to as the "Agreement").

CONTENTS

1. MANAGED SERVICES

1.1 SERVICE(S) OVERVIEW

Managed Services are value-added support services that can be configured to meet the discrete needs of Customer that combine personalized proactive services with expedited response to minimize Customer IT risk and maximize uptime.

CloudBlue are passionate about driving value out of IT through our innovative Managed Service offerings. Our solutions leverage creativity to deliver value to your business. ITIL methodologies underpin all our Managed Service solutions. We start by understanding your business and its objectives. Our customers experience high returns from their IT spend since we align the services we provide with their objectives. Choose from either Operational Solutions or Support Solutions to get the appropriate technology and QOS for your needs.

We offer a broad range of Managed Services. This includes peace-of-mind offerings such as pro-active monitoring and a range of services to enable the operation of your platform in an agile manner. We focus on service excellence. Our customers deal directly with a global operations team.

We also offer platform application support services to complement your own teams to assist with their initial call to identify the required action faster. CloudBlue provides a range of "Managed Services" solutions are designed to bring value back into your business.

Our Managed Services offerings are broken down into three groups;

    a. Operational Solutions

    b. Support Solutions

    c. Accelerated Solutions

1.2 SERVICE DELIVERY MANAGEMENT

Service Delivery Management is about providing solutions to the core issues of technology customer portfolio. The long-range vision of Service Delivery Management is an integration of technology, Professional Services, and Managed Services into a relationship product for the SaaS/Cloud era. The day of the traditional perception of a cloud platform with its historically tactical methods of packaging and distribution, has passed. We are entering the era of "More as a Service"

The ultimate strategic goal of the Service Delivery Management role is assisting our customers with sustainable profitability and growth. As economies become predominantly service-based, companies increasingly derive revenue from the creation and sustenance of long-term relationships with their end-user customers. In such an environment, marketing serves the purpose of maximizing Customer Lifetime Value (CLV) and customer equity, which is the sum of the lifetime values of the customers. CloudBlue Services are rapidly evolving towards a subscription driven services model. Service Delivery Managers will become an integral part of your success of this evolution.

As part this evolution a new role from our CloudBlue Services, called Service Delivery Managers (SDM) that will be provided as part of a new set of service offerings delivered based on customer size/revenue.

Put simply, the key concept of Service Delivery Management is to ensure ever-increasing customer adoption of CloudBlue products and services, help your drive your end-user customer retention, and reduce or eliminate churn. Service Delivery Management is the function responsible for managing the technical and business relationships between CloudBlue and our customers with the intent of:

    a. Maximizing the value that our customers derive from the solutions they acquired from CloudBlue by making them as cost-effective and productive as possible, and,

    b. Maximizing the value, our customers can in turn create from their own customers, resulting in sustainable corporate good profits and growth.

1.3   ACCOUNT MANAGEMENT

All customers will be assigned a named SDM who will serve as their contact for providing Service Delivery Management services. SDMs will also remotely coordinate Annual and Quarterly Business Reviews (QBRs).

All customers except for Basic Support customers will also be assigned a named Technical Account Manager (TAM). Basic Support customers will be managed by Pooled TAMs.

Reviews with customers differ in a few ways;

a.   First, in almost all cases, reviews and discussions occur remotely (by telephone). Our Operational Solutions; Advanced and Premier tiers also offer an annual onsite review (based upon the customer's preference); Premier also offers an optional quarterly onsite review.

b.   For the quarterly and annual reviews, these are intended to be more summary in nature. To that extent, historical trends are examined and how they might impact future results, areas for improvement, etc.

c.   Monthly reviews provide more detail on the specific activity.

1.4   ESCALATION MANAGEMENT

The SDM will be available to their customers during local business hours. As needed, they will assist with any support issue escalations on behalf of their customer. They will also provide an update on the status of a customer's escalated case and maintain a current plan of action.

1.5   PRODUCT LIFECYCLE MANAGEMENT

For all Managed Services that have named TAMs, TAMs will notify their customers if bug fixes, patches or maintenance releases become available for their products. Basic Support customers will receive general non-tailored notifications.

As one of the proactive services available, the SDM will coordinate with internal CloudBlue delivery teams to provide an upgrade plan and recommendations for upgrade of deployed software from one supported version to another version working with Project Managers and Solution Architects.

Coordinated through the SDM, CloudBlue will provide a personalized analysis of a customer's deployed software configuration and the current state of the environment, outlining deviations from CloudBlue recommended practices, including the potential impact and advice on remediation options for the customer to take.

It is important that all services are provided against the CloudBlue Lifecycle Policy see the https://www.cloudblue.com/general-cloudblue-lifecycle-policy/

2. **OPERATIONAL SOLUTIONS**

The Operational Solutions chart, contained in this Service Description, details certain information and attributes associated with each of the Service(s). In addition to those services features identified in the Solution(s) Offerings Chart, the following solution features apply to all the Solution(s);

    a. Operations Manual. The Operations Manual, which is developed during the service activation period, provides further description of the Service(s), and details additional Customer responsibilities which may be applicable to the Service(s).

    b. Engagement Manual. The Engagement Manual, which is developed after the Service Activation period, provides a general account plan with the contact points of both parties as well as the outcome-based objectives of the business.

The services under Operational Solutions are broken down into the following categories:

Account Management	Core	Select	Advanced	Premier
Local Service Delivery Manager (SDM)	■	■	■	■
Technical Account Manager (TAM)	■	■	■	■
Annual Account Review (Remote)	■	■	■	■
Quarterly Account Reviews (Remote)		■	■	■
Business Continuity Planning (Annual)			■	■
Service Reporting	**Core**	**Select**	**Advanced**	**Premier**
Proactive trends	■	■	■	■
Historical trending for root cause	■	■	■	■
Capacity management	■	■	■	■
Incident Management	■	■	■	■
Performance Management	■	■	■	■
Escalation Management	**Core**	**Select**	**Advanced**	**Premier**
Assignment to Duty Manager	■	■	■	■
Case Creation on Behalf of Customer	■	■	■	■
Support Coverage	**Core**	**Select**	**Advanced**	**Premier**
Priority Queuing	■	■	■	■
Access to advanced engineers	■	■	■	■
24x7 Incident Logging & Support (Level 2/3)	■	■	■	■
Delivery Executive Access			■	■
Proactive Platform Services	**Core**	**Select**	**Advanced**	**Premier**
Configuration & Optimization Assistance	■	■	■	■
Platform Health-Check Service (Quarterly)	■	■	■	■
Platform Sizing / Planning (Quarterly)	■	■	■	■
Platform Monitoring Services	■	■	■	■
CloudBlue Connect Products Management	**Core**	**Select**	**Advanced**	**Premier**
CloudBlue Connect Products Support	■	■	■	■
CloudBlue Connect Products Proactive Maintenance	■ *	■ *	■ *	■
CloudBlue Connect Products Setup	■ *	■ *	■ *	■

	1 Product per Quarter	2 Products per Quarter	3 Products per Quarter	4 Products per Quarter
Syndication Management	**Core**	**Select**	**Advanced**	**Premier**
Syndication Products Support	■	■	■	■
Syndication Products Proactive Maintenance	■ *	■ *	■ *	■
Syndication Products Setup	■ * 1 Product per Quarter	■ * 2 Products per Quarter	■ * 3 Products per Quarter	■ 4 Products per Quarter
Standalone Connector Support	**Core**	**Select**	**Advanced**	**Premier**
Supported Connectors	5	10	15	20
Commerce Engine Management Options	**Core**	**Select**	**Advanced**	**Premier**
Service Plan & Resource Management	Optional Extra	Select any Four Options	Select any Six Options	All Options Included
Order Management	Optional Extra			
Subscription Management	Optional Extra			
Workflow Management	Optional Extra			
Storefront Management	Optional Extra			
Billing & Invoicing Management	Optional Extra			
Reseller & Omni-Channel Management	Optional Extra			
Identity & Access Management	Optional Extra			
Upgrade Planning	**Core**	**Select**	**Advanced**	**Premier**
Patch and Fix Updates	■	■	■	■
Upgrade Assistance	■	■	■	■
Optional Extras	**Core**	**Select**	**Advanced**	**Premier**
Extra Connector Support (monthly)	Optional Extra	Optional Extra	Optional Extra	Optional Extra
Extra CloudBlue Connect Product Setup (one-time)	Optional Extra	Optional Extra	Optional Extra	Optional Extra
Extra Syndication Product Setup (one-time)	Optional Extra	Optional Extra	Optional Extra	Optional Extra
Extra Service Plan Changes (one-time)	Optional Extra	Optional Extra	Optional Extra	Optional Extra
Extra Reseller Changes (one-time)	Optional Extra	Optional Extra	Optional Extra	Optional Extra

Operational Solutions Offerings Chart

* Inclusions depend on selected Commerce Engine Management Options

2.1 OPERATIONAL SOLUTIONS – CORE SERVICE

The Services provided within the Operational Solutions – Core Service include the following:

a. Account Management

   i. Local Service Delivery Manager (SDM)
   ii. Technical Account Manager (TAM)
   iii. Annual Account Review (Remote)

b. Service Reporting:

   i. Proactive trends for predictive/preventative actions
   ii. Historical trending for root cause
   iii. Capacity management
   iv. Incident Management
   v. Performance Management

c. Escalation Management

   i. Assignment to Duty Manager
   ii. Case Creation on Behalf of Customer

d. Support Coverage

   i. Priority Queuing
   ii. Access to advanced engineers
   iii. 24x7 Incident Logging & Support (Level 2/3)

e. Proactive Platform Services

   i. Configuration & Optimization Assistance
   ii. Platform Health-Check Service (Quarterly)
   iii. Sizing and Platform Planning (Quarterly)
   iv. Platform Monitoring Services

f. CloudBlue Connect Products Management

   i. CloudBlue Connect Products Support

   For all deployed CloudBlue Connect-based Connectors (unlimited number):

      a. First and second line support, troubleshooting of issues

      b. Escalation of issues to the CloudBlue Connect support team if necessary

      c. Monitoring of announcements of available security updates, patches and maintenance releases

      d. Ensuring that security updates, patches and maintenance releases that address urgent or high-risk security issues are applied as soon as possible provided that Customer approval has not been withheld

      e. Proactive coordination with the Customer and deployment of Connector patches and maintenance releases to Customer platform environments

      f. Producing reports to assist in the management and maintenance of compliance with licenses or agreements for the use of ISV software as requested by the Customer

   ii. CloudBlue Connect Products Proactive Maintenance

   For all configured CloudBlue Connect-based Products (unlimited number):

      a. Continuous monitoring for updates to product models from CloudBlue Connect-based product vendors

      b. Informing Customer of the necessary updates to the configuration of the Commerce platform, assisting with any questions or issues

        c. In accordance with the selected Commerce Engine Management Options, planning and performing the necessary updates to the configuration of the Commerce platform – service plans, resource rates, SKUs and any other necessary configuration

        d. Ensuring that all necessary Commerce platform configuration updates are applied

    iii. CloudBlue Connect Products Setup:

        a. For unlimited number of products:

            1. Deployment of CloudBlue Connect Connectors that includes automated creation of

                a. Resources as defined for the products

                b. Service Templates as defined for the products

            2. Delegation of Resources and Service Templates to first-level Resellers

        b. For one (1) product per quarter:

            1. Configuration of products in the CloudBlue Connect Provider portal on behalf of the Customer

            2. Configuration of the CloudBlue Commerce platform for CloudBlue Connect-based products as requested by the Customer, including

                a. Service Plans as per the recommendations provided in the Connector documentation (in accordance with the inclusions and limits specified by the selected Commerce Engine Management Options)

                b. Storefront listing for the product (in accordance with the inclusions and limits specified by the selected Commerce Engine Management Options)

                c. Testing provisioning and other primary business scenarios supported by the product and important for the Customer

        c. In case Customer prefers to manage Service Plans and/or Storefront listings themselves without using Managed Services (the corresponding Commerce Engine Management Options are not included in Customer's service), then Managed Services will assist Customer to create correct configuration of the Commerce platform by communicating pre-work documents describing the required configuration of Service Plans, related objects and Storefront and further assisting with any questions or issues. There's no limitation by the number of products for this service.

g. Syndication Management

    i. Syndication Products Support

    For all deployed Syndication-related Connectors (unlimited number):

        a. First and second line support, troubleshooting of issues

        b. Escalation of issues to the CloudBlue support team managing relationships with the third-party product vendors, the CloudBlue Connect support team or the support team in charge of Connector maintenance if necessary

        c. Monitoring of announcements of available security updates, patches and maintenance releases

        d. Ensuring that security updates, patches and maintenance releases that address urgent or high-risk security issues are applied as soon as possible provided that Customer approval has not been withheld

        e. Proactive coordination with the Customer and deployment of Connector patches and maintenance releases to Customer platform environments

        f. Producing reports to assist in the management and maintenance of compliance with licenses or agreements for the use of ISV software as requested by the Customer

    ii. Syndication Products Proactive Maintenance

    For all configured Syndication Products (unlimited number):

        a. Continuous monitoring for updates to product models from the CloudBlue Cloud Product Management team

        b. Informing Customer of the necessary updates to the configuration of the Commerce platform, assisting with any questions or issues

        c. In accordance with the selected Commerce Engine Management Options, planning and performing the necessary updates to the configuration of the Commerce platform – service plans, resource rates, SKUs and any other necessary configuration

        d. Ensuring that all necessary Commerce platform configuration updates are applied

iii.   Syndication Products Setup:

        a. For unlimited number of products:

            1. Coordinating necessary commercial enablement configuration to be done by the CloudBlue Syndication team

            2. Deployment of Syndication-related Connectors that includes creation of:

                a. Resources as defined for the products

                b. Service Templates as defined for the products

            3. Delegation of Resources and Service Templates to first-level Resellers

        b. For one (1) product per quarter:

            1. Configuration of the Commerce platform, including:

                a. Service Plans as per the pre-work documents from the CloudBlue Cloud Product Management team that define the required configuration (in accordance with the inclusions and limits specified by the selected Commerce Engine Management Options)

                b. Storefront listing for the product (in accordance with the inclusions and limits specified by the selected Commerce Engine Management Options)

                c. Testing provisioning and other primary business scenarios supported by the product and important for the Customer

        c. In case Customer prefers to manage Service Plans and/or Storefront listings themselves without using Managed Services (the corresponding Commerce Engine Management Options are not included in Customer's service), then Managed Services will assist Customer to create correct configuration of the Commerce platform by communicating pre-work documents describing the required configuration of Service Plans, related objects and Storefront and further assisting with any questions or issues. There's no limitation by the number of products for this service.

h. Standalone Connector Support

A Connector is:
- any standard or custom application packaged using Application Packaging Standard (APS),
- any payment, domain or other plug-in,
- any custom integration middleware,
- any custom core platform module,
- any standard platform module,

which integrates the platform with third-party systems and services external to the platform. E.g. Office 365, Azure, Dropbox, VMware deployments, Microsoft Exchange deployments, payment processors, in-house systems, etc.

