

Service support packages in detail



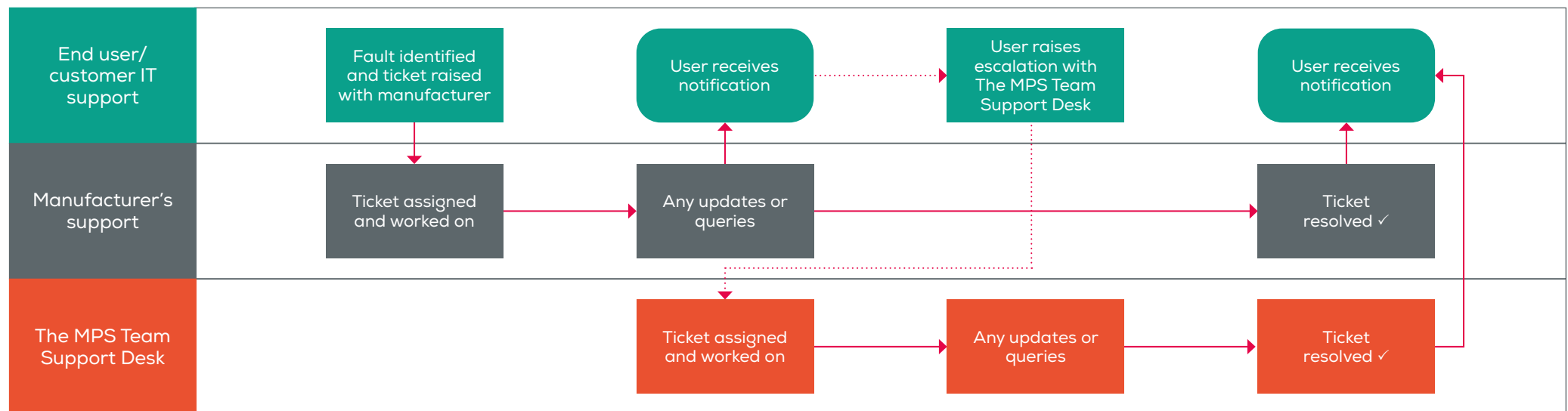
The MPS Team
From solutions to software

Bronze

Customer/end user/IT support direct to manufacturer's support centre

Bronze level service includes:

- Access to device monitoring agent and management software applications
- Direct access to manufacturer's technical support team via phone or device management tool
- Automated meter readings and consumable replenishment orders



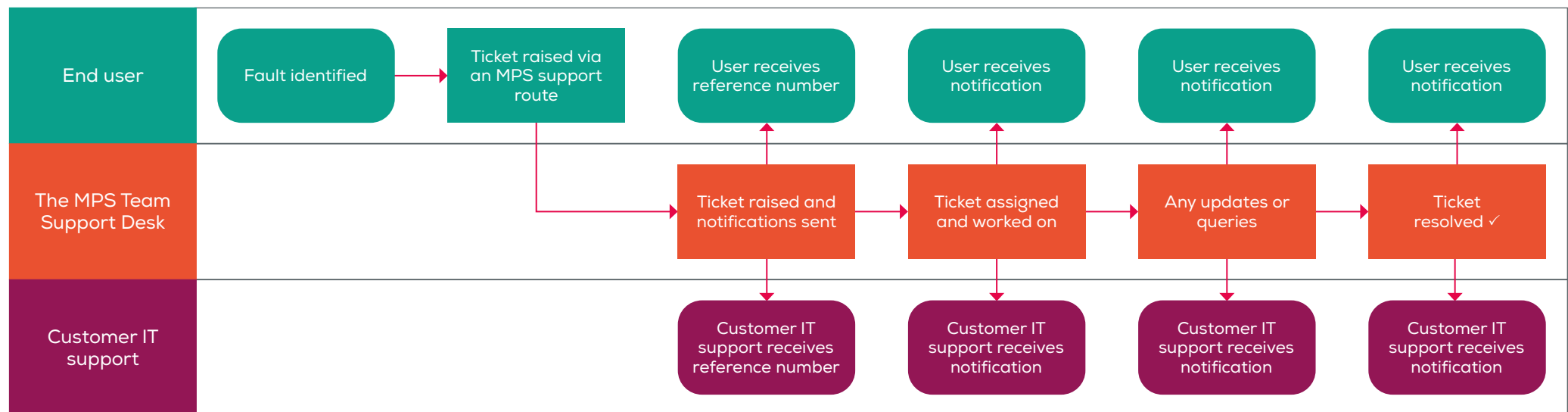
- All initial calls will flow through **customer** before being assigned via **manufacturer's support centre** email or support telephone line
- **Customer** will be responsible for the workflow
- Any issues or queries that are raised with **customer** need to be able to be passed over to **manufacturer's support centre**
- Should the need arise to escalate an issue, **customer** would contact **The MPS Team Support Desk**, who raise a ticket and handle resolution of the outstanding issue directly with **manufacturer's support centre**, until satisfactorily resolved
- For a view of the estates open incidents, **customer** will have full access to their internal ticketing system or via fleet management software

