

SERVICE SCHEDULE MANAGED AZURE

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 Managed Azure Service and may be amended by Ekco from time to time, in accordance with the Agreement. Please note that the separate [Managed Azure] 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:

"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.

"Azure Backup" means Microsoft's cloud based back up as-a-service, taking secure, automated backups of Customer Azure workloads, available via the Customer's Azure Subscription.

"Azure Consumption" means the costs incurred for the use of Azure Resources as measured by Microsoft's billing tools and charged at the prevailing rates set out in the Order Form or, where not specified in the Order Form, set out on <https://azure.microsoft.com/en-gb/pricing>.

"Azure Landing Zone" means the Microsoft pre-configured and governed environment in which Customer workloads are deployed, managed and scaled.

"Azure Monitor" means Microsoft's native observability and monitoring service, available via the Customer's Azure Subscription.

"Azure Resources" means the public cloud Azure subscription resources made available by Microsoft and including, but not limited to, compute, storage, networking, and marketplace resources.

"Azure Subscription" means a Microsoft Azure subscription under management as part of Managed Azure, through which Azure Resources are provisioned and billed as Azure Consumption.

"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.

"CPOR" means Microsoft 'Claiming Partner of Record', the designation within Microsoft systems that identifies Ekco as the recognised partner associated with Customer's Microsoft workload or subscription for the purposes of relationship attribution, support, and partner benefits.

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

"End-User Support" means the provision of technical assistance directly to the Customer's employees.

"End-User Training" means the provision of instructional materials or live sessions to the Customer's employees regarding the use of Microsoft Azure.

"GDAP" means Granular Delegated Admin Privileges, being the Microsoft capability enabling the Customer to grant to Ekco the specific, role-based administrative permissions (necessarily limited in scope and duration) to the Customer's Microsoft tenant, for the purpose of delivering and supporting Microsoft Azure services.

“Incident” means an unplanned interruption to or a reduction in the quality of the Managed Azure Service as designated by ITIL standards.

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

“Managed Azure” or “Managed Azure Service” means the Ekco managed service for Microsoft Azure, encompassing the administration, monitoring, and support of the Azure Landing Zone and Azure Resources 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.

“Partner Admin Link” means the Microsoft mechanism by which the Customer establishes and authorises a relationship with Ekco, enabling Ekco to request and obtain administrative access to the Customer’s Microsoft tenant (including via GDAP) for the purposes of Managed Azure Service delivery, management and support.

“RBAC” means Role-Based Access Control, the system used to manage who has access to Azure Resources, what they can do with those resources, and what areas they have access to.

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

“Server Management Pack” means the Additional Option extending monitoring and management capabilities to the operating system level within virtual machines.

“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 Managed Azure Service.

“Service Platform” means the Microsoft Azure platform and Ekco’s management toolsets used to deliver infrastructure monitoring, configuration management, 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.

“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.

2. Scope of the Service

- 2.1. This Service Schedule applies where the Customer has purchased the Managed Azure Service from Ekco.
- 2.2. Managed Azure is an Ekco managed service offering platform management, resource provisioning, monitoring, patching, and support in conjunction with the Microsoft Azure Subscription.
- 2.3. The Managed Azure Service encompasses management of Customer’s Azure tenancy, Microsoft Entra ID configuration (limited to settings required to support Azure infrastructure), Azure networks, and other cloud infrastructure services forming part of the Customer's Azure Subscription. The Managed Azure Service is

delivered via the Service Platform. Ekco reserves the right to change the Service Platform toolsets used for operational reasons, provided service delivery obligations are maintained.

- 2.4. Managed Azure 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.
- 2.5. Managed Azure is only available where Ekco has designed, deployed and configured the Customer's Azure environment or where a full audit has been conducted by Ekco and any required changes or remediations have been completed and accepted by Ekco prior to service onboarding through a separate professional services engagement (as may be set forth in the Order Form including these Managed Azure Services, or an additional Ekco Order Form).
- 2.6. The underlying Microsoft Azure platform availability is the responsibility of Microsoft and is subject to Microsoft's published SLA. Ekco's Managed Azure Service is dependent on Microsoft's Azure service levels, and Ekco is not responsible for any degradation or outage attributable to the Microsoft Azure platform.
- 2.7. Managed Azure 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 Microsoft as required.	✓	✓	✓
Problem management	Ekco will analyse problem trends to identify and resolve root causes and prevent recurrence.	✗	✓	✓

Service component	Feature description	Essential	Standard	Premium
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.	X	✓	✓
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	Technical Account Managers (where appointed) can provide Azure roadmap updates during service reviews, helping plan for upcoming platform features and enhancements.	X	X	✓
Azure	Proactive monitoring of the underlying service infrastructure provided by Microsoft.	✓	✓	✓
Azure	Configuration of new resources and deployment into Customer environment.	X	✓	✓
Azure	Configuration changes to resource permissions or resource groups via the Service Desk.	X	✓	✓
Azure	Enable Azure Monitor by default.	X	✓	✓
Azure	Proactive alerting configuration for availability alerts.	X	✓	✓
Azure	Proactive alerting configuration for performance alerts.	X	X	✓
Azure	Management of alerts based on severity.	X	✓	✓
Azure	Support for [Azure Resources / service] at the subscription level.	✓	✓	✓
Azure	Pass through billing of Azure Subscription(s) [where purchased through Ekco].	✓	✓	✓
Azure	Maintenance checks to improve efficiency and cost consumption with recommendations.	X	X	✓

3.2. The Server Management Pack is an Additional Option which extends monitoring and management capabilities to the operating system level within virtual machines, providing additional performance insights. This includes configuration of Azure Backup, OS (Operating System layer) level support, and patching (in each case as purchased by the Customer as part of its Azure Subscription).