For five (5) Connectors that are not related to CloudBlue Connect or Syndication, support for each connector includes:

i.   First and second line support, troubleshooting of issues;

ii.   Escalation of issues to the support team in charge of Connector maintenance if necessary;

      iii.   Escalation of issues to the vendor of third-party systems and services if necessary and in case they are licensed and supported via CloudBlue;

      iv.   Monitoring of announcements of available security updates, patches and maintenance releases;

      v.   Ensuring that security updates, patches and maintenance releases that address urgent or high-risk security issues are applied as soon as possible provided that Customer approval has not been withheld;

      vi.   Proactive coordination with the Customer and deployment of Connector patches and maintenance releases to Customer platform environments;

      vii.   Producing reports to assist in the management and maintenance of compliance with licenses or agreements for the use of ISV software as requested by the Customer.

For Connectors related to CloudBlue Connect and Syndication, see the sections for CloudBlue Connect Products Management and Syndication Management.

i.   Third Party Pass-Through Support

First line of support will also extend to third party products and services that are licensed via and supported by CloudBlue and Ingram Micro vendors through the Syndication program or other separate licensing and support arrangements - providing a pass-through support channel.

j.   Upgrade Planning

      i.   Patch and Fix Updates
      ii.   Upgrade Assistance

k.   Commerce Engine Management add-on may be added to this offering but priced separately

l.   Optional Services may be added to this offering but priced separately

2.2 **OPERATIONAL SOLUTIONS – SELECT**

The services provided within the Operational Solutions– Select includes the following:

a. Account Management

      i. Local Service Delivery Manager (SDM)
      ii. Technical Account Manager (TAM)
      iii. Annual Account Review (Remote)
      iv. Quarterly Account Reviews (Remote)

b. Service Reporting:

      i. Proactive trends for predictive/preventative actions
      ii. Historical trending for root cause
      iii. Capacity management
      iv. Incident Management
      v. Performance Management

c. Escalation Management

      i. Assignment to Duty Manager
      ii. Case Creation on Behalf of Customer

d. Support Coverage

      i. Priority Queuing
      ii. Access to advanced engineers
      iii. 24x7 Incident Logging & Support (Level 2/3)

e. Proactive Platform Services

      i. Configuration & Optimization Assistance
      ii. Platform Health-Check Service (Quarterly)
      iii. Sizing and Platform Planning (Quarterly)
      iv. Platform Monitoring Services

f. CloudBlue Connect Products Management

      i. CloudBlue Connect Products Support

      For all deployed CloudBlue Connect-based Connectors (unlimited number):

        a. First and second line support, troubleshooting of issues

        b. Escalation of issues to the CloudBlue Connect support team if necessary

        c. Monitoring of announcements of available security updates, patches and maintenance releases

        d. Ensuring that security updates, patches and maintenance releases that address urgent or high-risk security issues are applied as soon as possible provided that Customer approval has not been withheld

        e. Proactive coordination with the Customer and deployment of Connector patches and maintenance releases to Customer platform environments

        f. Producing reports to assist in the management and maintenance of compliance with licenses or agreements for the use of ISV software as requested by the Customer

      ii. CloudBlue Connect Products Proactive Maintenance

      For all configured CloudBlue Connect-based Products (unlimited number):

        a. Continuous monitoring for updates to product models from CloudBlue Connect-based product vendors

        b. Informing Customer of the necessary updates to the configuration of the Commerce platform, assisting with any questions or issues

      c. In accordance with the selected Commerce Engine Management Options, planning and performing the necessary updates to the configuration of the Commerce platform – service plans, resource rates, SKUs and any other necessary configuration

      d. Ensuring that all necessary Commerce platform configuration updates are applied

   iii. CloudBlue Connect Products Setup:

      a. For unlimited number of products:

         1. Deployment of CloudBlue Connect Connectors that includes automated creation of

            a. Resources as defined for the products

            b. Service Templates as defined for the products

         2. Delegation of Resources and Service Templates to first-level Resellers

      b. For two (2) products per quarter:

         1. Configuration of products in the CloudBlue Connect Provider portal on behalf of the Customer

         2. Configuration of the Commerce platform for CloudBlue Connect-based products as requested by the Customer, including

            a. Service Plans as per the recommendations provided in the Connector documentation (in accordance with the inclusions and limits specified by the selected Commerce Engine Management Options)

            b. Storefront listing for the product (in accordance with the inclusions and limits specified by the selected Commerce Engine Management Options)

            c. Testing provisioning and other primary business scenarios supported by the product and important for the Customer

      c. In case Customer prefers to manage Service Plans and/or Storefront listings themselves without using Managed Services (the corresponding Commerce Engine Management Options are not included in Customer's service), then Managed Services will assist Customer to create correct configuration of the Commerce platform by communicating pre-work documents describing the required configuration of Service Plans, related objects and Storefront and further assisting with any questions or issues. There's no limitation by the number of products for this service.

  g. Syndication Management

    i. Syndication Products Support

    For all deployed Syndication-related Connectors (unlimited number):

      a. First and second line support, troubleshooting of issues

      b. Escalation of issues to the CloudBlue support team managing relationships with the third-party product vendors, the CloudBlue Connect support team or the support team in charge of Connector maintenance if necessary

      c. Monitoring of announcements of available security updates, patches and maintenance releases

      d. Ensuring that security updates, patches and maintenance releases that address urgent or high-risk security issues are applied as soon as possible provided that Customer approval has not been withheld

      e. Proactive coordination with the Customer and deployment of Connector patches and maintenance releases to Customer platform environments

      f. Producing reports to assist in the management and maintenance of compliance with licenses or agreements for the use of ISV software as requested by the Customer

    ii. Syndication Products Proactive Maintenance

    For all configured Syndication Products (unlimited number):

        a. Continuous monitoring for updates to product models from the CloudBlue Cloud Product Management team

        b. Informing Customer of the necessary updates to the configuration of the Commerce platform, assisting with any questions or issues

        c. In accordance with the selected Commerce Engine Management Options, planning and performing the necessary updates to the configuration of the Commerce platform – service plans, resource rates, SKUs and any other necessary configuration

        d. Ensuring that all necessary Commerce platform configuration updates are applied

    iii. Syndication Products Setup:

        a. For unlimited number of products:

            1. Coordinating necessary commercial enablement configuration to be done by the CloudBlue Syndication team

            2. Deployment of Syndication-related Connectors that includes creation of:

                a. Resources as defined for the products

                b. Service Templates as defined for the products

            3. Delegation of Resources and Service Templates to first-level Resellers

        b. For two (2) products per quarter:

            1. Configuration of the Commerce platform, including:

                a. Service Plans as per the pre-work documents from the CloudBlue Cloud Product Management team that define the required configuration (in accordance with the inclusions and limits specified by the selected Commerce Engine Management Options)

                b. Storefront listing for the product (in accordance with the inclusions and limits specified by the selected Commerce Engine Management Options)

                c. Testing provisioning and other primary business scenarios supported by the product and important for the Customer

        c. In case Customer prefers to manage Service Plans and/or Storefront listings themselves without using Managed Services (the corresponding Commerce Engine Management Options are not included in Customer's service), then Managed Services will assist Customer to create correct configuration of the Commerce platform by communicating pre-work documents describing the required configuration of Service Plans, related objects and Storefront and further assisting with any questions or issues. There's no limitation by the number of products for this service.

  h. Standalone Connector Support

    A Connector is:
- any standard or custom application packaged using Application Packaging Standard (APS),
- any payment, domain or other plug-in,
- any custom integration middleware,
- any custom core platform module,
- any standard platform module,

which integrates the platform with third-party systems and services external to the platform. E.g. Office 365, Azure, Dropbox, VMware deployments, Microsoft Exchange deployments, payment processors, in-house systems, etc.

For ten (10) Connectors that are not related to CloudBlue Connect or Syndication, support for each connector includes:

    i. First and second line support, troubleshooting of issues;

    ii. Escalation of issues to the support team in charge of Connector maintenance if necessary;

  iii. Escalation of issues to the vendor of third-party systems and services if necessary and in case they are licensed and supported via CloudBlue;

  iv. Monitoring of announcements of available security updates, patches and maintenance releases;

  v. Ensuring that security updates, patches and maintenance releases that address urgent or high-risk security issues are applied as soon as possible provided that Customer approval has not been withheld;

  vi. Proactive coordination with the Customer and deployment of Connector patches and maintenance releases to Customer platform environments;

  vii. Producing reports to assist in the management and maintenance of compliance with licenses or agreements for the use of ISV software as requested by the Customer.

For Connectors related to CloudBlue Connect and Syndication, see the sections for CloudBlue Connect Products Management and Syndication Management.

i. Third Party Pass-Through Support

First line of support will also extend to third party products and services that are licensed via and supported by CloudBlue and Ingram Micro vendors through the Syndication program or other separate licensing and support arrangements - providing a pass-through support channel.

j. Upgrade Planning

  i. Patch and Fix Updates
  ii. Upgrade Assistance

k. Any four (4) Commerce Engine Management add-ons may be added to this offering

l. Optional Services may be added to this offering but priced separately

2.3 **OPERATIONAL SOLUTIONS – ADVANCED**

The Services provided within the Operational Solutions – Advanced include the following:

a. Account Management

    i. Local Service Delivery Manager (SDM)
    ii. Technical Account Manager (TAM)
    iii. Annual Account Review (Remote)
    iv. Quarterly Account Reviews (Remote)
    v. Business Continuity Planning (Annual)

b. Service Reporting:

    i. Proactive trends for predictive/preventative actions
    ii. Historical trending for root cause
    iii. Capacity management
    iv. Incident Management
    v. Performance Management

c. Escalation Management

    i. Assignment to Duty Manager
    ii. Case Creation on Behalf of Customer

d. Support Coverage

    i. Priority Queuing
    ii. Access to advanced engineers
    iii. 24x7 Incident Logging & Support (Level 2/3)
    iv. Delivery Executive Access

e. Proactive Platform Services

    i. Configuration & Optimization Assistance
    ii. Platform Health-Check Service (Quarterly)
    iii. Sizing and Platform Planning (Quarterly)
    iv. Platform Monitoring Services

f. CloudBlue Connect Products Management

    i. CloudBlue Connect Products Support

    For all deployed CloudBlue Connect-based Connectors (unlimited number):

        a. First and second line support, troubleshooting of issues

        b. Escalation of issues to the CloudBlue Connect support team if necessary

        c. Monitoring of announcements of available security updates, patches and maintenance releases

        d. Ensuring that security updates, patches and maintenance releases that address urgent or high-risk security issues are applied as soon as possible provided that Customer approval has not been withheld

        e. Proactive coordination with the Customer and deployment of Connector patches and maintenance releases to Customer platform environments

        f. Producing reports to assist in the management and maintenance of compliance with licenses or agreements for the use of ISV software as requested by the Customer

    ii. CloudBlue Connect Products Proactive Maintenance

    For all configured CloudBlue Connect-based Products (unlimited number):

        a. Continuous monitoring for updates to product models from CloudBlue Connect-based product vendors

  b. Informing Customer of the necessary updates to the configuration of the Commerce platform, assisting with any questions or issues

  c. In accordance with the selected Commerce Engine Management Options, planning and performing the necessary updates to the configuration of the Commerce platform – service plans, resource rates, SKUs and any other necessary configuration

  d. Ensuring that all necessary Commerce platform configuration updates are applied

 iii. CloudBlue Connect Products Setup:

  a. For unlimited number of products:

   1. Deployment of CloudBlue Connect Connectors that includes automated creation of

    a. Resources as defined for the products

    b. Service Templates as defined for the products

   2. Delegation of Resources and Service Templates to first-level Resellers

  b. For three (3) products per quarter:

   1. Configuration of products in the CloudBlue Connect Provider portal on behalf of the Customer

   2. Configuration of the CloudBlue Commerce platform for CloudBlue Connect-based products as requested by the Customer, including

    a. Service Plans as per the recommendations provided in the Connector documentation (in accordance with the inclusions and limits specified by the selected Commerce Engine Management Options)

    b. Storefront listing for the product (in accordance with the inclusions and limits specified by the selected Commerce Engine Management Options)

    c. Testing provisioning and other primary business scenarios supported by the product and important for the Customer

  c. In case Customer prefers to manage Service Plans and/or Storefront listings themselves without using Managed Services (the corresponding Commerce Engine Management Options are not included in Customer's service), then Managed Services will assist Customer to create correct configuration of the Commerce platform by communicating pre-work documents describing the required configuration of Service Plans, related objects and Storefront and further assisting with any questions or issues. There's no limitation by the number of products for this service.

g. Syndication Management

 i. Syndication Products Support

 For all deployed Syndication-related Connectors (unlimited number):

  a. First and second line support, troubleshooting of issues

  b. Escalation of issues to the CloudBlue support team managing relationships with the third-party product vendors, the CloudBlue Connect support team or the support team in charge of Connector maintenance if necessary

  c. Monitoring of announcements of available security updates, patches and maintenance releases

  d. Ensuring that security updates, patches and maintenance releases that address urgent or high-risk security issues are applied as soon as possible provided that Customer approval has not been withheld

  e. Proactive coordination with the Customer and deployment of Connector patches and maintenance releases to Customer platform environments

  f. Producing reports to assist in the management and maintenance of compliance with licenses or agreements for the use of ISV software as requested by the Customer

ii. Syndication Products Proactive Maintenance

For all configured Syndication Products (unlimited number):

a. Continuous monitoring for updates to product models from the CloudBlue Cloud Product Management team

b. Informing Customer of the necessary updates to the configuration of the Commerce platform, assisting with any questions or issues

c. In accordance with the selected Commerce Engine Management Options, planning and performing the necessary updates to the configuration of the Commerce platform – service plans, resource rates, SKUs and any other necessary configuration

d. Ensuring that all necessary Commerce platform configuration updates are applied

iii. Syndication Products Setup:

a. For unlimited number of products:

1. Coordinating necessary commercial enablement configuration to be done by the CloudBlue Syndication team

2. Deployment of Syndication-related Connectors that includes creation of:

a. Resources as defined for the products

b. Service Templates as defined for the products

3. Delegation of Resources and Service Templates to first-level Resellers

b. For three (3) products per quarter:

1. Configuration of the Commerce platform, including:

a. Service Plans as per the pre-work documents from the CloudBlue Cloud Product Management team that define the required configuration (in accordance with the inclusions and limits specified by the selected Commerce Engine Management Options)

b. Storefront listing for the product (in accordance with the inclusions and limits specified by the selected Commerce Engine Management Options)

c. Testing provisioning and other primary business scenarios supported by the product and important for the Customer

c. In case Customer prefers to manage Service Plans and/or Storefront listings themselves without using Managed Services (the corresponding Commerce Engine Management Options are not included in Customer's service), then Managed Services will assist Customer to create correct configuration of the Commerce platform by communicating pre-work documents describing the required configuration of Service Plans, related objects and Storefront and further assisting with any questions or issues. There's no limitation by the number of products for this service.

h. Standalone Connector Support

A Connector is:
- any standard or custom application packaged using Application Packaging Standard (APS),
- any payment, domain or other plug-in,
- any custom integration middleware,
- any custom core platform module,
- any standard platform module,

which integrates the platform with third-party systems and services external to the platform. E.g. Office 365, Azure, Dropbox, VMware deployments, Microsoft Exchange deployments, payment processors, in-house systems, etc.

