

SERVICE SCHEDULE FLEXIT

1. Definitions and Interpretation

In this Service Schedule, the words, expressions, and rules of interpretation set out in the General Terms and Conditions ('GTCs') apply. This Service Schedule constitutes the Specification for the Ekco FlexIT Service and may be amended by Ekco from time to time, in accordance with the Agreement. Please note that the separate [FlexIT] Service Description is provided to further describe the functional characteristics of the Service and for technical and operational guidance only and does not form part of the Agreement.

The following words and phrases will, unless the context otherwise requires, mean:

"JML" means joiners, movers and leavers, the Additional Option logistics service available to standard and premium Service Tier customers, covering device procurement, stock management, device builds, asset tracking, and device retirement and recycling, charged on a per-transaction basis.

"Additional Option" means any supplemental service, feature, or add-on (such as Service Management Pack) not included in the standard features of the Service Tier selected by the Customer but additionally selected and specified as a chargeable item on the Order Form.

"CAB" means the Change Advisory Board operated by Ekco to review, approve, and schedule changes to managed Customer infrastructure.

"Core Business Hours" or "Hours" means the hours of 08:00 to 18:00 (GMT/BST) on Business Days.

"Customer Handbook" means the operational reference document provided to the Customer at service initiation, containing contact details, escalation procedures, maintenance window schedules, and self-service guidance.

"Emergency Maintenance" means unscheduled work required to resolve a critical security vulnerability or an imminent threat to the stability or integrity of the Managed Device.

"End-User Training" means the provision of instructional materials or live sessions to the Customer's employees regarding the use of Managed Device or any installed applications.

"FlexIT" or "FlexIT Service" means the Ekco managed service that provides remote In-life Support for Managed Devices as described in this Service Schedule and including any associated support or professional services provided by Ekco, as specified in an Order Form referencing this Service Schedule.

"Incident" means an unplanned interruption to or a reduction in the quality of the FlexIT Service as designated by ITIL standards.

"In-life Support" means Service Desk support, Incident management, security patching, and vendor support liaison.

"ITIL" means Information Technology Infrastructure Library, a globally recognised framework for IT service management best practices.

"ITSM System" means the IT service management platform used by the Supplier to log, track, and manage all incidents, service requests, and changes raised.

"Logistics Charges" means all third-party costs associated with the physical movement of hardware, including courier fees, shipping, duties, and insurance.

"Maintenance Window" means a scheduled period during which the Supplier performs planned maintenance activities, including patching, updates, and system optimisation, as agreed with the Customer during onboarding.

"Managed Device" means any end-user device (desktop, laptop, or mobile device) placed under management by Ekco under this Service Schedule, as recorded in Ekco's ITSM System.

"N-1 Firmware Level" means the firmware version one major or minor release behind the current latest stable release published by the device manufacturer, representing the version actively maintained by the Supplier as the standard baseline for Managed Devices.

"Scheduled Maintenance" means any work performed on the Managed Device for which the Customer is provided with prior notice or which is performed within a recurring maintenance window previously agreed between the Parties.

"Service Desk" means Ekco's central point of contact for the notification of Incidents and the submission of Service Requests.

"Service Impact" means the degree to which an Incident affects the Customer's ability to access or use the FlexIT Service.

"Service Platform" means Ekco's management toolsets, including but not limited to the ITSM System, used to deliver infrastructure monitoring, asset management, configuration management, patching, and support capabilities under this Service Schedule.

"Service Request" means a formal request from a Technical Contact for something to be provided, for example, a request for information or advice, or to create a new user account.

"Service Tier" means the specific service package (e.g., essential, standard, or premium) selected by the Customer as specified on the Order Form, the functional deliverables of which are described in this Service Schedule.

"Standard Application Patch List" means the list of third-party software applications supported for automated patching by Ekco's management toolset, as maintained and updated by the software vendor at the following location: https://documentation.n-able.com/N-central/userguide/Content/Patch-Management/PatchManagement_3Party_Patch_List.htm

"Technical Contact" means an individual designated by the Customer who possesses the necessary technical knowledge and authority to engage with Ekco on service-related matters, including Incident management, Service Requests and technical escalations.

"User" means a unique record within Ekco's ITSM System. A User record is automatically or manually created upon a new starter request, or when an individual interacts with the Service Desk (including being logged as a requester or copied on an ITSM System ticket or request).

