

SERVICE SCHEDULE

MANAGED AZURE VIRTUAL DESKTOP (AVD)

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 AVD Service and may be amended by Ekco from time to time, in accordance with the Agreement. Please note that the separate [Managed Azure Virtual Desktop] 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 Advanced Monitoring, Advanced Patching, or Managed Endpoint Protection) 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.

"Advanced Monitoring" means monitoring end-user logon performance end-to-end, identifying delays across authentication, profile loading, policies, and scripts, using Azure Application Insights, to provide deeper insights into logon and application performance.

"Advanced Patching" means patching of line-of-business applications delivered through AVD Gold Image, including applying vendor released updates, security patches, and minor version upgrades for in scope applications to ensure they remain secure, stable, and compatible with the wider AVD platform.

"Application Packaging" means the process of preparing and configuring software applications into a standardised format (such as MSIX app attach) for automated deployment and management within the AVD environment.

"AVD Backup Management" means the management of backup and restore services of the AVD Landing Zone, User Profiles and Gold Images.

"AVD Control Plane" means the Microsoft-managed service components that provide the management layer for Azure Virtual Desktop, including the web access portal, connection broker, licensing, and load balancing services.

"AVD Disaster Recovery Management" means the management of AVD data replication and failover in the event of an Incident.

"AVD Host Pool" means a collection of Azure Virtual Desktop Session Hosts, used to deliver user desktops or remote applications.

"AVD Landing Zone" means the Azure environment, including networking, identity, and platform components, underpinning the customer's AVD deployment.

"Azure Consumption" means the costs incurred for the use of Microsoft Azure resources (including but not limited to compute, storage, networking, and marketplace contributions) as measured by Microsoft's billing tools and charged at the prevailing rates set out in the relevant Azure Services Order Form or, where not specified, Microsoft's then current retail pricing as set out on <https://azure.microsoft.com/en-gb/pricing>.

"Azure Virtual Desktop" or "AVD" means the Microsoft Azure controllable, cost optimised virtual desktop and application offering detailed at <https://azure.microsoft.com/en-us/products/virtual-desktop>.

“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.

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

“End-User Devices” means the physical hardware (including but not limited to laptops, PCs, thin clients, tablets, or mobile devices) and its local operating system used by an individual to access the Managed AVD 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 Azure Virtual Desktop.

“Gold Image” means the standardised, maintained operating system image used to deploy Session Hosts.

“Host Pool” means a collection of Azure virtual machines that are registered to Azure Virtual Desktop as Session Hosts.

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

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

“Live DR Failover Testing” means a formal exercise where the Managed AVD Service is transitioned to a secondary Azure region to validate that business continuity objectives (RPO/RTO) can be met under simulated or actual disaster conditions.

“M365 Backup” means the third-party backup and recovery service used to create independent, point-in-time copies of Microsoft 365 data (including Exchange Online, SharePoint, OneDrive, and Teams) to protect against data loss, accidental deletion, or ransomware.

“Managed AVD” or **“Managed AVD Service”** means the Ekco managed service for Azure Virtual Desktop, encompassing the administration, monitoring, and support of the AVD Landing Zone, Host Pools, and Session Hosts 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.

“Managed Endpoint Protection” means the managed security service provided to monitor, detect, investigate and respond to threats affecting End-user Devices and AVD Session Hosts, utilising endpoint protection technologies (including, where applicable, Antivirus, Antispyware and Endpoint Detection and Response (EDR)).

“Maximum Entitlement” means the maximum level or quantity of a particular service included within a Customer's selected Service Tier, beyond which, additional Fees may be payable, as set forth in the relevant Order Form including these Managed AVD Services, or an additional Ekco Order Form.

“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 AVD Service 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 Managed AVD Service.

“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.

“Session Host” means a virtual machine configured to provide user sessions within an AVD Host Pool.

“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 Profile” means a user’s centrally stored settings, preferences, and application data for AVD sessions.

“Virtual Desktop” means the remote Windows desktop accessed by Authorised Users.

2. Scope of the Service

- 2.1. This Service Schedule applies where the Customer has purchased the Managed AVD Service from Ekco.
- 2.2. Managed AVD is a managed service offering platform management, user management, desktop provisioning, monitoring, patching, support, and AVD Backup Management and AVD Disaster Recovery Management.
- 2.3. Managed AVD 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. Managed AVD is only available where Ekco has designed, deployed and configured the Customer’s Azure Virtual Desktop 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 AVD Services, or an additional Ekco Order Form).
- 2.5. Managed AVD is delivered remotely.

3. 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 or escalate vendor issues during application patching to help achieve timely resolution and minimise business impact.	✗	✗	✓
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.	✗	✓	✓
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.	✗	✗	✓
Service delivery management	Technical Account Managers (where appointed) can provide AVD roadmap updates during service reviews, helping plan for upcoming platform features and enhancements.	✗	✗	✓
Virtual Desktop	Implementation and management of access control policies.	✓	✓	✓
Virtual Desktop	Maintain default user profile and policies for Virtual Desktop / application virtualisation.	✓	✓	✓