For fifteen (15) Connectors that are not related to Connect or Syndication, support for each connector includes:

i. First and second line support, troubleshooting of issues;

ii. Escalation of issues to the support team in charge of Connector maintenance if necessary;

  iii. Escalation of issues to the vendor of third-party systems and services if necessary and in case they are licensed and supported via CloudBlue;

  iv. Monitoring of announcements of available security updates, patches and maintenance releases;

  v. Ensuring that security updates, patches and maintenance releases that address urgent or high-risk security issues are applied as soon as possible provided that Customer approval has not been withheld;

  vi. Proactive coordination with the Customer and deployment of Connector patches and maintenance releases to Customer platform environments;

  vii. Producing reports to assist in the management and maintenance of compliance with licenses or agreements for the use of ISV software as requested by the Customer.

For Connectors related to CloudBlue Connect and Syndication, see the sections for CloudBlue Connect Products Management and Syndication Management.

i. Third Party Pass-Through Support

First line of support will also extend to third party products and services that are licensed via and supported by CloudBlue and Ingram Micro vendors through the Syndication program or other separate licensing and support arrangements - providing a pass-through support channel.

j. Upgrade Planning

  i. Patch and Fix Updates
  ii. Upgrade Assistance

k. Any six (6) Commerce Engine Management add-ons may be added to this offering

l. Optional Services may be added to this offering but priced separately

2.4 **OPERATIONAL SOLUTIONS – PREMIER**

The Services provided within the Operational Solutions– Premier includes the following:

a. Account Management

 i. Local Service Delivery Manager (SDM)
 ii. Technical Account Manager (TAM)
 iii. Annual Account Review (Remote)
 iv. Quarterly Account Reviews (Remote)
 v. Business Continuity Planning (Annual)

b. Service Reporting:

 i. Proactive trends for predictive/preventative actions
 ii. Historical trending for root cause
 iii. Capacity management
 iv. Incident Management
 v. Performance Management

c. Escalation Management

 i. Assignment to Duty Manager
 ii. Case Creation on Behalf of Customer

d. Support Coverage

 i. Priority Queuing
 ii. Access to advanced engineers
 iii. 24x7 Incident Logging & Support (Level 2/3)
 iv. Delivery Executive Access

e. Proactive Platform Services

 i. Configuration & Optimization Assistance
 ii. Platform Health-Check Service (Quarterly)
 iii. Sizing and Platform Planning (Quarterly)
 iv. Platform Monitoring Services

f. CloudBlue Connect Products Management

 i. CloudBlue Connect Products Support

 For all deployed CloudBlue Connect-based Connectors (unlimited number):

  a. First and second line support, troubleshooting of issues

  b. Escalation of issues to the CloudBlue Connect support team if necessary

  c. Monitoring of announcements of available security updates, patches and maintenance releases

  d. Ensuring that security updates, patches and maintenance releases that address urgent or high-risk security issues are applied as soon as possible provided that Customer approval has not been withheld

  e. Proactive coordination with the Customer and deployment of Connector patches and maintenance releases to Customer platform environments

  f. Producing reports to assist in the management and maintenance of compliance with licenses or agreements for the use of ISV software as requested by the Customer

 ii. CloudBlue Connect Products Proactive Maintenance

 For all configured CloudBlue Connect-based Products (unlimited number):

  a. Continuous monitoring for updates to product models from CloudBlue Connect-based product vendors

    b. Informing Customer of the necessary updates to the configuration of the Commerce platform, assisting with any questions or issues

    c. In accordance with the selected Commerce Engine Management Options, planning and performing the necessary updates to the configuration of the Commerce platform – service plans, resource rates, SKUs and any other necessary configuration

    d. Ensuring that all necessary Commerce platform configuration updates are applied

  iii. CloudBlue Connect Products Setup:

    a. For unlimited number of products:

      1. Deployment of CloudBlue Connect Connectors that includes automated creation of

        a. Resources as defined for the products

        b. Service Templates as defined for the products

      2. Delegation of Resources and Service Templates to first-level Resellers

    b. For four (4) products per quarter:

      1. Configuration of products in the CloudBlue Connect Provider portal on behalf of the Customer

      2. Configuration of the Commerce platform for CloudBlue Connect-based products as requested by the Customer, including

        a. Service Plans as per the recommendations provided in the Connector documentation (in accordance with the inclusions and limits specified by the selected Commerce Engine Management Options)

        b. Storefront listing for the product (in accordance with the inclusions and limits specified by the selected Commerce Engine Management Options)

        c. Testing provisioning and other primary business scenarios supported by the product and important for the Customer

    c. In case Customer prefers to manage Service Plans and/or Storefront listings themselves without using Managed Services (the corresponding Commerce Engine Management Options are not included in Customer's service), then Managed Services will assist Customer to create correct configuration of the Commerce platform by communicating pre-work documents describing the required configuration of Service Plans, related objects and Storefront and further assisting with any questions or issues. There's no limitation by the number of products for this service.

g. Syndication Management

  iv. Syndication Products Support

    For all deployed Syndication-related Connectors (unlimited number):

    a. First and second line support, troubleshooting of issues

    b. Escalation of issues to the CloudBlue support team managing relationships with the third-party product vendors, the CloudBlue Connect support team or the support team in charge of Connector maintenance if necessary

    c. Monitoring of announcements of available security updates, patches and maintenance releases

    d. Ensuring that security updates, patches and maintenance releases that address urgent or high-risk security issues are applied as soon as possible provided that Customer approval has not been withheld

    e. Proactive coordination with the Customer and deployment of Connector patches and maintenance releases to Customer platform environments

    f. Producing reports to assist in the management and maintenance of compliance with licenses or agreements for the use of ISV software as requested by the Customer

v. Syndication Products Proactive Maintenance

For all configured Syndication Products (unlimited number):

    a. Continuous monitoring for updates to product models from the CloudBlue Cloud Product Management team

    b. Informing Customer of the necessary updates to the configuration of the Commerce platform, assisting with any questions or issues

    c. In accordance with the selected Commerce Engine Management Options, planning and performing the necessary updates to the configuration of the Commerce platform – service plans, resource rates, SKUs and any other necessary configuration

    d. Ensuring that all necessary Commerce platform configuration updates are applied

vi. Syndication Products Setup:

    a. For unlimited number of products:

        1. Coordinating necessary commercial enablement configuration to be done by the CloudBlue Syndication team

        2. Deployment of Syndication-related Connectors that includes creation of:

            a. Resources as defined for the products

            b. Service Templates as defined for the products

        3. Delegation of Resources and Service Templates to first-level Resellers

    b. For four (4) products per quarter:

        1. Configuration of the Commerce platform, including:

            a. Service Plans as per the pre-work documents from the CloudBlue Cloud Product Management team that define the required configuration (in accordance with the inclusions and limits specified by the selected Commerce Engine Management Options)

            b. Storefront listing for the product (in accordance with the inclusions and limits specified by the selected Commerce Engine Management Options)

            c. Testing provisioning and other primary business scenarios supported by the product and important for the Customer

    c. In case Customer prefers to manage Service Plans and/or Storefront listings themselves without using Managed Services (the corresponding Commerce Engine Management Options are not included in Customer's service), then Managed Services will assist Customer to create correct configuration of the Commerce platform by communicating pre-work documents describing the required configuration of Service Plans, related objects and Storefront and further assisting with any questions or issues. There's no limitation by the number of products for this service.

h. Standalone Connector Support

A Connector is:
- any standard or custom application packaged using Application Packaging Standard (APS),
- any payment, domain or other plug-in,
- any custom integration middleware,
- any custom core platform module,
- any standard platform module,

which integrates the platform with third-party systems and services external to the platform. E.g. Office 365, Azure, Dropbox, VMware deployments, Microsoft Exchange deployments, payment processors, in-house systems, etc.

For twenty (20) Connectors that are not related to CloudBlue Connect or Syndication, support for each connector includes:

i. First and second line support, troubleshooting of issues;

      ii.   Escalation of issues to the support team in charge of Connector maintenance if necessary;

      iii.   Escalation of issues to the vendor of third-party systems and services if necessary and in case they are licensed and supported via CloudBlue;

      iv.   Monitoring of announcements of available security updates, patches and maintenance releases;

      v.   Ensuring that security updates, patches and maintenance releases that address urgent or high-risk security issues are applied as soon as possible provided that Customer approval has not been withheld;

      vi.   Proactive coordination with the Customer and deployment of Connector patches and maintenance releases to Customer platform environments;

      vii.   Producing reports to assist in the management and maintenance of compliance with licenses or agreements for the use of ISV software as requested by the Customer.

For Connectors related to CloudBlue Connect and Syndication, see the sections for CloudBlue Connect Products Management and Syndication Management.

i.   Third Party Pass-Through Support

First line of support will also extend to third party products and services that are licensed via and supported by CloudBlue and Ingram Micro vendors through the Syndication program or other separate licensing and support arrangements - providing a pass-through support channel.

j.   Upgrade Planning

      i.   Patch and Fix Updates
      ii.   Upgrade Assistance

k.   All eight (8) Commerce Engine Management add-ons may be added to this offering

Optional Services may be added to this offering but priced separately

2.5 COMMERCE ENGINE MANAGEMENT OPTIONS

2.5.1 Service Plan & Resource Management

This Commerce Engine Management Option provides Customer with fully managed product catalogue in the platform.

One hundred (100) service plan changes per month are included. The number of service plan changes is aggregated across all Resellers. Up to twenty (20) unused service plan changes can be carried over to the next month resulting in a total of one hundred and twenty (120) changes for such next month.

The Service inclusions are:

i. Managing Service Plans and Pricing

    a. Creating / cloning / publishing / unpublishing Service Plans

    b. Configuring names, primary settings, billing settings, refund policies, service terms, etc.

    c. Managing Subscription Fees / Subscription Periods / Subscription Period Fees

    d. Managing Resources / Resource Rates / Resource Rate Periods / SKUs

    e. Managing the default selection of Resources

    f. Managing Sales Categories / Plan Categories

    g. Synchronizing changes with Subscriptions and Storefront

ii. Managing Service Templates

    a. Creating / editing Service Templates

    b. Managing added Resources

    c. Managing added Service Parameters

    d. Managing Resource Mapping

iii. Managing Resources

    a. Creating / editing Resources

    b. Managing dependencies

    c. Managing Composite Resources

    d. Managing Units of Measure

    e. Managing Resource Categories

    f. Managing Resource Upgrades

    g. Managing vendor data in Resources

iv. Managing Service Parameters (including Custom Enumerated)

v. Managing Categories and Groups

    a. Sales Categories

    b. Plan Categories

    c. Unique Groups (Mutually Exclusive Service Offerings)

vi. Custom pricing strategy definition (Promotions / Discounts / prices in Subscriptions)

vii. Definition and configuration of Promotions

    a. Creating Promotions / managing primary settings

    b. Managing applicability

    c. Promoting Service Plans / Resources / Subscription Periods / Up-sales, etc.

    d. Managing One-Time Promo Codes

viii. Definition and configuration of Discounts

    a. Creating Discounts / managing primary settings

    b. Managing applicability

    c. Discounting Service Plans / Resources / Subscription Periods / based on Customers, etc.

2.5.2 Order Management

This Commerce Engine Management Option provides Customer with fully managed order lifecycle of all individual orders in the system following the defined order flows / workflows.

The Service inclusions are:

i. Daily review of failed orders and tasks, proactive troubleshooting and remediation

ii. Daily review of orders in the Rescheduled state for too long and tasks in the Long Running Operation state for too long (as per the thresholds agreed with Customer), proactive troubleshooting and remediation

iii. Daily review of orders requiring manual fraud screening, processing them according to the pre-determined operations manual

iv. Handling orders requiring manual provisioning steps according to the pre-determined operations manual

v. Actions on cancellation orders according to the pre-determined operations manual

vi. Review of customer self-registration according to the pre-determined operations manual

vii. Monitoring of potential trial abuse according to the pre-determined operations manual

viii. Placing and processing bulk orders

ix. Correcting orders if necessary

x. Archiving orders

2.5.3 Subscription Management

This Commerce Engine Management Option provides Customer with fully managed customer subscription lifecycle as well as useful insights into the state of Customer's business.

The subscription management engine is the core of the commercial platform and it can be a powerful tool in optimizing the consumer retention strategy.

The Service inclusions are:

i. Trend reporting and review

    a. Trend reporting on cancelled subscriptions

    b. Trend reporting on revenue over billing cycles

    c. Trend reporting on high growth segments (sales/product categories)

    d. Weekly review of subscriptions trends

ii. Actions on individual subscriptions, including

    a. Changes of subscription plans, upgrade/downgrade

    b. Changes of subscriptions resource, upsize/downsize

    c. Changes of billing cycles

    d. Changes of auto renew settings and "expires soon" period

    e. Synchronizing with the latest Service Plan changes

    f. Transferring Subscriptions between Customer Accounts

    g. Renewing Subscriptions

    h. Changing Service Terms

    i. Activating Subscriptions

    j. Restoring Terminated Subscriptions

    k. Handling delayed downgrade scenarios

    l. Updating Dummy Resource Usage

    m. Putting Subscription on Hold / Taking off Hold

    n. Cancelling Subscriptions

    o. Destroying Cancelled Subscriptions

iii. Managing customer accounts

    a. Assigning Credit Terms to Customer

    b. Releasing Account from Credit Hold

    c. Transferring Customer Accounts between Vendors

iv. Proactive monitoring of daily usage / metering / rating

2.5.4 Workflow Management

This Commerce Engine Management Option provides Customer with fully managed configuration of various workflow elements in the platform optimizing the configuration for Customer's business processes.