2. Scope of the Service

2.1. This Service Schedule applies where the Customer has purchased the FlexIT Service from Ekco.

2.1. FlexIT provides In-life Support for Managed Devices.

2.2. An Additional Option, JML, is available to standard and premium Service Tiers. The JML Additional Option is not available to the essential Service Tier.

2.3. FlexIT is a standardised managed product, available in three Service Tiers: essential, standard, and premium. The scope and specific technical features, activities, and deliverables of the chosen Service Tier as specified in an Order Form, is as described in section 3 of this Service Schedule.

2.4. The Service Tier selected by the Customer applies to all Managed Devices in scope.

2.5. FlexIT is delivered remotely.

3. Service Tiers

3.1. Service Tiers

Table 1 - Service Tiers

Service component	Feature description	Essential	Standard	Premium
Service Desk	Ekco provides online portal, email, and phone. Customers can choose the most convenient method for them to log their support requests.	✓ (portal only)	✓	✓
Service Desk	Ekco provides support during Core Business Hours	✓	✓	✓
Service Desk	Service Desk involves logging, assessment, and prioritisation of incoming tickets with process driven resolution of tickets. Tickets that cannot be resolved using the defined processes will be escalated to 2nd Line Engineering teams. Tickets that cannot be resolved by the Service Desk team will then be escalated (typically to internal Ekco teams, however this may also be to customer's internal teams or to external third parties).	✓	✓	✓
Incident management	Ekco aims to resolve Incidents as per table 2 - Service level objectives, to minimise downtime and help ensure business continuity.	✓	✓	✓
Request management	Ekco provides a service catalogue that outlines common IT requests.	✓	✓	✓
Change management	Ekco will review and implement changes to the solution's IT infrastructure to optimise performance and reduce downtime.	✓	✓	✓
Vendor management	Ekco will liaise with and / or escalate Incidents to 3 rd party vendors as required.	✓	✓	✓
Problem management	Ekco will analyse problem trends to identify and resolve root causes and prevent recurrence.	✗	✓	✓
Problem management	On request, Ekco will provide a report analysing the root cause of P1 incidents, including findings, contributing factors, and recommendations to help prevent recurrence.	✗	✓	✓

Service component	Feature description	Essential	Standard	Premium
Change management	Ekco utilises a CAB to implement Ekco service changes and customer infrastructure changes smoothly and with minimal disruption.	✓	✓	✓
Change management	On request, Ekco can provide subject matter expert support to attend customer-led CAB meetings, helping with management of service-related changes.	X	X	✓
Service Delivery Management	Ekco subject matter experts or service delivery managers (where appointed) can help customers understand the technology roadmaps on request as part of a service review.	X	X	✓
Security Management	Remote deployment of critical firmware security patches for Managed Devices, where supported by Ekco's automated management toolset and manufacturer lifecycle policies.	✓	✓	✓
Security Management	Remote deployment of firmware security patches for Managed Devices to N-1 Firmware Level.	✓	✓	✓
Security Management	Managed OS patching for vendor-supported Windows and macOS distributions.	✓	✓	✓
Security Management	Automated security patching for third-party software included in the Standard Application Patch List, as updated from time to time.	X	✓	✓
Security Management	Out-of-cycle patching for critical security vulnerabilities that pose an immediate threat to Managed Devices, as determined by Ekco's security and threat intelligence protocols.	✓	✓	✓
Service Management	Monthly reporting of Service Desk metrics as generated by Ekco's ITSM System. Custom data extracts or bespoke reporting requirements are excluded unless service delivery management is specified on the Order Form.	X	✓	✓
Lost or Stolen Devices	Remote device sanitisation and factory reset capabilities for Managed Devices in the event of loss or theft, encompassing the removal of local data, applications, configurations, and encryption keys, subject to device connectivity.	✓	✓	✓

3.2. Customers on Standard or Premium Service Tiers may select the JML Additional Option. This service manages the physical lifecycle of hardware, from initial procurement to final decommissioning, enabling the Customer to maintain asset control without the burden of day-to-day logistics management.

