

SERVICE SCHEDULE MANAGED DATABASE

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

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

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

"Health Check" means initial assessment of the Customer's SQL Server environment conducted prior to service activation, identifying issues classified as service impacting or not best practice.

"High Availability" means a configuration and architectural design applied to a Managed SQL Server Instance or database instance intended to ensure a higher level of operational continuity by eliminating single points of failure. This typically involves the use of redundant components, such as failover clustering or availability groups, to allow service to continue automatically in the event of a hardware or software failure.

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

"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 Ekco to log, track, and manage all Incidents, Service Requests, and changes raised under this Service Schedule.

"Managed Database" or "Managed Database Service" means the Ekco managed service comprising the management, monitoring, and support of the Customer's Managed SQL Server Instance, 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 SQL Server Instance" means any Microsoft SQL Server instance explicitly placed under management by Ekco under this Service Schedule, as recorded in the ITSM System.

"Scheduled Maintenance" means any work performed on the Managed Database 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 Database Service.

“Service Platform” means Ekco’s management toolsets used to deliver infrastructure monitoring, configuration management, and support capabilities under this Service Schedule. Ekco reserves the right to change the underlying components for operational reasons, provided service delivery obligations are maintained.

“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 Database Service from Ekco.
- 2.2. Managed Database is an Ekco managed service providing performance optimisation, security hardening, maintenance, monitoring, backup administration, and support for Managed SQL Server Instances.
- 2.3. Managed Database 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 premium Service Tier is available for High Availability solutions only. The Customer must notify Ekco if the configuration of any Managed SQL Server Instance changes in a way that affects eligibility for the selected Service Tier.
- 2.5. Prior to service activation, all Managed SQL Server Instances must undergo a Health Check. Issues identified must be remediated before the relevant instance is accepted into the Managed Database Service.
- 2.6. Managed Database is delivered remotely.

3. Service Tiers

3.1. Service Tiers

Table 1 - Service Tiers

Service component	Feature description	Essential	Standard	Premium
Preventative Maintenance	Routine Health Checks and optimisations of the database instance, and underlying schemas to ensure stability.	✓	✓	✓
Patch Management	Systematic application of security patches and version updates to the database engine and operating system.	✓	✓	✓
Capacity Planning	Ongoing analysis of storage and compute utilisation to forecast and manage future resource requirements.	✓	✓	✓
Security Administration	Management of database access controls, user permissions, and encryption settings to protect data integrity.	✓	✓	✓
Backup Administration	Configuration and oversight of automated backup routines to ensure data is consistently captured.	✓	✓	✓
Backup Testing & Recovery	Periodic validation of backup integrity through restoration drills to confirm data can be recovered during an incident.	x	✓	✓
Advisor (performance, security, dev, cost)	Guidance on optimising database queries, security posture, development practices, and cloud spend.	x	✓	✓
Monitoring	Real-time tracking of database metrics with automated notifications for threshold breaches or failures.	x	✓	✓
Monitoring	Use of advanced, deep-dive monitoring tools specifically designed for granular database engine analysis.	x	✓	✓
Monitoring	Access to a centralised dashboard for real-time visibility into database health and service performance.	✓	✓	✓
Support	Ongoing engineering support aimed at identifying and resolving potential issues before they cause downtime.	Core Business Hours	Core Business Hours	Core Business Hours
Support	Rapid-access support via phone or portal for critical Incidents or data corruption events.	x	Core Business Hours	24x7
Support	End-to-end coordination and resolution of critical service interruptions to restore operations.	x	Core Business Hours	24x7

4. Service Exclusions

The Managed Database Service does not include the following:

- 4.1 SQL query creation, optimization, or maintenance.

- 4.2 application code development, debugging, or modification;
- 4.3 database schema design, architecture planning, or significant redesign of existing structures;
- 4.4 custom application integration development or the creation of bespoke middleware;
- 4.5 support for non-Microsoft SQL Server databases;
- 4.6 support for end-of-life or obsolete SQL Server versions that have reached "end of support" status with the vendor;
- 4.7 management of applications hosted on the Managed SQL Server Instance;
- 4.8 remediation of performance issues caused by third-party application code or inefficient software design;
- 4.9 troubleshooting of third-party applications or software platforms;
- 4.10 data cleansing, deduplication, or general data quality improvement initiatives;
- 4.11 ETL (Extract, Transform, Load) process development, management, or maintenance;
- 4.12 data integration between the database and external third-party systems;
- 4.13 data extraction services from Managed SQL Server Instances for external use;
- 4.14 security monitoring, threat detection, incident response, and security event analysis;
- 4.15 disaster recovery exercises and testing;
- 4.16 remediation of issues arising from Customer actioned configuration changes made outside the established CAB;
- 4.17 all Managed SQL Server Instance licensing, maintenance and/or warranty costs;
- 4.18 all Managed SQL Server Instance infrastructure, hosting or consumption costs;
- 4.19 backup storage costs which are charged separately as Azure consumption;
- 4.20 detailed performance tuning and optimisation beyond the basic performance monitoring included in the Managed Database Service;
- 4.21 End-User Training;
- 4.22 Managed SQL Server Instance version upgrades;
- 4.23 database migrations;
- 4.24 architectural changes to database infrastructure; and
- 4.25 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 provide and maintain secure remote access to all Managed SQL Server Instances and associated hosting platforms, including timely provision of administrative-level credentials and appropriate secure management protocols (SSH, HTTPS, or equivalent);
- 5.2 ensure dedicated service accounts required for Ekco's monitoring tools remain active and have the permissions specified by Ekco;
- 5.3 maintain stable and secure network connectivity between the Service Platform and the Customer's environment, including properly configured firewalls and VPN or other approved connectivity methods;
- 5.4 Notify the Supplier promptly of any changes to access controls, network configuration, or credentials that may affect the delivery of the Managed Database Service;