Table 2 – Server Management Pack

Service component	Feature description	Essential	Standard	Premium
Additional Option - Server Management Pack	Server monitoring – enhanced monitoring at the virtual machine / OS level.	✓	✓	✓

Service component	Feature description	Essential	Standard	Premium
Additional Option - Server Management Pack	Patch management - installation of Microsoft patches and updates.	✓	✓	✓
Additional Option - Server Management Pack	Daily backup check – check of backup success / reviewing of failed jobs.	✓	✓	✓
Additional Option - Server Management Pack	OS level support - resolving incidents related to the operating system.	X	✓	✓
Additional Option - Server Management Pack	Event management - follow up of P1 monitoring alerts, and resolution of P1 incidents relating to OS.	X	✓	✓
Additional Option - Server Management Pack	Continuous optimisation of security configuration recommendations.	X	X	✓

4. Service Exclusions

The Managed Azure Service does not include the following:

- 4.1 management, patching, and support of guest operating systems running within virtual machines, unless the Customer has subscribed to the Server Management Pack.
- 4.2 management, troubleshooting, or optimisation of applications running within the Azure environment;
- 4.3 Azure Consumption charges;
- 4.4 Microsoft subscriptions / licensing;
- 4.5 responsibility for the integrity, backup, or recovery of Customer data, unless specific backup services have been added via the Server Management Pack;
- 4.6 advanced security monitoring and threat detection;
- 4.7 management of on-premises networks or connectivity elements outside of the Azure environment;
- 4.8 Microsoft Entra ID configuration beyond the essential settings needed to support Azure infrastructure;
- 4.9 support for third-party services;
- 4.10 specific regulatory compliance implementation beyond Ekco's standard best practices;
- 4.11 detailed performance tuning and optimisation beyond the basic performance monitoring included in the Managed Azure Service;
- 4.12 End-User Support;
- 4.13 End-User Training;
- 4.14 custom development, including specialised reporting or monitoring;
- 4.15 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 where Ekco is not providing these, 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 Managed Azure 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 and maintain the necessary access credentials, RBAC permissions and administrative rights to allow Ekco to configure and manage the Managed Azure Service;
- 5.6 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;
- 5.7 manage all aspects of applications running within virtual machines, ensure applications are compatible with the Azure environment, and maintain appropriate third party application licensing;
- 5.8 define security requirements and compliance needs, maintain security of Customer-managed components, and conduct security reviews of Customer-deployed applications;
- 5.9 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;
- 5.10 unless subscribed to Server Management Pack, manage guest operating systems within virtual machines, including OS patching, updates, and security;
- 5.11 manage relationships with third-party application vendors (with the exception of Microsoft), obtain support for third-party applications outside the scope of the Managed Azure Service, and coordinate between third-party vendors and Ekco as needed;
- 5.12 maintain and manage connectivity between Customer locations and the Azure environment, including appropriate bandwidth allocation for required workloads;
- 5.13 provide and maintain an up-to-date list of authorised contacts for Incident notification and escalation, including out-of-hours contacts where applicable;
- 5.14 act promptly on Incident notifications raised by Ekco, performing remediation or mitigation activities as recommended, and inform Ekco upon resolution of Incidents;
- 5.15 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
- 5.16 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. Managed Azure Service, including the management and support of the Azure Landing Zone and Azure Resources as described in this Service Schedule;

6.1.2. Service Desk support during Core Business Hours; and

6.1.3. Monitoring, patching and back up services in line with the Server Management Pack Additional Option purchased, if applicable.

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 Managed Azure Services SLA.

7.4. Microsoft Azure availability and associated Microsoft Service Credits are as set out in the most recent, applicable Microsoft Service Level Agreement, as part of the Microsoft 'Service Level Agreement for Microsoft Online Services, available at <https://www.microsoft.com/licensing/docs/view/Service-Level-Agreements-SLA-for-Online-Services>. Note: Microsoft SLA applicable only to the components provisioned within the Customer's Azure Landing Zone, the claims process stipulated by Microsoft must be followed and Service Credits can only be claimed against affected services being consumed within the Customer's Azure Landing Zone and will be subject to limitations set out in the Microsoft SLA linked above.

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 the Services. Ekco shall provide as much notice to the Customer as is reasonably practicable in the circumstances.

8.3. Microsoft performs planned maintenance on the underlying Azure platform infrastructure. Microsoft is responsible for all maintenance activities related to the Azure platform, and typically provides advance notification through the Microsoft Azure Service Health dashboard. Ekco monitors these notifications and will, as is reasonably practicable in the circumstances, inform the Customer of any maintenance that may impact the Customer's environment.

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

8.5. If subscribed to Server Management Pack, patching of guest OS will be conducted in accordance with the frequency and scope defined for the Customer's selected Service Tier.

8.6. Patching may require a restart of virtual machines, which may result in a temporary Service Impact.

9. Fees and Payment

- 9.1. In addition to the Managed Azure Service Fees set out in the Order Form, the Customer will be charged for Azure Consumption and/or Microsoft licencing, where provided by Ekco (as may be set forth in the Order Form including these Managed Azure Services, or an additional Ekco Order Form).
- 9.2. Azure Consumption Fees are billed in arrears based on actual usage recorded during the preceding billing period. Estimates provided in any Ekco proposal, quote or Order Form are for guidance only and actual Azure Consumption will vary based on Customer utilisation. The Customer is responsible for all Azure Consumption charges from the point at which such consumption is first incurred, including during any setup, configuration or deployment activities, regardless of whether the Services are fully implemented or have reached a live or operational state.

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.