Silver

Customer/end user to MPS Managed Services team with full notifications to IT support

Silver level service includes all Bronze elements plus:

- Dedicated help desk team (MPSDESK)
- Enhanced level of support from MPSDESK with regards to SLA escalations in respect of service faults, consumables issues, etc
- Customised support workflow process for incident logging/management aligned to your IT support's requirements
- Remote diagnostics and troubleshooting
- SDS advanced monitoring
- Standard SLA's
- Enhanced and customised usage/billing reports aligned to agreed contract SLA/KPI metrics



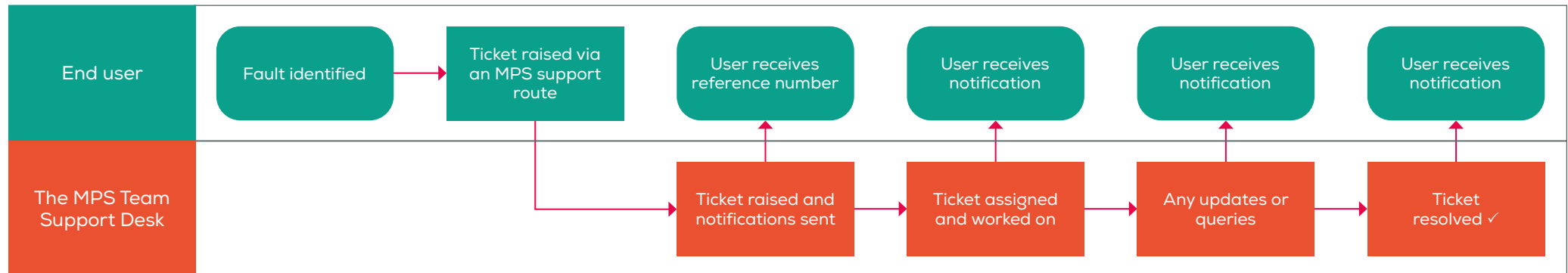
- All initial calls will flow through ourselves via our **MPS Managed Services email/MPS self service portal/MPS Managed Services line**
- **Customer IT support** will not be responsible for the workflow, but will have internal tickets and notifications sent through as to the status of the request
- Any issues or queries that are raised with **customer IT support** need to be able to be passed over to the **Managed Services team**
- Some input is required from **customer IT support** on their internal tools to manage their internal tickets
- For a view of the estates open incidents, **customer IT support** will have full access to the **MPS self service portal** and be able to see all incidents
- For an overview of how the service is performing, quarterly fleet state reporting statistics and technical review reports are produced and sent to **customer IT support**