- 5.5 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>;
- 5.6 maintain underlying hardware and virtual infrastructure performance and reliability, ensuring sufficient resources (compute, storage, and network) are available to Managed SQL Server Instances;
- 5.7 provide timely notification of planned infrastructure changes that may affect the Managed Database Service;
- 5.8 ensure any Health Check remediation activities are completed prior to service activation and make designated personnel available throughout the onboarding process;
- 5.9 coordinate internal stakeholders for scheduled maintenance activities and shall communicate these to end-users;
- 5.10 participate in acceptance testing following changes and provide prompt feedback confirming whether changes meet business requirements;
- 5.11 manage end-user access rights and permissions, safeguard and manage authentication credentials, and promptly report to Ekco any suspected security breaches or unauthorised access;
- 5.12 define security requirements and compliance needs, maintain security of Customer-managed components, and conduct security reviews of Customer-deployed applications;
- 5.13 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;
- 5.14 provide Ekco with application documentation relevant to database interactions and notify Ekco of planned application changes that may impact Managed SQL Server Instance performance;
- 5.15 manage relationships with third-party application vendors, obtain support for third-party applications outside the scope of the Managed Database Service, and coordinate between third-party vendors and Ekco as needed;
- 5.16 provide and maintain an up-to-date list of authorised contacts for Incident notification and escalation, including out-of-hours contacts where applicable;
- 5.17 act promptly on Incident notifications raised by Ekco, performing remediation or mitigation activities as recommended, and inform Ekco upon resolution of Incidents;
- 5.18 promptly report suspected Incidents with relevant information including timing, impact, and symptoms, and shall assist in Incident investigation by providing business context when required. P1 incidents must be reported by telephone; and
- 5.19 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.

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 Database Service, including the management and support of the Managed Devices as described in this Service Schedule;
- 6.1.2. a Health Check of the Customer's SQL Server environment prior to service activation, classifying identified issues as best practice or service impacting;
- 6.1.3. monitoring of Managed SQL Server Instances to the level as specified in the Service Tier or any Additional Option, as per the Order Form;
- 6.1.4. preventative maintenance activities including index maintenance, database consistency checks, and performance optimisation in accordance with agreed schedules;

- 6.1.5. configuration and scheduling backups of all Managed SQL Server Instances;
- 6.1.6. monitoring backup job execution, validate backup success, and address any backup failures;
- 6.1.7. monthly service performance reports covering Service Desk performance, Incident resolution times, request fulfilment, and SLA adherence;
- 6.1.8. advisory reports via the Customer Portal, including status of security updates, performance optimisation opportunities, and best practice recommendations
- 6.1.9. role-based access control and the principle of least privilege for all administrative access to Managed Devices, and shall maintain audit logging of all administrative actions;
- 6.1.10. patching of Managed SQL Server Instances to the level as specified in the Service Tier or any Additional Option, as per the Order Form;
- 6.1.11. Service Desk support during Core Business Hours; and
- 6.1.12. monitoring, patching and maintenance of the Service Platform.

7. Service Level Agreement

- 7.1. Managed Devices are monitored 24 x 7, 365 days a year.
- 7.2. 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.

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

7.4. Ekco does not offer service credits in respect of this Managed Database 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 the Managed Database 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 may require a restart of Managed SQL Server Instances, which may result in a temporary Service Impact.

9. Fees and Payment

- 9.1. Managed Database is charged on a per-Managed SQL Server Instance per month basis. Fees reflect the Service Tier selected by the Customer. The base price covers up to 50 databases per Managed SQL Server Instance. For environments with more than 50 databases per Managed SQL Server Instance, an additional per-database charge will apply as specified on the Order Form.
- 9.2. Charges commence from the point at which each Managed SQL Server Instance is onboarded into the Service Platform, including during any setup, configuration, or deployment activities, regardless of whether the Service has reached a fully live or operational state.
- 9.3. Hardware, licencing costs, and vendor support agreements are outside the scope of Managed Database and are charged separately or arranged directly by the Customer.
- 9.4. Application performance monitoring tools and backup storage costs are not included in the Managed Database Service Fees and are the responsibility of the Customer.

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 Service. Any such change shall be documented via a revised Order Form or a written amendment to the Agreement.
- 10.2. Ekco will regularly review usage of the Managed Database Service including the number of databases per Managed SQL Server Instance and will apply a per-database Fee for all Managed SQL Server Instances with more than 50 databases.
- 10.3. Changes will take effect from the start of the next billing period following the execution of such amendments.

11. Offboarding

- 11.1. Data extraction is not included with Managed Database.
- 11.2. Following service termination, Ekco shall remove all monitoring agents and access methods from Managed SQL Server Instances and transfer all encryption keys, authentication credentials, and administrative access details to the Customer as per the selected exit management service.
- 11.3. Backups held in the Customer's own cloud storage environment remain under the Customer's ownership and control. Ekco shall not delete backup data held in the Customer's storage on termination. The Customer is responsible for managing backup data retention following termination.