Service component	Feature description	Essential	Standard	Premium
Virtual Desktop	Maintain Gold Images. Maximum Entitlement as per Service Tier.	✓ 1 image	✓ 2 images	✓ 5 images
Virtual Desktop	Maintaining Host Pool for application / performance / geographic regions. Maximum Entitlement as per Service Tier.	✓ 1 live pool	✓ 4 live pools	✓ 10 live pools
Virtual Desktop	Maintenance of Virtual Desktops in the environment, per agreed Virtual Desktop specifications.	✓	✓	✓
Virtual Desktop	Standard patching through scheduled and coordinated patching process in accordance with Ekco's standard patching policy. Includes: - patching of management components. - patching of Gold Images (Windows updates and core applications).	✓	✓	✓
Virtual Desktop	Advanced Patching through scheduled and coordinated patching process in accordance with an agreed patching process. Includes: - Patching of line of business applications.	X	X	✓
Virtual Desktop	Standard monitoring of health and availability of Virtual Desktop and application streaming infrastructure.	✓	✓	✓
Virtual Desktop	Advanced Monitoring of performance of Virtual Desktop infrastructure.	Additional Option	Additional Option	Additional Option
Virtual Desktop	Inclusive autoscaling of AVD Session Hosts.	✓	✓	✓
Virtual Desktop	Backup of User Profiles. Note: Requires Microsoft AVD Backup service to be provisioned at additional consumption costs.	✓	✓	✓
Virtual Desktop	Disaster recovery back up of data to another Azure region. Note: Requires Microsoft Azure Site Recovery service to be provisioned at additional consumption costs.	✓	✓	✓
Virtual Desktop	Protection for Virtual Desktops that helps prevent malware, ransomware, and other threats, keeping user sessions and data secure. Note: Requires Microsoft Defender for Endpoint to be licenced separately.	✓	✓	✓

4. Service Exclusions

4.1. The Managed AVD Service does not include the following:

- 4.1.1. deployment or migration to Azure Virtual Desktop or the audit and remediation of an existing Azure Virtual Desktop environment;
- 4.1.2. Azure Consumption charges;
- 4.1.3. Microsoft (M365 and/or Windows) licensing;

- 4.1.4. support for any operating systems other than Windows 11;
- 4.1.5. Application Packaging;
- 4.1.6. Gold Image creation beyond the agreed entitlement in the selected Service Tier;
- 4.1.7. End-User Support;
- 4.1.8. End-User Training;
- 4.1.9. support of End-User Devices;
- 4.1.10. custom development, including specialised reporting or monitoring; and
- 4.1.11. major scope changes, which shall be subject to formal variation of the Agreement.

4.2. The Managed AVD Service does not include the following, which, if required, can be quoted as an Additional Option:

- 4.2.1. Live DR Failover Testing;
- 4.2.2. Managed Endpoint Protection; and
- 4.2.3. M365 Backup.

5. Customer Obligations

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

- 5.1.1. procure and maintain all required Microsoft licences and subscription agreements, including, but not limited to, Microsoft AVD and 365 plans, Azure Backup, Azure Site Recovery, and all AVD Landing Zone requirements, each of which will be subject to applicable Microsoft terms and conditions and/or a form of Microsoft customer agreement <https://www.microsoft.com/licensing/docs/customeragreement> ;
- 5.1.2. make designated personnel available throughout the onboarding process;
- 5.1.3. provide and maintain the necessary access credentials, RBAC permissions and administrative rights to allow Ekco to configure and manage the Managed AVD Service;
- 5.1.4. maintain internet connectivity to all End-User Devices accessing Azure Virtual Desktop;
- 5.1.5. provide and maintain an up-to-date list of authorised contacts for Incident notification and escalation, including out-of-hours contacts where applicable;
- 5.1.6. act promptly on Incident notifications raised by Ekco, performing remediation or mitigation activities as recommended, and inform Ekco upon resolution of Incidents;
- 5.1.7. 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
- 5.1.8. notify Ekco of any changes in systems or infrastructure that may affect Managed AVD functionality or data visibility.

5.2. Advanced Monitoring requires Microsoft Azure Application Insights to be enabled. This additional Azure service incurs Azure Consumption charges.

6. Ekco Obligations

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

- 6.1.1. management component deployment and associated integration configuration, automation workflow and autoscaling enablement;

6.1.2. Managed AVD Service per Authorised User, including the management and support of the AVD Landing Zone, User Profiles and Virtual Desktops, AVD Backup Management and AVD Disaster Recovery Management;

6.1.3. Service Desk support during Core Business Hours;

6.1.4. Service management function to process all incoming Service Requests, logging, tracking, and managing requests through the service management platform;

6.1.5. patching to the level as specified in the Service Tier or any chargeable Additional Option;

6.1.6. monitoring to the level as specified in the Service Tier or any chargeable Additional Option; and

6.1.7. Service reporting in line with the selected Service Tier.

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 AVD Services SLA.

7.4. Microsoft AVD availability and associated Microsoft Service Credits (AVD Landing Zone Availability only) 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 AVD 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 AVD 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 Managed AVD Services. 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 of Session Hosts and the AVD Control Plane will be conducted in accordance with the frequency and scope defined for the Customer's selected Service Tier or purchased Additional Option.
- 8.5. Patching may require a restart of Session Hosts, which may result in a temporary Service Impact.

9. Fees and Payment

- 9.1. In addition to the Managed AVD 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 AVD 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 Managed AVD Services are fully implemented or have reached a live or operational state.

10. Service Tier / Usage changes

- 10.1. 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 Managed AVD 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.
- 10.2. At the end of each quarterly period (based on Ekco's financial year), Ekco shall review Customer's actual usage (including ticket volumes) against the Service Tier purchased. If usage consistently exceeds one or more Maximum Entitlements for their Service Tier, Ekco reserves the right to transition the Customer to the appropriate Service Tier and increase the Fees accordingly for the subsequent period. Any such change shall be confirmed in writing by Ekco (including via email) and shall take effect as an amendment to the Agreement without requiring a signed Agreement variation, unless otherwise requested by the Customer.