The Service inclusions are:

i. Creating custom Attributes / Placeholders

ii. Order flow customizations configuration, including order flow transition and notification conditions - using standard and custom Placeholders

iii. Configuring promotion conditions - using standard and custom Placeholders

iv. Fraud screening configuration, including plug-ins, rules and filters

v. Managing Notification Templates

    a. For Account / Order / Subscription / User / Limit / Payment Method / other notifications

    b. For multiple languages / locales with content provided by Customer

vi. Order queues configuration

vii. Provisioning queues configuration

viii. Configuring and managing custom account / subscription / order numbers and IDs

ix. Assessment of as-is business processes to identify opportunities for configuration optimization

x. Assessment of end-to end Operations experience

xi. Creation of basic training content for key stakeholders in Customer's Operations team

xii. Management of Control Panel Localizations

xiii. Managing Billing Control Panel XML Customizations

2.5.5 Storefront Management

This Commerce Engine Management Option provides Customer with fully managed Storefronts.

Storefronts allow consumers to search and shop a curated catalog of products and offerings. Operational Solutions team will help to review, prepare, publish and update the offerings to better target consumers.

The Service inclusions are:

    i.   Periodic reviews of product offerings presentation in Storefronts (frequency as agreed)

    ii.   Reviews of the existing product portfolio for updates or duplicates

    iii.   Setup and configuration of Storefront presentation for Service Plans in the platform

    iv.   Upload of marketing content

    v.   Setup of up-sell

    vi.   Management of Storefronts look and feel

        a.   Uploading Layout Templates / CSS / Images provided by Customer

        b.   Managing Languages / Localization / Redirects

        c.   Setting General Parameters

    vii.   Management of Storefronts

        a.   Adding / Copying / Exporting / Importing / Editing Storefronts / Configuring settings

        b.   Synchronizing products / Installing SSL certificates provided by Customer

        c.   Managing Store Screens / Managing Purchase Scenarios

        d.   Managing Terms and Conditions / Managing Validation and Eligibility

        e.   Configuring Payment Method collection

        f.   Activating for selling / Making a template for Resellers

    viii.   Management of UX1 Storefronts

        a.   Enabling for Resellers

        b.   Setting up Privileges for Price Adjustments

        c.   Managing Deal Pricing

    ix.   Test run purchasing & assessment of end-to end buying experience

2.5.6 Billing & Invoicing Management

This Commerce Engine Management Option provides Customer with the fully managed commercial aspect of relationships with consumers.

The Service inclusions are:

    i.   Proactive monitoring of daily billing, billing orders and invoicing

    ii.   Configuring invoice templates

    iii.   Managing payment processing

        a.   Managing Payment Plugins, Payment Systems and Payment Methods

        b.   Managing payment processing settings

        c.   Managing Delayed Payment Schedules

        d.   Handling chargebacks and payment issues

        e.   Bulk import of Payments

    iv.   Managing Accounts Receivable (AR) Documents

        a.   Invoices

        b.   Payments

        c.   Refunds

        d.   Debit / Credit Memos

    v.   Managing financial settings

        a.   Managing Taxation Settings

        b.   Managing Credit Terms

        c.   Managing Service Terms

        d.   Managing Terms and Conditions

        e.   Managing Statement Cycles

        f.   Managing Country Specific Settings

        g.   Configuring Document Numbering

        h.   Configuring Sales Persons and Sales Branches

2.5.7 Reseller & Omni-Channel Management

This Commerce Engine Management Option provides Customer with fully managed Reseller accounts overseen by the same single Operating Company (business/org unit/entity).

Organizations benefit from maximizing the use of their channels and partners. Our team helps to set up and effectively manage Customer's Reseller account structure.

The Service inclusions are:

i. Managing Value Added Resellers (VARs):

    a. Creating new Resellers (twenty (20) per month) including but not limited to

        i. Currency setup

        ii. Delegating service plans to resellers

    b. Changing settings of existing resellers (unlimited operations) including

        i. Synchronizing service plans for resellers

    c. Managing financial activity of resellers / credit limit

ii. Managing Power Resellers:

    a. Creating new Resellers (one (1) per month) including but not limited to

        i. Setting up

            1. Branding

            2. Currency

            3. Billing settings & attributes

            4. Discounts

            5. RDE

            6. Payment Setup

            7. Attributes

            8. Default order flow

            9. Privileges

            10. Notifications

            11. UX1 skins (colours and logo only)

            12. Identity services

            13. Custom sensors

            14. Other objects, parameters and settings for the Reseller

        ii. End to end testing of reseller configuration after setting it up

    b. Changing settings of existing resellers (ten (10) resellers per month)

    c. Managing financial activity of resellers / credit limit

iii. Periodic review and optimization of channel and reseller models (annual assessment / workshop with implementation of the agreed setup in the system)

Please note that all other Commerce Engine Management Options apply across all Resellers controlled by the same Operating Company (business entity/unit) – i.e. service coverage is the same across all resellers. For example, operations with Service Plans under Reseller accounts require the "Service Plan & Resource Management" and count towards the total Service Plan changes limit in that option. Another example is that setting up Storefronts for Power Resellers requires the "Storefront Management" Commerce Engine Management Option. The same applies to all other Commerce Engine Management Options.

2.5.8 Identity & Access Management

This Commerce Engine Management Option provides Customer with fully managed access and identities for Customer's staff members and Customer's partners / resellers administrators.

The Service inclusions are:

    i.   Managing granular User Roles, Privileges and Access Control Lists

    ii.   Managing User Attributes

    iii.   Managing password and login settings (rules, auto-generation, one-time)

    iv.   Creating and maintaining User identities

        a.   Assigning Roles and Privileges

        b.   For Provider staff member, partners / Resellers administrators and customers if necessary

        c.   Updating User profiles if necessary

        d.   Managing on-demand or in bulk

    v.   Managing Account information, settings and Attributes

    vi.   Managing Identity Provider (IDP) service

2.6 OPERATIONAL SOLUTIONS – OPTIONAL EXTRAS

Optional Solutions are available for customers who need more work to be done than included with their Operational Solutions tier. Additional charges will apply.

2.6.1 Extra Connector Support (monthly)

In case more Connectors are required to be supported on the platform than included in the Customer's Operational Solutions tier, then the required amount of this service can be purchased additionally. The service extends the standard Connector Support services to the required number of additional Connectors.

2.6.2 Extra CloudBlue Connect Product Setup (one-time)

In case more CloudBlue Connect products are required to be setup than included in the customer's Operational Solutions tier, then the required amount of the CloudBlue "Connect Connector Deployment" services can be purchased from the Professional Services catalog – see the Service Description for Professional Services at https://www.cloudblue.com/service-description-index/

2.6.3 Extra Syndication Product Setup (one-time)

In case more Syndication products are required to be setup than included in the customer's Operational Solutions tier, then the required amount of the "Syndication Product Setup" services can be purchased from the Professional Services catalog – see the Service Description for Professional Services at https://www.cloudblue.com/service-description-index/

2.6.4 Extra Service Plan Changes (one-time)

In case more service plan changes are required than included in the "Service Plan & Resource Management" Commerce Engine Management Option, then the required amount of the "Service Plan Setup" services can be purchased from the Professional Services catalog – see the Service Description for Professional Services at https://www.cloudblue.com/service-description-index/

2.6.5 Extra Reseller Changes (one-time)

In case more reseller changes are required than included in the "Reseller & Omni-Channel Management" Commerce Engine Management Option, then the required amount of the "Value Added Reseller Setup" service can be purchased from the Professional Services catalog – see the Service Description for Professional Services at https://www.cloudblue.com/service-description-index/

2.7 **DEDICATED PLATFORM AS A SERVICE MANAGEMENT**

Dedicated Platform as a service (PaaS) is a complete e-commerce platform environment in the cloud, with resources that enable you to deliver everything you need. Our Dedicated PaaS includes infrastructure – servers, storage and networking – but also middleware, database management systems.

Dedicated PaaS allows you to avoid the expense and complexity of managing the underlying application infrastructure. The offering is appropriately priced according to your size.

Dedicated PaaS provides a complete hosted infrastructure of the Platform environment, and which hosted services and service components will be provided. This service is provided based on consumption and classified as Small, Medium, Large, and Extra-Large environments.

Host Geographies: The Services are provided from infrastructure host geographies and specific data-residency to meet the compliance needs of the Customer. The infrastructure host geographies are fault-tolerant to withstand complete region failure through their connection to the CloudBlue dedicated high-capacity networking infrastructure. In addition, an appropriate Availability Zone will be determined by CloudBlue.

Each Availability Zone is made up of one or more data centers equipped with independent power, cooling and networking. Availability Zones allows the Customer to run mission-critical apps with high availability and low-latency replication. All services are provided remotely from where CloudBlue or its subcontractors operate from;

a. The Dedicated Platform Management Service is invoiced in arrears on a monthly basis and is based on Customer's "Utilization" and "Bandwidth" usage on the sizing needs of the platform and included the management fee of the service.

b. Environments: CloudBlue will provide two environments for Dedicated PaaS:

    i. Staging Environment: A non-production, non-revenue-generating environment used by the Customer's developers to model impacts to the Customer environment or test upgrades. Customer hereby orders Operational Solutions for the following development environment option(s): one platform environment: STAGING.

    ii. Production Environment. A revenue-generating environment, Customer hereby orders Operational Solutions for the following production environment option(s): One platform environment: PRODUCTION.

Dedicated Platform Management Service: The solutions provided within the Platform Management include:

a. Platform Monitoring

b. 24/7 Incident Logging & Support (Level 2/3)

c. Change Management

d. Service Level Management

e. Capacity Management

f. Availability Management

g. Service Continuity Management

h. Security Management

i. Independent Software Vendor (ISV) Escalation Management

Dedicated Infrastructure Management: Infrastructure Management solutions are the activities associated with day to day management of the hosted infrastructure that includes:

a. DNS: Traffic Manager,

b. Ingress: Application Gateway with WAF

c. Application layer; App Service Plan, App Service (Windows/Tomcat)

d. Database: SQL Server, SQL Database

e. Storage: Storage Account, Storage Blob, Storage Files

f. Cache: Redis Cache

g. Backup: App Service Backup Service,

h. Monitoring: Monitor, Log Analytics,

i. Application Insights

j. Virtual Machines

2.7.1 Solution Limitations

The following are known limitations of the scope of this solution:

a. Dedicated PaaS is provided from geographies specific data-residency and compliance needs of our customers. Selected geographies are fault-tolerant to withstand complete region failure through their connection to dedicated high-capacity networking infrastructure.

b. An appropriate Availability Zone(s) will be determined. Each Availability Zone is made up of one or more data centers equipped with independent power, cooling and networking.

c. Availability Zones allow customers to run mission-critical applications with high availability and low-latency replication. All related services are provided remotely from where CloudBlue or its approved subcontractors operate from.

2.7.2 Solution Exclusions

The following are outside of the scope of this solution:

a. Consultancy for third party systems or software (e.g. APS, Integrations, etc.);

b. Custom software development;

c. End-customer technical, product or billing support; and

d. Implementation, configuration or operations of third-party systems or software.

2.8 AZURE INFRASTRUCTURE MANAGEMENT

In case services are required for infrastructure management in Customer's own Azure tenancy, "Azure Infrastructure Management" solution is available that includes:

a. Service and Network Monitoring: Comprehensive monitoring systems will be installed and configured on the hosted infrastructure on Azure. The following components will be monitored:

    i.   Availability of all Azure servers (as per the IPMap)
    ii.   Azure Alerts
    iii. Azure Service Health
    iv. Azure Resource Health

b. Infrastructure Management: The following activities are associated with day to day management of the customer infrastructure on Azure:

    i.   Azure Platform Management:

        a.   Management of all servers (as per Customer's IPMap)
        b.   Console Access
        c.   Modification, deletion of VMs
        d.   Network assessment (firewall, rules)

    ii.   Lifecycle Management:

        a.   Patching – OS patching for Customer's OSA environments using Update Management
        b.   Auxiliary - powerdns, php, postgresql, apache, mysql, jenkins, is, etc. (updates availability, requirements & compatibility assessment)
        c.   Security updates / SSL hardening - (proactive security advise / consultation)
        d.   OS Patching for 3rd party Software and CSD will be done on best effort basis.

    iii. Platform Access:

        a.   Infrastructure Access: Create new accounts required for platform management as per the process and the guidelines (RDP access)
        b.   A host (Windows OS) with RDP access needs to be provided by the customer for accessing the CloudBlue environment.
        c.   Infrastructure Access: Manage the access of existing users (renewals and removal)
        d.   Customer Personnel Access: Provide access to customer technology team according to the requirements outlined in contract (Control panel access)
        e.   Sign certificates for VPN Access

    iv. Backup and Disaster recovery:

        a.   Backup and recovery - monitoring, testing backup restoration
        b.   VM Backup

    v.   Vulnerability management:

        a.   Perform regular security vulnerability scans using the Microsoft Azure Threat Protection Suite to ensure the Platform to be secured.
        b.   Any vulnerabilities found will be registered as security incidents and worked towards resolution accordingly.

2.8.1 Service Limitations

a. Current commercial cover is for 21 production VMs and 20 staging VMs

2.8.2 Service Exclusions

a. As the Service is provided for the infrastructure under Customer's Azure Subscriptions and Customer retains control over those Azure Subscriptions, Customer acknowledges and accepts full responsibility for any Service interruptions or issues with the Platform in case Customer performs any operations with Azure Subscriptions that impact the Platform or the Services.

2.9 GO-TO-MARKET AUTOMATOR SUBSCRIPTION

Ongoing Go-to-Market Automator Subscription is for Customers who want to use Go-to-Market Automator and/or Builder products.

2.9.1 Solution Inclusions

a. Licensing for the users of Customer's account (for both internal teams and partners/vendors). User is defined as any person who requires a unique login.

b. Content and technical support for Go-to-Market Automator/Builder

c. Hosting of Customer's domain/subdomain for Go-to-Market Automator/Builder

2.9.2 Solution Limitations

a. Five hundred (500) users are included. Additional users charged extra.

2.10 **SOLUTION ACTIVATION**

Ingram Micro will activate the Services and provide the following deliverables including, among other items:

a. Provide an Operations Manual within thirty (30) Days of the SoW Effective Date.

b. Provide Service Reporting thirty (30) days after Service Activation.

2.11 **SOLUTION LIMITATIONS**

a. Except as the Parties may otherwise agree in writing, Ingram Micro will perform the Services remotely from Ingram Micro or Ingram Micro's subcontractors' or other third parties' facilities. Each Party agrees to make available all reasonably necessary resources to enable Ingram Micro to perform the Services.

b. Unless otherwise specified, the Parties acknowledge that any on-site Services are intended to be performed during Normal Work Hours. Normal Work Hours do not include weekends, public holidays (observed in the country in which Services are performed), or hours between 7 a.m. and 7 p.m. local time. Support outside of Normal Work Hours is available on an on-call basis.

c. This Service is applicable for platforms with a Staging and Production environments. Additional environments may attract an additional small fee.

d. This Service is applicable for Dedicated PaaS or On-Premise platform environments.

e. This Service is applicable for a single Operating Company. For additional Operating Companies a separate Service needs to be purchased.