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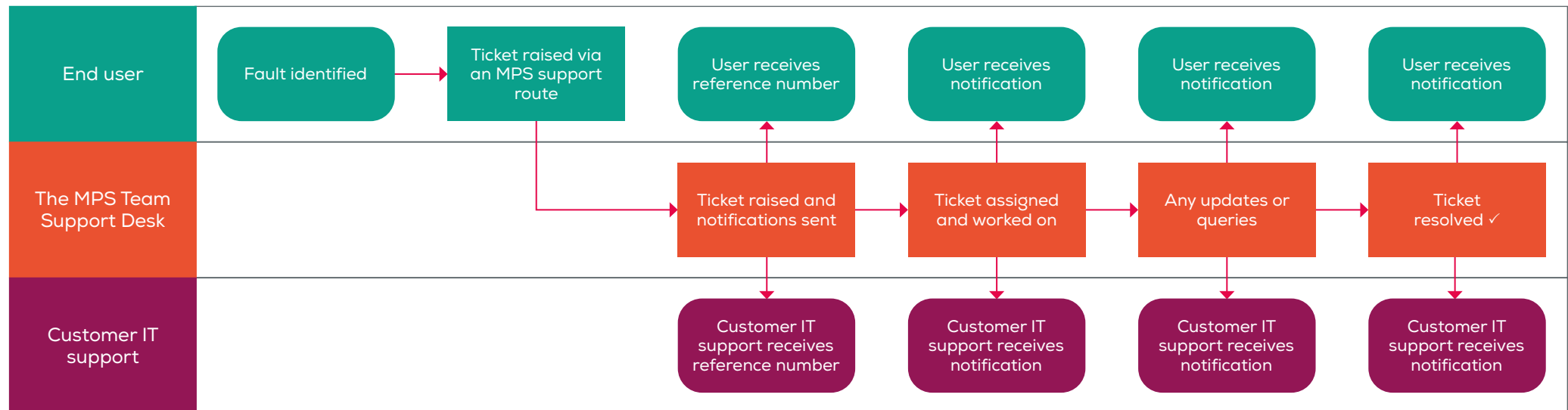
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Gold

The MPS Team's Managed Services team fully managed workflow with full notifications to IT support

Gold level service includes all Silver elements plus:

- Specific support lead contact
- Daily proactive raising of faults via advanced fleet monitoring
- Daily priority handling of support issues
- Enhanced SLA's



