

SERVICE SCHEDULE

SERVICE DELIVERY MANAGEMENT

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

"Business Contact" means an individual designated by the Customer who possesses the necessary Customer knowledge and authority to engage with Ekco on service-related matters, including contract and service management, services reviews, and Service Requests.

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

"Continual Service Improvement" means the structured, ongoing process of reviewing service performance data, identifying areas for improvement, and implementing changes to enhance service quality and efficiency over time.

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

"CSAT" means Customer Satisfaction Score, a measure of end-user satisfaction with the IT services provided, collected via surveys or feedback mechanisms and used to identify improvement opportunities.

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

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

"Service Delivery Management" or "Service Delivery Management Service" means the Ekco service providing the Customer with access to an SDM and providing services 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.

"SDM" means Service Delivery Manager, the named Ekco contact assigned to the Customer, responsible for overseeing service delivery, acting as the primary point of contact, and managing the delivery of services in accordance with this Service Schedule. The SDM is not a dedicated resource.

"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 Service Delivery Management Service from Ekco.
- 2.2. Service Delivery Management is an Ekco service providing the Customer with a named SDM who acts as the primary point of contact between the Customer and Ekco. The SDM oversees the delivery of services, manages service performance, supports escalation management, and works collaboratively with the Customer to identify and implement Continual Service Improvement initiatives. The SDM is not a dedicated resource.
- 2.3. Service Delivery Management 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. Service Delivery Management is delivered remotely.

3. Service Tiers

3.1. Service Tiers

Table 1 - Service Tiers

Service component	Feature description	Essential	Standard	Premium
Service reviews	Scheduled meetings to review overall service performance, KPIs, and operational health.	Annual	Quarterly	Monthly
Service escalation management	A defined process for managing and resolving high-priority issues or service grievances via a managed escalation path.	✓	✓	✓
Reporting & analysis of Customer end-user CSATs	Systematic collection and analysis of CSAT data to drive service quality improvements.	x	✓	✓
Continual Service Improvement reviews	Periodic evaluation of service delivery processes to identify, track, and implement efficiency and quality enhancements.	N/A	Monthly	Weekly
Assigned SDM for invoice escalation & management	A named SDM acts as the primary contact for billing queries and financial dispute resolution.	x	✓	✓
Tailored customer service handbook	Provision of a customised manual detailing operational procedures, contacts, and service-specific guidance for the Customer.	x	✓	✓

Service component	Feature description	Essential	Standard	Premium
Service documentation annual review	A comprehensive annual audit and update of service policies, standard operating procedures, and operational manuals to ensure accuracy.	x	x	✓
ITSM Ticket performance, trends and SLA performance	Regular review of ticket volumes, response/restoration trends, and adherence to agreed service level objectives.	x	Fortnightly	Weekly
Time & materials Analysis & management	Proactive oversight and analysis of time & materials usage to ensure budget alignment and resource efficiency.	x	✓	✓
Customer reports can be requested	The ability for the Customer to request ad-hoc, bespoke reporting beyond the standard automated monthly reports.	x	x	Optional
Root cause analysis report on P1 Incidents	Detailed investigation and reporting on the underlying cause of priority 1 Incidents, including remedial actions.	x	✓	✓
Root cause analysis report on major Incidents	Full post-incident analysis for critical service outages to prevent recurrence and improve future response.	✓	✓	✓

4. Service Exclusions

The Service Delivery Management Service does not include the following:

- 4.1 technical support, incident resolution or engineering activities;
- 4.2 dedicated or full-time SDM resource;
- 4.3 supplier management for third party services not procured through Ekco, supplier management for third party services is available only where the premium Service Tier is specified on the Order Form;
- 4.4 custom development, including specialised reporting or monitoring; and
- 4.5 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 Designate both a primary Business Contact and primary Technical Contact;
- 5.2 act promptly on Incident notifications, notifications and queries raised by Ekco, performing remediation or mitigation activities as recommended, and inform Ekco upon resolution of Incidents;
- 5.3 attend scheduled service reviews and meetings;
- 5.4 review and acknowledge service reports and recommendations provided by Ekco within 10 Business Days of receipt;
- 5.5 notify Ekco of any changes to business requirements or significant planned increases in resource requirements beyond normal growth patterns;
- 5.6 provide and maintain the necessary access credentials, RBAC permissions and administrative rights to allow Ekco to deliver the Service Delivery Management Service;
- 5.7 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
- 5.8 adhere to agreed change management processes including the use of CAB.

6. Ekco Obligations

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

- 6.1.1. a named SDM;
- 6.1.2. service reviews at the defined frequency;
- 6.1.3. service escalation management on behalf of the Customer in accordance with the Service Tier;
- 6.1.4. coordination and attendance of CAB in connection with changes affecting the Customer's services;
- 6.1.5. service reporting;
- 6.1.6. facilitation of Continual Service Improvement reviews;
- 6.1.7. root cause analysis reports for P1 Incidents;
- 6.1.8. management of assigned invoice escalations;
- 6.1.9. a reasonable endeavours approach to ensure the SDM has sufficient knowledge of the Customer's environment and business context.

7. Service Level Agreement

7.1. Ekco does not offer service credits in respect of this Service Delivery Management Services SLA.

8. Fees and Payment

8.1. Fees for the Service Delivery Management Service reflect the Service Tier selected by the Customer, together with the complexity of the Customer's environment, the number of services under management, the frequency and complexity of required reporting, and the number of stakeholders requiring regular engagement, as agreed and recorded on the Order Form.

8.2. Fees commence from the point at which the SDM is assigned to the Customer, regardless of whether all service activities have commenced or reached a fully operational state.

9. 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.