2.12 **SOLUTION EXCLUSIONS**

a. Custom software development

b. Implementation, configuration or operations of 3rd party systems or software except listed in the SoW

c. Physical Datacenter related activities, such as Implementation, testing and/or fixing of network equipment, servers, power units or cables.

2.13 **SKU LIST**

The following table defines SKUs and metrics used in this document.

Operational Solutions	SKU #	Metric	Notes
Operational Solutions– Core Service	CB-MS.MP-CO-1M	Monthly	
Operational Solutions – Select Service	CB-MS.MP-SE-1M	Monthly	
Operational Solutions – Advanced Service	CB-MS.MP-AD-1M	Monthly	
Operational Solutions – Premier Service	CB-MS.MP-PR-1M	Monthly	
Optional Extras	**SKU #**	**Metric**	**Notes**
Extra Connector Support	CB-MS.MP-CC-1M	Monthly	
Commerce Engine Add-ons	SKU #	Metric	Notes
Service Plan & Resource Management	CB-MS.CE-RP-1M	Monthly	
Order Management	CB-MS.CE-OM-1M	Monthly	
Subscription Management	CB-MS.CE-SM-1M	Monthly	
Workflow Management	CB-MS.CE-SC-1M	Monthly	
Storefront Management	CB-MS.CE-MM-1M	Monthly	
Billing & Invoicing Management	CB-MS.CE-BI-1M	Monthly	
Reseller & Omni-Channel Management	CB-MS.CE-RO-1M	Monthly	
Identity & Access Management	CB-MS.CE-IA-1M	Monthly	
More Services	**SKU #**	**Metric**	**Notes**
Dedicated PaaS Management	CB-MS.CE-DP-1M	Monthly	
Azure Infrastructure Management	CB-MS.MP-AIM-1M	Monthly	
Go-to-Market Automator Subscription	CB-MS.GTMA-S-1M	Monthly	

3. **SUPPORT SOLUTIONS**

Support Solutions are provided to meet the needs of Customer that combine reactive services to assist with the fault and diagnosis of the platform.

Our Support model is broken down into two types of solutions; Shared (Basic, Standard) and Dedicated (Extended) When selecting either Basic or Standard Support, your work will be done by a specialist who shares their time with other customers as well. This model allows you to save costs, but doesn't give you the flexibility to change the method of working, response times, etc.

When you select Extended Support, an expert is assigned exclusively to your company. You can define how this person should interact with your own IT team, and anything else that is unique to your business.

These solutions are an outsourced support model where CloudBlue assigns an expert (or experts) exclusively for your company. A dedicated support person works very much like your own employee, but you do not have to hire, train, manage payroll, provide infrastructure, manage leaves, or perform any other function that is required for a regular in-office employee.

3.1 **SUPPORT SOLUTIONS – BASIC SUPPORT**

Basic Support assist with various incidents and support tasks. The following services will be provided:

a. How-To requests – Providing guidance on platform operations and functionality

b. 24/7 Incident Support – Reactive assistance with issues resolution

c. Maintenance Access - Maintaining access details to customer's infrastructure in actual state (server names, IP addresses, passwords, remote access ports, etc.), maintaining VPN clients and other remote access software.

d. Customer Contact details – keeping phone numbers, emails, contact hours updated for primary and emergency contacts.

e. Basic Upgrade Assistance – Providing on-demand assistance with preparations, assist with resolution of upgrade blockers that do not require Project Management, Upgrade Execution, Post Upgrade platform operations assessment.

f. Basic Support Coordination – providing feature requests and bugs statuses, hotfix requests creation for business-critical incidents.

g. CloudBlue Connect Support – providing support related to incidents that may arise from CloudBlue Connect.

h. Syndication Support – providing support related to incidents that may arise from Syndication.

i. Connectors Support – support for each Connector includes:

    i. First and second line support, troubleshooting of issues

    ii. Escalation of issues to the support team in charge of Connector maintenance if necessary

    iii. Escalation of issues to the vendor of third-party systems and services if necessary and in case they are licensed and supported via CloudBlue

j. Third Party Pass-Through Support – first line of support will also extend to third party products and services that are licensed via and supported by CloudBlue and Ingram Micro vendors through the Syndication program or other separate licensing and support arrangements - providing a pass-through support channel.

3.2 **SUPPORT SOLUTIONS – STANDARD SUPPORT**

Standard Support assists with various incidents and support tasks. The following services will be provided:

a. How-To requests – Providing guidance on platform operations and functionality

b. 24/7 Incident Support – Reactive assistance with issues resolution

c. Maintenance Access - Maintaining access details to customer's infrastructure in actual state (server names, IP addresses, passwords, remote access ports, etc.), maintaining VPN clients and other remote access software.

d. Customer Contact details – keeping phone numbers, emails, contact hours updated for primary and emergency contacts.

e. Advanced Upgrade Assistance – Providing on-demand assistance with preparations, assist with resolution of upgrade blockers that do not require Project Management, Upgrade Execution, Post Upgrade platform operations assessment.

f. Advanced Support Coordination – providing feature requests and bugs statuses, hotfix requests creation for business-critical incidents.

g. CloudBlue Connect Support – providing support related to incidents that may arise from CloudBlue Connect.

h. Syndication Support – providing support related to incidents that may arise from Syndication.

i. Connectors Support – support for each Connector includes:

    i. First and second line support, troubleshooting of issues

    ii. Escalation of issues to the support team in charge of Connector maintenance if necessary

    iii. Escalation of issues to the vendor of third-party systems and services if necessary and in case they are licensed and supported via CloudBlue

j. Third Party Pass-Through Support – first line of support will also extend to third party products and services that are licensed via and supported by CloudBlue and Ingram Micro vendors through the Syndication program or other separate licensing and support arrangements - providing a pass-through support channel.

k. Expert Knowledge Access - Facilitate access to necessary expertise when needed through Support tickets or providing direct technical Support Solutions to Customer, as well as coordinating directly with regional Service Delivery Managers, as well as providing recommendations on Education Services courses that may assist knowledge transfer.

l. Escalation Management – Allocated to a pooled Technical Account Manager for platform-related communication for the Customer, giving the access to a Senior Engineer when needed, who will drive critical cases and keeps all parties up-to-date on the progress. This applies to support tickets, product defects, hotfix requests and feature requests.

m. Pre-Upgrade Preparation - Provides effective risks assessment, planning and coordinating respectable parties for successful upgrade execution with the Upgrade and Deployment teams.

n. Upgrade Execution and Coordination - Coordinates the upgrade process including limited pre-production testing and gap analysis, risks mitigation, consultative assistance in 3rd-party blockers removal.

o. Post-Upgrade Report - Extra attention for the Post-Upgrade stage, not only giving a comprehensive upgrade report, but is also on top of every issue that might require additional attention.

p. Internal Reporting - Performs comprehensive internal reporting, which results in better understanding of Customer's issues by Support team and help prioritization with the better context.

q. Quarterly Support Overviews – Provides a report on Support trends, important projects overview & practices are being summarized each quarter and delivered to Customer during scheduled remote conference call.

3.3 **SUPPORT SOLUTIONS – EXTENDED SUPPORT**

Extended Support assists with various incidents and support tasks. The following services will be provided:

a. Remote Dedicated Support – Fully-dedicated to Customer, working within a global team of peer at a centralized location, but working during customer business hours.

b. 3rd party vendor coordination. Assists remotely with customer projects, and industry awareness to drive communication with Customer's partners / vendors as required.

c. Operational Solutions coordination. If the Customer decides to go with the Operational Solutions, able to effectively coordinate the team to ensure platform stability, uptime and configuration relevance.

d. Responding to all major incidents and requests (both – Severity 1 and Severity 2) and fixing issues in the platform if needed within agreed response and resolution times.

e. CloudBlue Connect Support – providing support related to incidents that may arise from CloudBlue Connect.

f. Syndication Support – providing support related to incidents that may arise from Syndication.

g. Connectors Support – support for each Connector includes:

    i. First and second line support, troubleshooting of issues

    ii. Escalation of issues to the support team in charge of Connector maintenance if necessary

    iii. Escalation of issues to the vendor of third-party systems and services if necessary and in case they are licensed and supported via CloudBlue

h. Third Party Pass-Through Support – first line of support will also extend to third party products and services that are licensed via and supported by CloudBlue and Ingram Micro vendors through the Syndication program or other separate licensing and support arrangements - providing a pass-through support channel.

i. Working with Customer technical teams to ensure that CloudBlue best practices are followed where required

j. Analyzing trends and build rapport on a quarterly basis to better understand Customer's focus points

k. Assisting Customer's team with configuration and implementation of new solutions

l. Giving recommendations, steps to resolve and referring to documentation

m. Tracking CloudBlue Automation JIRA bugs, assisting with prioritizing those bus, handling escalations and requesting hotfixes

n. Classifying issues and route them through appropriate channels

o. Assist with the implementation of new packages, hotfixes and CloudBlue Automation upgrades. Work with Customer technical teams to ensure that CloudBlue best practices are followed where required

p. Creation of a support ticket. If a ticket is created, it will be routed directly to the Dedicated Support Engineer during his business hours and the Dedicated Support Engineer will respond within 30 minutes of receiving the ticket

q. For Severity 1 tickets, Customer may call the Engineer for an immediate response during his work hours. Outside of business hours, Customer can call the CloudBlue Team Leads on duty 24x7 for prompt Engineer assignment

r. Reporting At the end of each month, CloudBlue will provide Customer a report of the activities performed for that week by the Engineer

s. Helping Customer audit their environment and carrying out Change Control and to helping establish proactive monitoring

3.4   SUPPORT SOLUTIONS– LEGACY PLATFORM SUPPORT

Customer may use CloudBlue's technical Support Solutions for each Software product via the support request portal. CloudBlue will provide Customer with a unique set of codes (Support Codes) and the ability to log into the CloudBlue's support system in order to receive technical support. The Support Codes will be provided via an email which will be sent directly to the point of contact (POC) as defined by Customer.

3.4.1 Support Coverage

Provided that Customer is in compliance with the Agreement, CloudBlue will provide support for the Version of the Software Customer uses that has reached their End of Life (EOL). All the changes in the maintenance and support status of any Versions of the Software will be published on cloudblue.com site at https://www.cloudblue.com/general-cloudblue-lifecycle-policy/ as such site and link may be amended, supplemented, or modified by CloudBlue from time to time. Included in this service are the following;

a.   How-To requests – Providing guidance on platform operations and functionality

b.   Break and fix support – Reactive assistance with issues resolution. While assistance will be provided in the best effort manner using already existing solutions and patches, resolution of issues is not guaranteed as no new patches can be created for the Software that reached its End of Life (EOL).

c.   Access maintenance - Maintaining access details to customer's infrastructure in actual state (server names, IP addresses, passwords, remote access ports, etc.), maintaining VPN clients and other remote access software.

d.   Customer contact details – keeping phone numbers, emails, contact hours updated for primary and emergency contacts.

e.   Basic Upgrade Assistance – Providing on-demand assistance with preparade preparations, assist with resolution of upgrade blockers that do not require project management, upgrade execution, post upgrade basic platform operations assessment.

f.   CloudBlue Connect Support – providing support related to incidents that may arise from CloudBlue Connect.

g.   Syndication Support – providing support related to incidents that may arise from Syndication.

h.   Connectors Support – support for each Connector includes:

    i.   First and second line support, troubleshooting of issues

    ii.   Escalation of issues to the vendor of third-party systems and services if necessary and in case they are licensed and supported via CloudBlue

i.   Third Party Pass-Through Support – first line of support will also extend to third party products and services that are licensed via and supported by CloudBlue and Ingram Micro vendors through the Syndication program or other separate licensing and support arrangements - providing a pass-through support channel.

A withdrawal of maintenance for a Version of the Software that has reached End of Life (EOL) does not affect the Customer's rights to use that Version of the Software in accordance with the License SoW.

As used herein, "Legacy Platform Support" will include delivery of solutions to Product problems that can be provided by CloudBlue Technical Support without involvement of CloudBlue's Software development team. CloudBlue Technical Support does not commit to any Service Levels.

Customer will continue to have access to solutions of problems that are previously known and defined within CloudBlue's product support knowledge base. If requested by Customer, any analysis, testing, debugging, diagnostic work, research efforts or repairs will only be delivered, subject to availability, pursuant to a separate written agreement between the Customer and CloudBlue for such services, which will be billed to the Customer on a time and materials basis, based upon the then-current contract rate charged by CloudBlue for Professional Services.

CloudBlue will not provide to the Customer any Improvements or New Modules for the Software that has reached End of Life (EOL).

Customer may use CloudBlue's technical Support Solutions for each Software product via the support request portal. CLoudBlue will provide Customer with a unique set of codes (Support Codes) and the ability to log into the CloudBlue's support system in order to receive technical support. The Support Codes will be provided via an email which will be sent directly to the point of contact (POC) as defined by Customer.

3.4.2 Security Risks

Customer fully understands and accepts that operation of a version of the Platform that has reached End of Life (EOL) without any security patches to be released for that version exposes Customer to security risks from newly discovered critical vulnerabilities.

3.4.3 Severity

Severity is a measure of the relative impact an issue has on the use of the Software by Customer. CloudBlue will determine such severity level in its reasonable discretion. In making such determination, CloudBlue will give appreciable weight and deference to Customer's determination of severity based on how Customer determines the Issue impacts its business. The parties agree that once a ticket is opened, the severity level for an individual ticket will not be changed without Customer's consent.

3.4.4 Service Levels

Subject to an "unanticipated support event," CloudBlue will respond to any request for support from. Customer in the best effort manner but without any guarantees with regards to the timeframes.

3.4.5 Revisions to Documentation

CloudBlue will provide to the Customer with any revisions to the existing Documentation necessary to reflect all Fixes, Improvements, and New Modules for all major upgrades. If CloudBlue delivers to the Customer new Versions of, the Software, CloudBlue will also promptly deliver to the Customer additional or amended Documentation in respect of same. In the event that CloudBlue otherwise updates or modifies the Documentation, it will make available electronic copies of same to Customer. All such additional or amended Documentation will be subject to the same standards as the original Documentation.