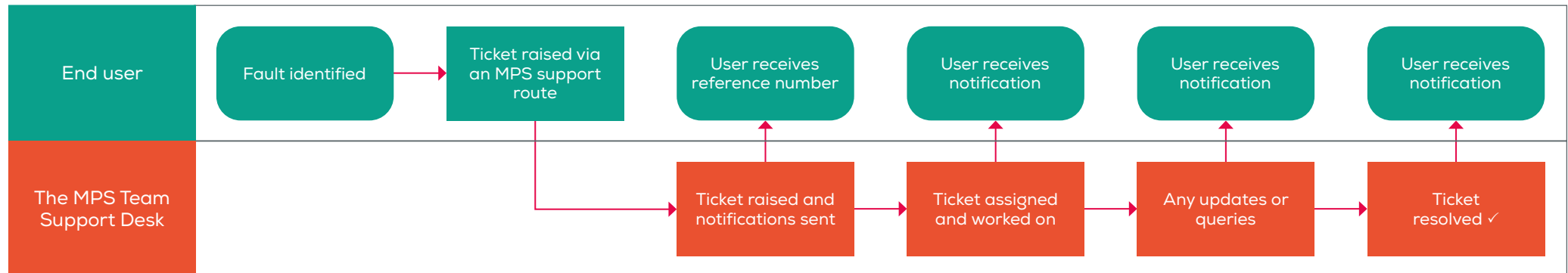
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- For a view of the estates open incidents, **customer IT support** will have full access to the **MPS self service portal** and be able to see all incidents
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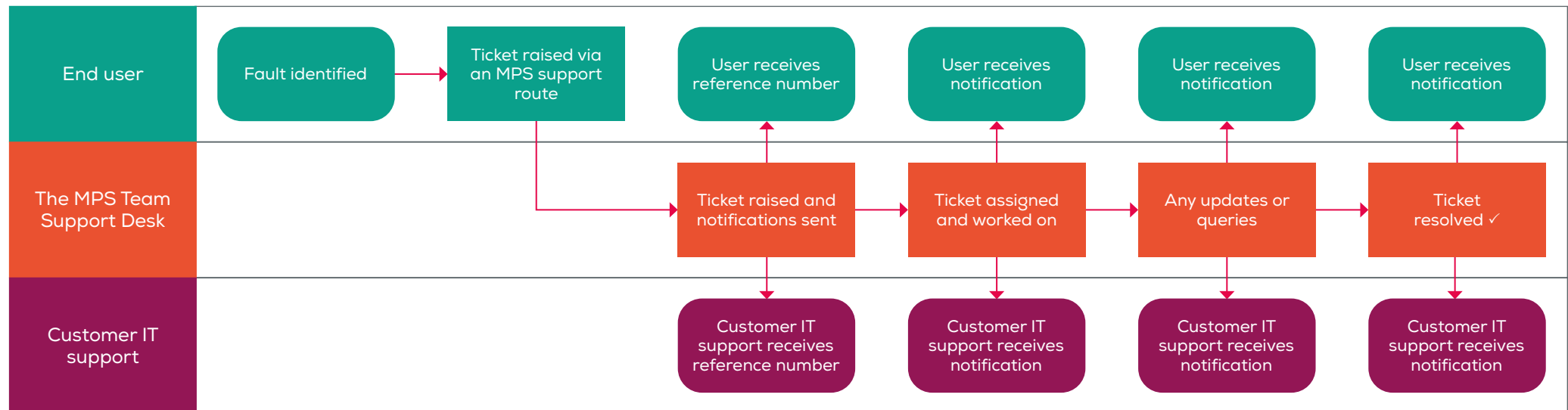
Platinum

The MPS Team's Managed Services team fully managed workflow with full notifications to IT support

Platinum level service includes all Gold service elements plus any additional items tailored to suit customer's specific requirements.

Examples of additional scope of service items could include:

- EOL reporting of all devices
- Bespoke replacement/hot swap device processes
- Bespoke feedback from manufacturer's service support team
- Visiting MPS Team service engineer site support in addition to manufacturer's service support provision (for enhanced SLA response times)



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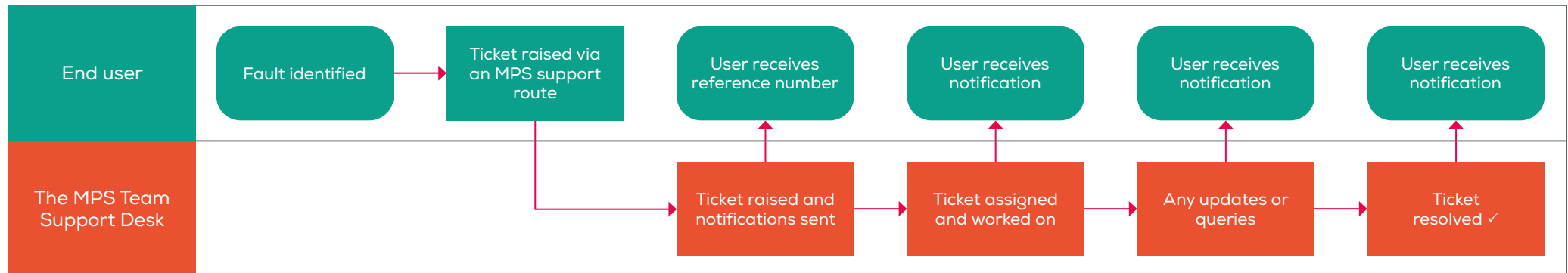
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