Table 2 – JML

Service component	Feature description
Onboarding	Managed Device procurement and inventory planning. Ekco shall manage the procurement of hardware in agreed batch sizes, subject to the receipt of a valid Customer purchase order. Ekco will maintain a managed stock pool to ensure consistent device availability for the Customer's workforce expansion and replacement needs.
Onboarding	Secure warehousing and logistics management for a managed stock pool of hardware and peripherals. Ekco shall provide secure storage for Customer-owned assets and manage the distribution of devices to designated staff locations as required, in accordance with the agreed stock control agreement.
Onboarding	Standardised builds and configuration for new desktops, laptops, and mobile devices to ensure readiness for Customer deployment.
Onboarding	Hardware asset registration and tracking within the Service Platform to monitor device builds, user distribution, and overall hardware lifetime.
Onboarding	Coordination of hardware transit and end-user delivery via approved third-party couriers. Ekco will manage the scheduling and tracking of shipments, with all associated transit costs and insurance requirements rechargeable to the Customer.
Onboarding	End-user account and Managed Device provisioning, ensuring Managed Devices are fully configured and integrated into the Ekco Service Platform before distribution.
Onboarding	Mobile device enrolment, policy enforcement and remote management capabilities
Offboarding	Remote data wipe and factory reset for Managed Devices, ensuring the secure removal of all data and settings during hardware retirement or reallocation, subject to device connectivity.
Offboarding	Documented confirmation of data wipe compliance or recycling certificate can be issued by on request as part of a decommission.
Offboarding	Coordination of secure hardware recovery via third-party couriers, limited to a maximum of three (3) collection attempts. Ekco will manage the retrieval of Managed Devices for inventory reintegration or decommissioning, with all successful and attempted collection costs rechargeable to the Customer.
Offboarding	Sustainable hardware disposal and retirement. Ekco shall ensure all retired hardware is disposed of in strict compliance with WEEE (Waste Electrical and Electronic Equipment) regulations and any additional Customer-specific environmental policies as agreed in writing.

4. Service Exclusions

The FlexIT Service does not include the following:

- 4.1 In-life Support for any devices which do not meet the minimum specification (hardware and/or operating system);
- 4.2 In-life Support for any devices which are outside of manufacturer support;
- 4.3 In-life Support for any non-Customer owned devices;
- 4.4 support for third-party services and/or applications not defined in the Specification;
- 4.5 hardware break-fix, maintenance, or servicing;

- 4.6 custom development, including specialised reporting, monitoring, and patch scripts;
- 4.7 on-site support;
- 4.8 patching failures due to the Managed Device being offline or unreachable, having insufficient disk space, having corrupted or disabled update services, having unhealthy management agents, or where the application is outside the standard managed application list;
- 4.9 responsibility for the integrity, backup, or recovery of Customer data, unless specific backup services have been purchased as an Additional Option, with the exception of Microsoft 365 mailbox backup which is limited to 1GB per mailbox;
- 4.10 support of networking infrastructure, peripherals, and other devices not designated a Managed Device;
- 4.11 End-User Training;
- 4.12 support of non-standard configurations or environments which deviate from accepted industry best practice;
- 4.13 security monitoring and threat detection;
- 4.14 endpoint protection, unless specific endpoint protection services have been purchased as an Additional Option;
- 4.15 specific regulatory compliance implementation beyond Ekco's standard best practices;
- 4.16 Managed Device licensing, maintenance, and warranty costs;
- 4.17 operating system and application licensing, subscriptions and software asset management;
- 4.18 remediation of Customer-actioned changes;
- 4.19 all third-party Logistics Costs, including but not limited to courier fees, shipping charges, international freight, customs duties, and transit insurance, are excluded from the recurring Fees. Such costs shall be rechargeable to the Customer in addition to the Additional Option Fee;
- 4.20 fees arising from failed delivery or collection attempts (including 'wasted journey' charges) due to end-user unavailability or incorrect site information are excluded from the service. While Ekco coordinates up to three (3) retrieval attempts, any costs associated with failed attempts or subsequent rescheduling shall be borne by the Customer;
- 4.21 liability for service delays caused by third-party courier failures or global supply chain shortages; and
- 4.22 major configuration and / or major scope changes, which shall be subject to formal variation of the Agreement.