3.4.6 Support Incidents

Support Incidents provide on-demand support for specific Issues, Error messages, Product defects, or functionality that does not perform as expected. If an Incident reports several independent Issues, then each Issue shall be considered as a separate support Incident. The following items are excluded from technical support obligations:

a. Software that is used on or in conjunction with hardware or software other than that specified in the applicable documentation

b. Virus infections

c. Spam protection

d. System/server administration activities

e. Routine product maintenance (data backup, cleaning disk space and configuring log rotation)

f. 3rd party applications not provided by CloudBlue

g. Altered or modified Software, unless altered or modified by CloudBlue or as defined in the Documentation or knowledge base

h. Defects in the Software due to hardware malfunction, abuse or improper use

i. Any version of the Software for which Support Solutions have been discontinued by CloudBlue as documented in the applicable CloudBlue end of life policy

j. Third party software

k. CloudBlue support excludes training, customization, integration and any issues arising from non-standard usage of the Software

3.4.7 Exclusions

Individual services such as New Module implementation, customization, migration or deployment and/or administration tasks to non-CloudBlue 3rd party software packages, or similar services are not covered by CloudBlue's support. In addition, if Customer installs or deploys a product platform, software product or other module on their own or through a third party, Customer will not be entitled to receive support solutions from CloudBlue until Customer enters into a Statement of Work with CloudBlue's Professional Services team to allow CloudBlue to validate and confirm that such platform, software product or module was properly installed. Such services need to be ordered separately as Professional Services under the Professional Services Addendum forming part of the Agreement.

3.5 **SOLUTION ACTIVATION**

The following are known requirements for the activation of this solution:

    a.   Depending on the requirements such as customer business hours and technical needs there may be a delay of up to three to six (3 - 6) Months to secure an appropriate resource for Extended Support.

3.6 **SOLUTION LIMITATIONS**

The following are known limitations of the scope of this solution:

    a.   Except as the Parties may otherwise agree in writing, CloudBlue will perform the Services remotely from CloudBlue or CloudBlue's subcontractors' or other third parties' facilities. Each Party agrees to make available all reasonably necessary resources to enable CloudBlue to perform the Services.

    b.   Unless otherwise specified, the Parties acknowledge that any on-site Services are intended to be performed during Normal Work Hours. Normal Work Hours do not include weekends, public holidays (observed in the country in which Services are performed), or hours between 7 a.m. and 7 p.m. local time. Support outside of Normal Work Hours is available on an on-call basis.

    c.   The resources are provided as support staff who perform the Services. Service vendor is free to select any staff to provide support, including replacing any such staff from time to time (for example, to cover extended holidays, prolonged illness, incapacity, personnel being relocated or leaving the Contractor's employment etc.). The hours worked by one employee on a full-time basis less any deductions for statutory holidays, normal personal holiday time and illness time provided for by the laws of the country is employed in.

    d.   The Support Solutions are applicable for Dedicated PaaS or On-Premise platform environments.

3.7 **SOLUTION EXCLUSIONS**

The following are outside of the scope of this solution:

    a.   Custom software development

    b.   Implementation, configuration or operations of 3rd party systems or software except listed in the SoW

    c.   Physical Datacenter related activities, such as Implementation, testing and/or fixing of network equipment, servers, power units or cables.

    d.   Individual services such as New Module implementation, customization, migration or deployment and/or administration tasks to non-CloudBlue 3rd party software packages, or similar services are not covered by CloudBlue's support.

    e.   Project Management Solutions are not included in this service.

3.8 **SKU LIST**

The following table defines SKUs and metrics used in this document.

Standard Services	SKU #	Metric	Notes
Support Solutions - Basic Support	CB-MS.MP-BA-1Y	Annual	
Support Solutions - Standard Support	CB-MS.MP-ST-1Y	Annual	
Support Solutions - Extended Support	CB-MS.MP-ES-1Y	Annual	
Support Solutions - Legacy Platform Support	CB-MS.MP-LP-1Y	Annual	

4. ACCELERATED SOLUTIONS

Accelerated Solutions are an end-to-end turnkey customer-experience enabled support program, comprising of call center agents and labor management, call center agent automation and intelligence, analytics, support automation and technology.

Accelerated Solutions are provided based on both the number of intended uses and the scope of required assistance, as further described in the applicable Order, and may be rendered over the telephone, chat, through a remote connection, or through email. Accelerated Solutions are separated into two categories Business and Enterprise

4.1 COMMON SKU DESCRIPTIONS

The following table defines Service Description, SKUs and metrics used in this document.

Description	SKU #	Metric
Productivity Suite Installation & Tutorial (Business)	CB-MS.PCS-AP-1T	One-Time Charge / Per User
Productivity Support (Business)	CB-MS.PCS-PB-1M	Monthly Service Charge / Per User
SaaS Installation & Tutorial (Business)	CB-MS.PCS-AT-1T	One-Time Charge / Per User
SaaS Support (Business)	CB-MS.PCS-AV-1M	Monthly Service Charge / Per User
Mobile Device Manage Installation & Tutorial (Business)	CB-MS.PCS-MO-1T	One-Time Charge / Per User
Mobile Device Manage Support (Business)	CB-MS.PCS-MS-1M	Monthly Service Charge / Per User
Email Migrations (Business)	CB-MS.PCS-EM-1T	One-Time Charge / Per User
Productivity Support (Enterprise)	CB-MS.PCS-PE-1M	Monthly Service Charge / Per User
Office 365 JumpStart Service (Enterprise)	CB-MS.O365E-JS-1T	One-Time Charge / Per Enterprise
Office 365 Migration Service (Enterprise)	CB-MS.O365E-MGR	One-Time Charge / Quoted
Office 365 Managed Service (Enterprise)	CB-MS.O365E-MNG	Monthly Service Charge / Quoted

4.2 MINIMUM COMMITMENT

The Premium Services are subject to the monthly commitments ("Minimum Commitment"). For the purposes of clarification, the total value of all Premium Services sold in a given month are counted towards the fees payable. However, if in each billing month the Premium Services Fees calculated are below the Minimum Commitment, then Customer will pay to CloudBlue the minimum commitment fee. If the customer's monthly total exceeds the minimum commitment, then the higher fee is paid by the customer to CloudBlue.

Please Note: Any fees payable by Customer to CloudBlue for Services related to Assisted Sales are not included in the Premium Services minimum commitment calculation as these are a separate service offering.

4.3 **PREMIUM SERVICES - SERVICE ACTIVATION**

CloudBlue will perform the following Services during the implementation phase, prior to the launch of the services. These meetings and operational engagements will ensure the clear definition of Customer's requirements and alignment with the scope of Services as outlined in the Service Description as well as the design of the customer specific flows and operations to ensure readiness for launch and a structure to ensure continuous improvements during production;

a.   Assistance with program design and customer flows.

b.   Creation of the Operational Manual and Engagement Manual

c.   Program management and oversight

d.   Backend training and ramp of support teams for customers specific operational requirements.

e.   Front line sales collateral and remote training for how to present and book a DTS for an end user.

f.   Create operational contact, teams and cadence for regular meeting leading up to launch and postlaunch

g.   Program and metric tracking post launch.

h.   Daily management and oversight of the service delivery operations

4.4 PRODUCTIVITY SUITE INSTALLATION & TUTORIAL (BUSINESS)

This Service is provided only through Single Assistance SKUs and includes one (1) session with an CloudBlue support agent for one (1) End User with regards to one (1) Select Productivity Suite Product.

The service is a one-on-one training and tutorial session, during which the support agent will show the End User how to activate, install (where applicable) and use the basic features of a given Select productivity suite Product.

Productivity Suite Training and Application Installation service may include "leave behinds" with information on the use of the Select Product that the End User can reference or send to others inside of their organization. The End User will have a chance to ask any questions they might have about the select product in question.

Our technicians will assist the customer with the license assignment, installation of Office applications on their desktop and when applicable initiate the automated deployment of Microsoft Office365 to the other employees in the organization.

Support will also give the customer a tutorial on use of the applicable Microsoft product listed, initiate a document upload to OneDrive and answer any questions the customer might have on the use of the product. This service includes the following:

- a. Assignment of licenses.

- b. Installation of the Office applications to the customer's computer.

- c. Initiate the automated deployment of the Office applications to the other employees in the company.

- d. Initiate the upload of a document into One Drive.

- e. High level tutorial on the use of Office applications answering any questions the customer might have.

This one time, on-demand service will be limited to deployment, installation and the tutorial of the desktop Office suite. Any how-to guidance after the installation or with data and email migration will be directed to other on-demand or recurring support offerings.

4.4.1 Supported Products

- a. Microsoft Office365 for Business

- b. Microsoft Office365 for Business Essential

- c. Microsoft Office365 for Business Premium

- d. G-Suite Basic

- e. G-Suite Business

4.5   **PRODUCTIVITY SUITE SUPPORT (BUSINESS)**

This Service is provided only as part of Subscription SKUs and provides access to an CloudBlue support agent that will provide technical assistance on the use. This service covers tier 1 (End User assistance), tier 2 (admin support) and tier 3 (managed escalations for technical support issues that require intervention from relevant software manufacturers) technical Support Solutions are further described in the applicable documentation. Premium Productivity Suite Support is available on a 24/7 basis.

This service also includes a managed collection of self-help resources related to the applicable productivity suite that platform partner can make available to their End Users. Ingram Premium Productivity Suite Support offering is a turnkey, technical support offering that enables platform partners to meet Microsoft CSP support requirements and differentiate their Microsoft Office365 offering by providing their end users 24/7, white-glove technical support for issues related to the use of Microsoft Office365. This service includes the following:

a.   Break-Fix Support where a product was designed to work the way it is expected to be, and it is not functioning correctly, CloudBlue will support and assist the customer to fix and resolve the issue, unless identified as being out of scope (see exclusions below).

b.   Send welcome emails to new customers with links and attachments to resources that will assist them in the account activation process.

c.   Providing preliminary support and assistance to customers with general Microsoft Office365 queries and providing guidance on finding resources that enable them to resolve their technical issues.

d.   Upsell on demand services when appropriate.

e.   Providing preliminary support and assistance to customers in integrating their Microsoft Office365 applications to other applications and systems to the extent possible.

f.   Aiding and guidance to administrators or end users with the management of their 0365 license and or configuration of their Microsoft Office365 suite of applications.

g.   Managed escalations to Microsoft if the issue require the intervention of Microsoft in order to resolve.

4.5.1   Service Exclusions

a.   Requests related to data deletion either due to an expired Microsoft Office365 subscription, cancelation, data corruption or data deletion linked to a retention policy, and any services or support offerings that are sold separately as an on-demand service (Example: Migrations, Onboarding and setup).

b.   Microsoft Office365 Backup or Recovery.

c.   Design and or creating materials (document, presentations files, etc).

d.   Resetting of administrator's passwords.

e.   Support of issues related to Active Directory, ADSF or hybrid configurations of Office 365.

f.   Support of add-ons, software or other technology not included in Microsoft Office365.

g.   On-Premise Support or hardware related issues – should a customer requests for assistance require a technician to be physically present to resolve, this will be deemed as out of scope.

h.   The technician will guide the customer to a resolution path (example: "You need to replace your hard drive").

i.   Configuration of any client applications other than Microsoft Office365 on mobile devices and mobile operating systems.

4.5.2   Supported Products

a.   Microsoft Office365 for Business

b.   Microsoft Office365 for Business Essential

c.   Microsoft Office365 for Business Premium

d.   G-Suite Basic

e.   G-Suite Business

4.6   **SAAS INSTALLATION & TUTORIAL (BUSINESS)**

CloudBlue's Cloud Onboarding Services are customizable, recurring and on demand technical support offerings designed for specific Cloud / SaaS products from the IM catalogue. The service includes a remote 1:1 session with the customer where the CloudBlue will install, configure or deploy the Cloud / SaaS product while giving the customer a tutorial that explains and outlines the features and functionality of the product. The duration of the tutorial will be approx. 20-25 minutes.

This service includes the following:

    a.   Assignment of licenses.

    b.   Installation and or configuration of the Cloud product.

    c.   Assistance with the set up and configuration of any administrative features or functionality

    d.   High level tutorial on the use of Cloud / SaaS product, answering any questions the customer might have about the use or functionality of the product.

This one time, on-demand service will be limited to deployment, installation, configuration and the tutorial of the Cloud / SaaS product. Any how-to guidance after the installation or related to the migration from any other product or application will not be considered as being in scope.

4.6.1 **Supported Products**

    a.   Symantec Endpoint Protection

    b.   McAfee Endpoint Protection

    c.   Sophos

    d.   DoForms

    e.   Deputy

    f.   Box

    g.   DropBox

    h.   DocuSign

    i.   QuickBooks Online

4.7 SAAS SUPPORT (BUSINESS)

CloudBlue's Cloud Premium Support offering is a turnkey, technical support offering that enables platform partners to provide break / fix support and differentiate their Cloud / SaaS product offerings by providing their end users 24/7, white glove technical support for issues related to the use of Cloud / SaaS product products purchased from the Platform Partner. This service includes the following:

a. Break-Fix Support where a product was designed to work the way it is expected to be, and it is not functioning correctly, CloudBlue will support and assist the customer to fix and resolve the issue, unless identified as being out of scope (see exclusions below).

b. Send welcome emails to new customers with links and attachments to resources that will assist them in the account activation process

c. Providing preliminary support and assistance to customers with general Cloud / SaaS product queries and providing guidance on finding resources that enable them to resolve their technical issues.

d. Upsell on demand services when appropriate

e. Providing preliminary support and assistance to customers, when required, with installing and configuring Cloud / SaaS applications that they have purchased from the Platform Partner.

f. Aiding and guidance to administrators or end users with the management of their Cloud / SaaS product licenses.

g. Managed escalations to the appropriate ISV if the issue require the intervention of the ISV in order to resolve.

4.7.1 Service Exclusions

a. Any services or support offerings that are sold separately as an on-demand service (Example: Migrations, On-boarding and setup)

b. Initiating or running any of the applications on behalf of the customer.

c. Design and or creating materials (document, presentations files etc.)

d. Resetting of administrator's passwords

e. Support of issues related to the interaction of the Cloud / SaaS product and an unsupported software or technology.

f. Support of add-ons, software or other technology not covered in the scope of Cloud / SaaS product Support.

g. On-Premise Support or hardware related issues– should a customer requests for assistance require a technician to be physically present to resolve, this will be deemed as out of scope.

h. Configuration of any client applications other than the support Cloud / SaaS product on mobile devices and mobile operating systems.

4.7.2 Supported Products

a. Symantec Endpoint Protection

b. McAfee Endpoint Protection

c. Sophos

d. DoForms

e. Deputy

f. Box

g. DropBox

h. DocuSign

i. QuickBooks Online

4.8 **MDM INSTALLATION & TUTORIAL (BUSINESS)**

The Mobile Device Manage (MDM) installation and Tutorial service provides expertise and guidance for the set up and use of MDM endpoint management features. The customer can call and receive a one (1) hour 1:1 session with a premium care agent to provide education and assistance on basic MDM service configurations and functions including device enrollment, policy configuration and application management. This service includes the following:

a.   Understand customer use cases and investigate upfront (Discovery questions)

b.   Ensure customer gets through login and quick start guide

c.   Understand navigation of the portal

d.   Enroll initial couple of devices

e.   Setup a default policy

f.   Understand how to push an app, run reports, basic device actions (lock/locate/wipe, etc)

g.   Understand where the help/support links are, support videos, knowledgebase, etc to help with use cases/issues as they come up.

h.   Up to 1 hour of 1:1 remote support and assistance with a premium care agent for assistance with the setup and configuration of their MDM client.