5. Customer Obligations

The Customer shall, in addition to all other obligations under the Agreement:

- 5.1 procure and maintain compliance with all required Microsoft licences and subscription agreements, including but not limited to the Microsoft customer agreement available at <https://www.microsoft.com/licensing/docs/customeragreement>;
- 5.2 accept and / or approve the Ekco Microsoft Partner Admin Link, GDAP, supplier authorisations, CPOR, and any other required Microsoft activities to facilitate Ekco in the administration of Customer's Microsoft tenant, including, but not limited to, purchasing subscriptions, raising support requests to Microsoft on Customer's behalf, and claiming funding or other incentives. Customer authorises Ekco to carry out these acceptances and / or approvals on its behalf where Ekco deems these necessary in the performance of these Services;
- 5.3 complete proof of execution or other Microsoft mandated activities as required from time to time;
- 5.4 make designated personnel available throughout the onboarding process;
- 5.5 provide the following prior to commencement of the implementation phase: accurate device inventory covering all devices to be brought under management, current device configurations and access credentials, details of any existing vendor warranty agreements, application inventory and licensing details, document custom security requirements and compliance needs, provide details of Maintenance

Windows and operational constraints, and share existing support processes and escalation procedures where applicable;

- 5.6 communicate service changes to end-users, ensure user availability for scheduled maintenance where applicable, facilitate user adoption of the service portal, and coordinate user acceptance testing activities;
- 5.7 manage relationships with third-party vendors, obtain support for devices and third-party applications, and coordinate between third-party vendors and Ekco as needed;
- 5.8 provide and maintain the necessary access credentials, RBAC permissions and administrative rights to allow Ekco to carryout the FlexIT Service;
- 5.9 manage end-user access rights and permissions within applications, safeguard and manage authentication credentials, and promptly report to Ekco any suspected security breaches or unauthorised access;
- 5.10 ensure devices meet minimum specifications for management (including adequate free disk capacity for patch installation); maintain suitable internet connectivity for Managed Devices; provide administrator credentials for device enrolment; allow installation of management agents on all devices when required; ensure physical access to devices when required; and refrain from installing unsupported, legacy, or bespoke applications unless agreed in writing with Ekco;
- 5.11 ensure Managed Devices have a valid manufacturer support agreement at all times;
- 5.12 ensure data compliance with relevant regulations and standards, define data classification and retention requirements where appropriate, and validate that data backup and recovery procedures meet business needs;
- 5.13 maintain and manage connectivity for Managed Devices, including appropriate bandwidth allocation for required workloads;
- 5.14 provide and maintain an up-to-date list of authorised contacts for Incident notification and escalation, including out-of-hours contacts where applicable;
- 5.15 act promptly on Incident notifications raised by Ekco, performing remediation or mitigation activities as recommended, and inform Ekco upon resolution of Incidents;
- 5.16 submit all service or change requests via the authorised service portal using approved processes and maintain an up-to-date list of authorised personnel permitted to raise service or technical requests; and
- 5.17 notify Ekco of any significant planned increases in resource requirements beyond normal growth patterns.

6. Ekco Obligations

6.1. Ekco shall provide the following, as defined by the Service Tier specified in the Order Form:

- 6.1.1. onboarding of Managed Devices to the Service Platform;
- 6.1.2. manage the Service Platform. Ekco reserves the right to change the toolsets used for operational reasons, provided Service obligations are maintained
- 6.1.3. Service Desk support during Core Business Hours;
- 6.1.4. security patches and updates to supported operating systems and supported third-party applications via Ekco's patch management toolset, in accordance with the agreed customer patching policy. Essential Service Tier patching is limited to Windows and macOS operating system updates. Third-party application patching is limited to applications included in the Standard Application Patch List. Where patching fails due to device condition or availability, Ekco shall retry the patch deployment during the next scheduled Maintenance Window; and

6.1.5. standardised security policies for all Managed Devices; support multi-factor authentication; manage device enrolment and registration; perform access revocation when requested; and provide remote device wipe capability for lost or stolen devices subject to device connectivity.

7. Service Level Agreement

7.1. Ekco will deliver its service commitments and response times, during Core Business Hours, at the service levels detailed in the tables as follows:

Table 2 - Service Desk, Service level objectives

Priority Level	Core Business Hours	
	Target response time	Target restoration time
P1	N/A	4 Hours
P2	0.25 Hours	8 Hours
P3	1 Hour	3 Business Days
P4	1 Hour	7 Business Days

Table 3 – Incident priority definitions

		Impact		
		High	Medium	Low
Priority	High	P1 Site down/service not functioning. Affects entire business or large number of customers/end users. Incident during peak/critical period	P2 Site/service functioning but performance is degraded. Affects only a small number of customer/end users. Incident during normal period	P3 No impact on live service or business operations. Affects only a small number of end users. Incident during quiet period
	Medium	P2 Site down/service not functioning. Affects a business unit or significant number of customer/end users. Incident during normal period.	P3 Site/service functioning but performance is degraded. Affects only a small number of end users. Incident during quiet period.	P4 No impact on live service or business operations. No customers or end users affected.
	Low	P3 Site down/service not functioning. Affects only a small number of end users. Incident during quiet period.	P4 Site/service functioning but performance is degraded. No customers or end users affected.	P4 Advisory or general enquiry. Any work is planned.