4.8.1 **Solution Exclusions**

a.   Any support or service that cannot be delivered remotely

b.   Any defaults in the customers hardware or hardware OS

c.   Updating endpoint devices

d.   Onboarding customers with 51+ devices / licenses

4.8.2 **Supported Applications**

a.   IBM MaaS360

b.   VMware Airwatch

c.   Soti

d.   Jamf

4.9 **MDM SUPPORT (BUSINESS)**

CloudBlue's Cloud Premium Support offering is a turnkey, technical support offering that enables platform partners to provide break / fix support and differentiate their Cloud / SaaS offerings by providing their end users 24/7, white glove technical support for issues related to the use of Cloud / SaaS products purchased from the Platform Partner.

This solution includes the following:

a. Break-Fix Support where a product was designed to work the way it is expected to be, and it is not functioning correctly, CloudBlue will support and assist the customer to fix and resolve the issue, unless identified as being out of scope (see exclusions below).

b. Send welcome emails to new customers with links and attachments to resources that will assist them in the account activation process

c. Providing preliminary support and assistance to customers with general MDM queries and providing guidance on finding resources that enable them to resolve their technical issues.

d. Upsell on demand services when appropriate

e. Providing preliminary support and assistance to customers, when required, with installing and configuring MDM applications that they have purchased from the Platform Partner.

f. Aiding and guidance to administrators or end users with the management of their MDM licenses.

g. Managed escalations to the appropriate ISV if the issue require the intervention of the ISV in order to resolve.

4.9.1 Solution Exclusions

a. Any solutions or support offerings that are sold separately as an on-demand service (Example: Migrations, On-boarding and setup)

b. Initiating or running any of the applications on behalf of the customer.

c. Design and or creating materials (document, presentations files etc)

d. Resetting of administrator's passwords

e. Support of issues related to the interaction of the Cloud / SaaS and an unsupported software or technology.

f. Support of add-ons, software or other technology not covered in the scope of MDM Support.

g. On-Premise Support or hardware related issues– should a customer requests for assistance require a technician to be physically present to resolve, this will be deemed as out of scope.

h. Configuration of any client applications other than the support MDM on mobile devices and mobile operating systems.

4.9.2 Supported Applications

a. IBM MaaS360

b. VMware Airwatch

c. Jamf

d. Soti

4.10 **EMAIL MIGRATION (BUSINESS)**

This Solution is provided only through Single Assistance SKUs and covers one (1) End User training session and it includes a managed migration of email mailbox data from a compatible source system into nominated email account. The managed migration of email mailbox data covers an information collection session that may be done live with an CloudBlue support agent by phone or chat or completed by the End User directly using an online form (as applicable). Once the required information for the migration has been collected and validation of all requirements has been done, the copy of the source data (data migration) to the End User's account may begin.

The actual data migration will occur at a scheduled time, but its duration will vary based on the limitations of the source systems infrastructure, bandwidth, as well as other factors. For example, the response time by End Users who are required to take certain actions to facilitate the migration. End Users are responsible for the purchase of relevant email supported product subscriptions (as applicable).

The pricing for the Email Migration Support is subject to a minimum number of mailboxes per migration project. As such, Authorized End Customers and/or End Users will be required to purchase Email Migration Support Solutions for the defined minimum number of mailboxes, even if the actual number of mailboxes to be migrated is below such number. Email Migration Support is available on a 24/7 basis. CloudBlue's full service, white glove, Email Migration offering ensures a seamless and secure migration of the customers' existing email data to their new productivity suite.

This service includes an initial information collection and planning session with the company' administrator, the migration of email data, access to support during the migration window and an optional tutorial session with the administrator at the end of the migration process. This solution also includes the following:

a. Discovery of email accounts, aliases, distribution groups, public folders and shared mailboxes to verify migration plan with administrator prior to migrating.

b. Microsoft Office365 Account Provisioning and user licensing.

c. Migration of data from supported source system to nominated (See Supported Product) account.

d. DNS configurations to ensure email switchover to nominated (See Supported Product) account.

e. Configuration of Active Directory service (some restrictions apply).

f. Outlook application setup.

g. Instructions to end users on how to configure mobile devices.

h. Quality assurance and mail flow checks.

i. Post migration sweep of source mail server hourly for forty-eight (48) hours.

j. End user and point of contact communications throughout the project.

k. Project coordination.

l. No minimum annual commitment.

m. Minimum of four (4) mailboxes per migration.

n. Some restrictions apply to migrations from Google Mail, Lotus Notes, Groupwise and Zimbra as mail sources.

o. Some restrictions also apply to versions of Outlook 2007 and older versions of Outlook.

p. Active Directory sync is not included.

4.10.1 Supported Products

a. Microsoft Office365 for Business, Microsoft Office365 for Business Essential, Microsoft Office365 for Business Premium, G-Suite Basic, G-Suite Business

4.11 **PRODUCTIVITY SUITE SUPPORT (ENTERPRISE)**

This Service is provided only as part of Subscription SKUs and provides access to an CloudBlue support agent that will provide technical assistance on the use. This service covers tier 1 (End User assistance), tier 2 (admin support) and tier 3 (managed escalations for technical support issues that require intervention from relevant software manufacturers) technical Support Solutions are further described in the applicable documentation. Premium Productivity Suite Support is available on a 24/7 basis.

This service also includes a managed collection of self-help resources related to the applicable productivity suite that platform partner can make available to their End Users. Ingram Premium Productivity Suite Support offering is a turnkey, technical support offering that enables platform partners to meet Microsoft CSP support requirements and differentiate their Microsoft Office365 offering by providing their end users 24/7, white-glove technical support for issues related to the use of Microsoft Office365. This service also includes the following:

a. Break-Fix Support where a product was designed to work the way it is expected to be, and it is not functioning correctly, CloudBlue will support and assist the customer to fix and resolve the issue, unless identified as being out of scope (see exclusions below).

b. Send welcome emails to new customers with links and attachments to resources that will assist them in the account activation process.

c. Providing preliminary support and assistance to customers with general Microsoft Office365 queries and providing guidance on finding resources that enable them to resolve their technical issues.

d. Upsell on demand services when appropriate.

e. Providing preliminary support and assistance to customers in integrating their Microsoft Office365 applications to other applications and systems to the extent possible.

f. Aiding and guidance to administrators or end users with the management of their 0365 license and or configuration of their Microsoft Office365 suite of applications.

g. Managed escalations to Microsoft if the issue require the intervention of Microsoft in order to resolve.

4.11.1 Service Exclusions

a. Requests related to data deletion either due to an expired Microsoft Office365 subscription, cancelation, data corruption or data deletion linked to a retention policy.

b. Any services or support offerings that are sold separately as an on-demand service (Example: Migrations, Onboarding and setup).

c. Microsoft Office365 Backup or Recovery.

d. Design and or creating materials (document, presentations files, etc).

e. Resetting of administrator's passwords.

f. Support of issues related to Active Directory, ADSF or hybrid configurations of Office 365.

g. Support of add-ons, software or other technology not included in Microsoft Office365.

h. On-Premise Support or hardware related issues – should a customer requests for assistance require a technician to be physically present to resolve, this will be deemed as out of scope. The technician will guide the customer to a resolution path (example: "You need to replace your hard drive").

i. Configuration of any client applications other than Microsoft Office365 on mobile devices and mobile operating systems.

4.11.2 Supported Products

a. Microsoft Office 365 E1, Microsoft Office 365 E3, Microsoft Office 365 E5, G-Suite Enterprise

4.12 **OFFICE 365 ENTERPRISE JUMPSTART (ENTERPRISE)**

This Service provides a comprehensive migration planning service to help organizations smoothly prepare to transit to Microsoft Office 365 from any software configuration, be it on-premises, cloud or hybrid.

Our Office 365 consulting practice will develop a plan that guides customers through the entire migration and ensures that the migrated solution functions appropriately and meets collaboration expectations of all user groups with the delivery of a Detailed Office 365 migration report that includes:

  a.   Individual Mailboxes and Aliases

  b.   Shared Mailboxes and Public Folders

  c.   Distribution Groups

The Detailed Office 365 migration report includes recommendations on license types and quantities to meet the customer's business objectives, Identify and discuss potential source server and DNS-related issues that may impact the project which includes;

  a.   Directory integration

  b.   How to migrate; order of migration, tools required

  c.   Next steps, including Professional Services option to produce detailed technical design and migration plan

At the beginning of the migration engagement, CloudBlue performs the creation of the Detailed Office 365 migration report to gather and capture information about the customer's existing IT environment. This discovery activity provides a comprehensive and up-to-date record of the technology solutions implemented by your organization.

4.12.1 Solution Exclusions

  a.   On-premises infrastructure servers and components

  b.   Network architecture and DNS

  c.   Authentication solutions

  d.   Directory design

  e.   Bandwidth

  f.   Mail routing

  g.   Certificates

  h.   Hardware and software

  i.   Mail and other client applications

  j.   Mail archiving and compliance

  k.   Mobile devices

4.12.2 Supported Products

  a.   Microsoft Office 365 E1, Microsoft Office 365 E3, Microsoft Office 365 E5

4.13 **OFFICE 365 MIGRATION SOLUTION (ENTERPRISE)**

Based on Detailed Office 365 migration report the migration is primarily focused on the steps required to move users to Office365. The following are the key deployment tasks and events that are delivered during this offering:

a.   Assign licenses to users

b.   Issue final communications to end users

c.   Migrate mailbox data

d.   Migrate existing collaboration documents

e.   Change DNS records

f.   Configure mobile phones and devices for Office 365

g.   Perform post-migration service testing

4.13.1 Solution Exclusions

a.   Office 365 Consulting

b.   Office 365 Training

c.   DirSync/SSO ADFS Configuration

d.   Data Migration

e.   Managed Services for Office 365

4.13.2 Supported Products

a.   Microsoft Office 365 E1, Microsoft Office 365 E3, Microsoft Office 365 E5, G-Suite Enterprise

4.14 OFFICE 365 MANAGED SOLUTION (ENTERPRISE)

This Solution provides responsive, expert support for the full range of Office 365 features:

    a.   Submit tickets by calling, emailing, web portal, or via automated systems alerts to Office 365 24x7 Managed Service as a single point of contact for all Office 365 support

    b.   administrators decrease ongoing administrative burden of managing and monitoring your Office 365 environment freeing your team to focus on business initiatives.

    c.   Every incident, problem, known error, and request is documented in our enterprise-grade ticketing system for proper tracking and reporting.

    d.   Priority and impact guide the triage of incidents, problems, requests, and known errors to escalation points that best fit your organization's preferences within SLA guidelines

    e.   Effective tracking of all incidents including support for password resets, basic device troubleshooting, and answering "how to" questions.

Whether serving as your primary administrator or an expert for escalation support, Office 365 consultants perform the configuration and management tasks required for optimal performance of your environment.

Using ITIL-based trouble-shooting methodology and enterprise- grade reporting tools to manage your cloud environment to maximize its capabilities. This service is scoped based on a previous engagement of the Office 365 Enterprise Migration Service.

4.14.1 Solution Exclusions

    a.   Office 365 Consulting

    b.   Office 365 Training

    c.   Mailbox Migration

    d.   DirSync/SSO ADFS Configuration

    e.   Data Migration

4.14.2 Supported Products

    a.   Microsoft Office 365 E1, Microsoft Office 365 E3, Microsoft Office 365 E5

4.15 **ASSISTED SALES**

Assisted Selling Agents provide an expert voice to your digital marketplace. They provide added value to both the potential end-user customer and your own sales through exceptional customer engagement. Our Digital experts interact with your customers at the point-of- purchase influencing their buying decisions.

We provide teams of highly skilled and well-trained agents to complement and support your existing sales staff. They represent your brand with professionalism, passion and expertise to ensure increased sales of your digital products.

4.16 **COMMON SKU DESCRIPTIONS**

The following table defines Service Description, SKUs and metrics used in this document.

Description	SKU #	Metric
Assisted Sales – Solution Activation	CB-MS.PCS-AS-1T	One-Time Charge / Per Platform Partner
Assisted Sales Solution	CB-MS.PCS-AS-1M	Monthly / Per Agent

4.17 ASSISTED SALES - SOLUTION ACTIVATION

CloudBlue will perform the following Solutions during the implementation phase, prior to the launch of thesolutions. These meetings and operational engagements will ensure the clear definition of Customer's requirements and alignment with the scope of Solutions as outlined in the Service Description as well as the design of the customer specific flows and operations to ensure readiness for launch and a structure to ensure continuous improvements during production.

a. Assistance with program design and customer flows.

b. Creation of the Operational Manual and Engagement Manual

c. Program management and oversight

d. Backend training and ramp of support teams for customers specific operational requirements.

e. Front line sales collateral and remote training for how to present and book a DTS for a end user.

f. Create operational contact, teams and cadence for regular meeting leading up to launch and postlaunch

g. Program and metric tracking post launch.

h. Daily management and oversight of the service delivery operations

This Solution is provided on a basis of 200 digital transformation sessions per month per agent and make an Assisted Sales specialist available to advise End Users on technology and Services that can help their businesses. These sessions are all Digital Transformation Sessions. Assisted Sales Services include an online portal that End Users can use to book and manage Digital Transformation Sessions. Assisted Sales agents will perform outbound calls to End Users at the scheduled time.

The Assisted Sales agents and solutions will commence on a date that is agreed upon by both parties. The commencement date will be no sooner than 90 days after CloudBlue receives notice from platform partner of their wish to begin these solutions. The Assisted Sales program consists of front-line sales and sales channels booking free DTS for owners of small and medium sized businesses. These sessions are a free cloud consultation session that will last approximately 20-25 minutes where the cloud specialist will call the small business owner at the time of their choosing.

4.18 DIGITAL TRANSFORMATION SESSIONS (DTS)

The cloud specialist has one objective which is how can they help the business owner to save money and be more productive using the cloud. A DTS consists of:

a. Research business and develop high-level value proposition (Pre-call).

b. Greet and outline the DTS customer journey.

c. Engage and discover problems and priorities.

d. Present and outline end state / solution and savings.

e. Cover questions / confirm purchase.

f. Process purchase or send off proposal.

g. Book follow up call (if required).

The following SKU-based, Premium Customer Support will be included in this program:

a. Email Migration Service (one time, on demand).

b. Premium Productivity Suite Installation and Tutorial. (one time, on demand)

    c.   Premium Productivity Suite Support (monthly recurring).

    d.   Cloud / SaaS Premium Support (monthly recurring).

    e.   Cloud/ SaaS Premium Onboarding Services (one time, on demand).

    f.   MDM Setup and configuration Service (one time, on demand)

    g.   MDM Support Service (monthly recurring)

4.19 SOLUTION EXCLUSIONS

a. Agents will use commercially reasonable efforts to resolve customers technical issues, however not all technical issues can be resolved by our technicians.

b. Certain restrictions apply to our ability to support unlicensed, outdated or unsupported platforms, hardware and technical support issues.

c. These Services are intended for small to medium sized businesses. As a result, there are restrictions on our ability to support enterprise systems, software and technologies.

d. All Services are limited to issues that can resolved remotely. Any scope of work that requires an agent to be physically present to resolve, is out of scope and not included in these Services.

4.20 SOLUTION LIMITATIONS

Assisted Sales payable are subject to the monthly commitments set out below ("Minimum Commitment"). As such, where in a given billing month the Premium Solution are below the Minimum Commitment, then Customer will pay to Ingram Micro, in addition to such Premium Solutions Fees, the amount equal to the difference between the relevant Minimum Commitment and the Premium Customer Support Fees, so that the payments to Ingram Micro under this Service Schedule during any given month correspond to the higher of the Minimum Commitment and the Premium Customer Support Fees.

Any fees payable by Customer to Ingram Micro for Solutions related to Assisted Sales will not be included in the Premium Customer Support Fees (as they relate to the Minimum Commitment) and will not count against the Minimum Commitment.

Performance Metric	Monthly Ongoing Performance Metric (average where relevant)
Telephony Network availability	99.95%
IT Systems availability	99.95%
PCA 60	80% within 60 seconds

In respect of Telephony Network and IT Systems, availability is calculated as follows:

a. (60 minutes x 24 hours x number of days in a calendar month) – Network Outage Time x 100 60 minutes x 24 hours x number of days in a calendar month

    i.   Premium Customer Support Solutions availability will be measured from 00:01 on the 1st day to 24:00 on the last day of each calendar month.

    ii.   Outage duration will be based on the records made by Ingram Micro network management system and it will take into consideration Planned Outages and Customer-Caused Issues.

    iii.   With regard to PCA 60, Performance Metrics will be measured on the phone switch data.

b. Availability: Ingram Micro's Premium Customer Support Solutions will be available 99.5% of the time in a given calendar month.

c. Time excluded from Calculation: The following elements are excluded from the calculation of all Response Time, Resolution Time and Solution Availability:

    i.   Permitted Maintenance Downtime and Planned Outages; and

      ii.   Customer-Caused Issues.

d.   Ongoing Maintenance and Planned Outages: Ingram Micro may perform weekly maintenance services at its discretion during any Maintenance Window. Ingram Micro will give Customer, at least five (5) business days prior written notice of any maintenance or upgrade work that will affect the availability of the Premium Customer Support Services. Such notice will include: (i) a brief description of the Planned Outage; (ii) the date and the time of such Planned Outage; and (iii) the estimated duration of the Planned Outage. Such maintenance services will be scheduled during the Maintenance Window. Ingram Micro will use commercially reasonable efforts to ensure that Customers and End Users may still access Premium Customer Support Services during the maintenance services.

e.   Defected caused by customers: Ingram Micro is not responsible for any Issue, interruption or failure, delay or disturbance of any Premium Customer Support Service, during or to the extent that such Issue, interruption, failure, delay or disturbance is caused in whole or in part by any of the following:

      i.   The Customer or its End Users' failure to comply with Ingram Micro's technical requirements as set out in relevant documentation;

      ii.   the use of the Premium Customer Support Services in connection or combination with equipment, devices, products, technology, software, hardware or systems not specified by Ingram Micro to be compatible in the documentation or a SoW, as updated by Ingram Micro in writing, as and when such list changes as being compatible with the Premium Customer Support Services; or

      iii.   Abuse, misuse or improper use, negligence, misapplication or tampering with respect to, of or with the Premium Customer Support Services by Customer or End Users.

4.21 TELEPHONY SYSTEM

CloudBlue's agents will use CloudBlue's telephony system, and CloudBlue's agents or their customers agents, where applicable, will use CloudBlue's telephony system. If a transfer back of an End User be required, then CloudBlue will provide, verbally to Customer's End Users a telephone number for assistance.

4.22 MISDIRECTED CALLS

CloudBlue will provide Customer a report on the number of misdirected calls on months when the number of misdirected calls exceed 1% of the calls received by CloudBlue from Customer or its End Users. Customer will cooperate reasonably with CloudBlue in such instances with the goal of reducing the number of misdirected calls.

4.23 FORECAST PROCESS

Customer will send CloudBlue, in a manner to be agreed upon by the parties, a rolling, non-binding three (3) month forecast of Call Volumes that CloudBlue can expect to receive per month for the provision of the Premium Customer Support Services ("Forecast"), with interim forecasting to supplement where either Party reasonably believes such additional forecasting to be materially beneficial to the quality of the Forecast. CloudBlue will make a good faith effort to provide guidance in the development of this forecast based on historical data from other engagements. No revenue obligations and/or commitments will be assumed by such Forecast.

5. **PERFORMANCE METRIC OBJECTIVES**

CloudBlue will provide the following solutions for the Platform:

a. 24 x 7 x 365 telephone and email support for assistance in identifying and resolving Errors (in accordance with the Severity Levels and Response Times set forth and will be available to answer questions related to the operational use of the Platform. As used herein, "Error" means a defect in the Platform that prevents it from (i) substantially performing according to the Platform Description. (ii) operation and functionality defects (iii) security defects (iv) viruses (v) bugs;

b. Customer will promptly report all Errors, including performance degradation, by opening a support ticket or contacting Support. Such an Error should be reproducible at the time of creation, so an investigation can be immediately performed thereafter.

5.1 **SEVERITY LEVEL**

Customer must promptly report and classify to CloudBlue any Error with the Platform in accordance with the following severity incident guidelines.

Metric	Description	Initial Response	Temporary Resolution
Severity 1	The Platform is down, inoperable, inaccessible or unavailable	1 hour	8 hours
Severity 2	An entire component or functionality of the Platform does not work and/or customer is unable to use it. Significant performance degradation that causes high impact on business operations for a significant number of processed transactions. Once workaround is available and situation is stabilized the issue becomes Severity 3.	2 hours	48 hours
Severity 3	An Error within the Platform in which any of the following occur: the problem is an irritant, affects non-essential functions, has minimal impact to business operations, the problem is localized or has isolated impact, the problem is an operational nuisance, the problem results in documentation errors, or the problem is any other problem that is not a Severity 1 or a Severity 2, but is otherwise a failure of the Platform to conform to its Platform Description.	24 hours	4 Business Days

The following shall apply:

a. "Initial Response" means a written or electronic response from CloudBlue to Customer regarding a reported or discovered Error acknowledging receipt.

b. "Temporary Resolution" means a temporary fix or patch provided by which substantially restores the Platform functionality in accordance with its Platform Description.

c. For Severity 2 or Severity 3 cases, if any assistance is required from the CloudBlue Platform Engineering (R&D) team is required, it will be provided during the following, Monday to Friday from 08:00AM to 05:00PM UTC +3 ("Business Hours") only and may from time to time be excluded from any SLA Measurement as agreed between the parties.

5.2 MEASUREMENT AND REPORTING

CloudBlue will engage in review sessions with Customer to analyze any on-going problems with the Platform, analyze the root causes of both resolved and unresolved problems, and explore and employ methods of improving the Platform generally. SLA calculations are based on the total number of tickets per severity, if ticket numbers are too low it will be calculated based on representative sample of Customers to provide meaningful percentage calculation. Additional reporting for Backup and Recovery, and other reports may be provided based on the service contracted.
The Service Level calculation that will be used to measure contractual performance will be:

a.   The measurement period will be a single calendar month.

b.   Elapsed time, that a ticket spends waiting on the customer, or waiting for a maintenance window, will not be counted as part of the resolution duration, and will have the effect of stopping the clock for the SLA calculation.

c.   Should the priority of a ticket be reviewed during its lifecycle, the resolution calculation will commence from the date and time that the new priority become effective.

5.3 PARTIES RESPONSIBILITIES

The Customer is required to provide;

a.   Remote access to Platform for the purposes of gathering data to assist in the delivery of the services described herein.

b.   All necessary resources to support acceptance testing, troubleshooting, and implementation of the Platform;

c.   A Platform (i) maintained at the then current version or version leading up to current as described in the CloudBlue lifecycle policy located at https://www.cloudblue.com (ii) and where hotfixes or patches will be applied in a timely manner.

d.   Infrastructure, where applicable, (i) that meets a level of resilience and redundancy that supports the service level requirement for service restoration (ii) with appropriate maintenance contracts (iii) kept within a reasonable life cycle (iv) maintain operating systems and database management systems at the then current version and all applicable hotfixes and patches, unless otherwise agreed in writing between the parties.

e.   Licensed software

CloudBlue will (i) advise the Customer of any limitations that are perceived as impacting ability to deliver to the defined services (ii) will aim to provide the Initial Response and if applicable the Temporary resolution 9 out of 10 times within the performance metrics set out.

If CloudBlue relies on a third party (who is its own direct or indirect supplier) to resolve an issue, then it will ensure that the arrangements that it has in place with that third party are materially consistent with the services offered.

For clarity, use of any direct or indirect supplier by CloudBlue will not relieve it of its responsibility to provide the Services in accordance with the agreed services.

The Performance Metrics measure the resolution time of incidents where support solutions is accountable for the investigation and resolution of an incident or where Support Service escalates to an approved third party for incidents outside the supported applications.

Customers will reasonably assign the Severity level of each support request. That level may change afterwards if agreed by both parties. That level may change as the support request progresses to resolution.

Service issues that occur as part of planned maintenance, and which can be resolved by backing out the maintenance, are not considered in the Performance Measurements.

5.4 ESCALATION PROCESS

If Customer has not contacted within the agreed Service Level after a ticket has been submitted, the following Escalation path

Level	Support Solutions	Operational Solutions
1	Log an Incident Ticket Online	Email Team
2	**Hotline**: US Toll-free +18449572708 AU +61291596060 MX +525585255405 NL +31302492103	**Hotline**: USA +1-888-301-6960 EMEA +44 800014-8747
3	Email Support Management Group	Email – Technical Account Manager
4	Email - Service Delivery Manager	Email - Service Delivery Manager

5.5 DEDICATED PAAS ONLY

The following Performance Metrics are specific to the Dedicated PaaS Solution;

a. Ongoing Maintenance and Planned Outages may perform weekly during a maintenance window. The Customer, with be provided at least five (10) business days prior written notice of any maintenance or upgrade work that will affect the availability of the platform. Such notice will include (i) a brief description of the planned outage, (ii) the date and the time of such planned outage, and (iii) the estimated duration of the planned outage. At all times use commercially reasonable efforts to ensure that end customers may still access the Solution issues that occur as part of planned maintenance, and which can be resolved by backing out the maintenance, are not considered in the Service Availability Measurements.

b. Performance against Service Level shall be measured over a period of a calendar month.

c. The Uptime Percentage is calculated by subtracting from 100% the Downtime Percentage to 99.5% Uptime Percentage, measured for each PRODUCTION tenant of the Platform.

6. DEFINITIONS

Capitalized terms used in this Service Description, and not otherwise defined in the Agreement, have the meaning given below.

Capitalized term	Description
Dedicated PaaS	A dedicated platform environment setup, hosted, and managed by CloudBlue on behalf of the customer in a specific geographical zone.
On-Premise Platform	A dedicated platform environment setup, hosted, and managed by the customer, and hosted by a third-party or in their own Data Center facility.
Production Environment	A revenue-generating production platform environment
Staging Environment	A non-production, non-revenue-generating environment used by developers to model impacts to the Customer environment or test upgrades.
Operating Company	A separate company, entity or a business unit using the same Production Environment to manage commercial relationships with a separate customer base, segment or channel.
Connector	A Connector is: * any standard or custom application packaged using Application Packaging Standard (APS), * any payment, domain or other plug-in, * any custom integration middleware, * any custom core platform module, * any standard platform module which integrates the platform with third-party systems and services external to the platform. E.g. Office 365, Azure, Dropbox, VMware deployments, Microsoft Exchange deployments, payment processors, in-house systems, etc.
CloudBlue Connect	A cloud-based self-onboarding framework for service vendors and service providers that provides a simple, cost effective and accelerated way to offer new and manage lifecycle of existing service integrations and to replace the complexity of classic APS Package Design, Development, Testing, Certification and Publishing.
Severity Levels	A reasonably assigned Severity level of each support request at the moment of opening the trouble ticket. That level may change afterwards if agreed by both parties. That level may change as the support request progresses to resolution. Service issues that occur as part of planned maintenance, and which can be resolved by backing out the maintenance, are not considered in the Service Availability Measurements.
Initial Response	A written or electronic response from CloudBlue to Customer regarding a reported or discovered Error acknowledging receipt.
Temporary Resolution	A temporary fix or patch that CloudBlue has implemented and incorporated into the Platform to substantially restore the Platform functionality in accordance with its Service Description section. This is calculated as follows (The number of Incidents resolved during the month) / (The total number of Incidents logged during the month) x 100. Service performance will be measured against the Performance Metrics, as described in this section. Performance will be measured and reported through the service management function. Except during Maintenance Windows, outages caused by the Customer, the Hosting provider or the Customer's third-party contractors or force majeure events and other agreed outages, and all services defined under operational solutions, unless otherwise specified, should be available twenty-four (24) hours per day, seven (7) days a week, 365 days per year.
Frequency of Status Updates	Measured as the time between the written or electronic response in the ticketing system from CloudBlue operational solutions to Customer.

Performance Metrics	Performance will be measured and reported through the service management function. Except during Maintenance Windows, outages caused by the Customer, the Hosting provider or the Customer's third-party contractors or force majeure events and other agreed outages, and all services defined under operational solutions, should be available twenty-four (24) hours per day, seven (7) days a week, 365 days per year.
Utilization	Infrastructure services used by the Dedicated Infrastructure Management services in hosted environments and will be charged at the then-current applicable rate as made available.
Bandwidth	Data moving in and/or out of the Platform environment. The rate for the Bandwidth will be charged at the then-current applicable rate as made available by CloudBlue. and will include 20TB of Bandwidth a month without VPN. The rate for the Bandwidth will be the then-current applicable rate as made available by CloudBlue, and will apply to Customer's Bandwidth which exceeds 20TB per month.