Table 4 - Service Requests, Service Level Objectives

Priority Level	Core Business Hours	
	Target Response Time	Target Resolution Time
P1	0.25 Hours	8 Hours
P2	0.5 Hours	2 Business Days
P3	1 Hour	3 Business Days
P4	1 Hour	5 Business Days

Table 5 - Service Requests, Priority Definitions

Priority	Impact	Definition
P1	High	Business-critical request requiring immediate action. Affects the entire business or a large number of users. Examples: urgent access provisioning for critical systems, high-priority system configuration changes, or emergency resource allocation.
P2	Medium to high	Important request affecting a department or significant group of users but not business critical. Examples: scheduled but time-sensitive software deployments, account modifications for multiple users, or urgent but non-critical resource changes.
P3	Medium to low	Standard service request affecting a small number of users with minimal impact on business operations. Examples: individual user access requests, standard software installations, or minor system configuration changes.
P4	Low	Non-urgent or informational requests with no immediate business impact. Examples: general advisory queries, scheduled account removals, routine license updates, report generation, or documentation requests.

7.2. Any required service level changes are reviewed and scheduled as part of the weekly CAB review.

7.3. Ekco does not offer service credits in respect of this FlexIT Services SLA.

8. Maintenance

8.1. Ekco shall give prior notice for any Scheduled Maintenance. Such maintenance will typically be performed outside of Core Business Hours to minimise disruption.

8.2. Ekco may perform Emergency Maintenance where it deems it necessary to protect the integrity or security of Managed Devices. Ekco shall provide as much notice to the Customer as is reasonably practicable in the circumstances.

8.3. Any downtime or reduction in service quality resulting from Scheduled Maintenance or Emergency Maintenance shall be excluded from any service level objective.

8.4. Patching may require a restart of the Managed Device, which may result in a temporary Service Impact. Ekco may enforce a reboot where required to protect the integrity or security of a Managed Device.

9. Fees and Payment

9.1. Customer will be charged for all Users onboarded to the Service Platform as reported by Ekco's ITSM System at the end of each calendar month;

9.2. Customer acknowledges that Ekco's ITSM platform is the definitive source of truth for calculating User volumes.

9.3. Where a User record is created via ticket interaction (rather than a formal new starter request), Ekco reserves the right to include such records in the monthly User count if the individual is identified as a member of the Customer's organisation or a designated contractor.

9.4. It is the Customer's sole responsibility to audit their User list and submit leaver requests. Ekco will not be liable for over-billing resulting from the Customer's failure to notify Ekco of staff departures.

- 9.5. In addition to the FlexIT Service Fees set out in the Order Form, the Customer will be charged for Microsoft 365 subscriptions, where provided by Ekco (as may be set forth in the Order Form including these FlexIT Services, or an additional Ekco Order Form).

10. Service Tier / Usage changes

Customer may request a change to their Service Tier by providing 10 Business Days' written notice to Ekco or otherwise via Ekco's then current change management process for this Service. Any such change shall be documented via a revised Order Form or a written amendment to the Agreement. Changes will take effect from the start of the next billing period following the execution of such amendment.

11. Offboarding

- 11.1. Upon termination, device data is not retained once a Managed Device has been offboarded from FlexIT. No long-term storage or archiving of user or device data is included as part of FlexIT. Ekco may retain monitoring logs for a period of 30 days following the termination date, after which all data shall be securely deleted.
- 11.2. Data deletion is included with FlexIT. Remote data wipes are performed using Ekco's management toolset as part of the Managed Device offboarding process following a Service Request. Where the Customer has specific or enhanced deletion requirements, these will be considered as an Additional Option. The Customer acknowledges and accepts that where a device is unreachable it is not possible to initiate a remote data wipe. Ekco shall not be held responsible for any instances where it has not been able to successfully complete a remote data wipe.
- 11.3. Data extraction is not included with FlexIT. FlexIT does not provide tooling, API access, or manual processes for data extraction during the service lifecycle or upon termination.
- 11.4. Following service termination, Ekco shall remove all monitoring agents and access methods from Managed Devices and transfer all encryption keys, authentication credentials, and administrative access details to the Customer as per the selected exit management service.