



# Support Charter

## Table of Contents

|                                                                |          |
|----------------------------------------------------------------|----------|
| <b>Support Charter .....</b>                                   | <b>1</b> |
| Customer Service Levels: Essentials, Foundation, and Pro ..... | 2        |
| Service Comparison .....                                       | 2        |
| How to Contact Us.....                                         | 2        |
| Telephone Support Experience .....                             | 3        |
| How We Manage Your Query/Issue .....                           | 4        |
| Case Closure and Feedback .....                                | 4        |
| <b>Supported Products/Services .....</b>                       | <b>5</b> |
| Scope of Microsoft 365 Support .....                           | 5        |
| Microsoft 365 Suite of Applications.....                       | 5        |
| Out of Scope Services .....                                    | 7        |
| ConnectWise Exchange and Microsoft 365 Backup Support .....    | 7        |
| <b>Extended Information: .....</b>                             | <b>8</b> |
| Pro: Desktop Support Service.....                              | 8        |
| Scope of Desktop Support.....                                  | 8        |
| Service Exclusions under Desktop Support .....                 | 8        |
| Addendum 1: Professional Services for Out-of-Scope .....       | 9        |
| Addendum 2: Mobile Device Management.....                      | 9        |

## Customer Service Levels: Essentials, Foundation, and Pro

The **EVCO Support Charter** defines the scope, service levels and operational guidelines for the support services provided by EVCO. As a managed service provider, EVCO delivers structured assistance for technical support, administration, troubleshooting and a range of additional managed services.

The charter outlines three levels of service – **Essentials, Foundation and Pro** – designed to meet different business requirements. These services include user and licence management, enhanced backup solutions, security monitoring and comprehensive desktop support. It also clarifies service response times, escalation processes and the responsibilities of both EVCO and its customers.

Additional sections provide further information on **Desktop Support, Professional Services and Mobile Device Management**, providing options for businesses that require specialised support beyond the core offering. This document serves as a reference for customers to understand the services available, the processes involved and how to engage with the EVCO support team effectively.

## Service Comparison

Each level is designed to provide tailored assistance based on customer requirements:

| Service Features                                                         | Essentials | Foundation | Pro |
|--------------------------------------------------------------------------|------------|------------|-----|
| License administration & payment processing                              | ✓          | ✓          | ✓   |
| User administration (creation, modification, deletion & password resets) | ✓          | ✓          | ✓   |
| Creation of Distribution Lists (inc. Groups)                             | ✓          | ✓          | ✓   |
| Creation & Deletion of Teams & SharePoint Online sites                   | ✓          | ✓          | ✓   |
| Global Address List Administration                                       | ✓          | ✓          | ✓   |
| Entra Administration & Support                                           | -          | ✓          | ✓   |
| Enhanced SharePoint Online Document Library Support & Administration     | -          | ✓          | ✓   |
| Enhanced Email, Calendar & Contacts Backup                               | -          | ✓          | ✓   |
| Enhanced OneDrive Backup                                                 | -          | ✓          | ✓   |
| Enhanced Teams & Teams Chat Backup                                       | -          | ✓          | ✓   |
| Enhanced SharePoint Online Backup                                        | -          | ✓          | ✓   |
| Scheduled Security Checks & Reporting                                    | -          | ✓          | ✓   |
| Desktop Support (Remote Assistance for Windows/Mac OS)                   | -          | -          | ✓   |
| Patch Management                                                         | -          | -          | ✓   |
| Asset Management                                                         | -          | -          | ✓   |
| Software License Management                                              | -          | -          | ✓   |
| Alert & Service Health Monitoring                                        | -          | -          | ✓   |
| Response Time: 24 Hours (Business Hours)                                 | ✓          | -          | -   |
| Response Time: 8 Hours (Business Hours)                                  | -          | ✓          | -   |
| Response Time: 4 Hours (Business Hours)                                  | -          | -          | ✓   |
| Email Support                                                            | ✓          | ✓          | ✓   |
| Telephone Support                                                        | -          | ✓          | ✓   |

## How to Contact Us

### Business Hours Support

During regular business hours 9am – 5pm GMT/BST, all initial queries must be placed through the web portal:

- **Web Portal:** Log in to our customer portal at <https://<customerdomain>.evco.ltd>
- **Telephone:** If your support request cannot be placed via the support portal, please call us on **0333 444 2999**. See the Telephone Support Experience for further details.

## Telephone Support Experience

If you call EVCO Support Services on our telephone number you will not initially be able to talk to a human, we know this might be frustrating, but this is intentional and ensures EVCO can protect you and your company against phishing and fraudulent behaviour.

Once your identity has been confirmed if you still require voice or video calls instead of email or the support portal - especially where accessibility is a requirement - then an EVCO support agent will be in touch.

### Logging Your Request

- When you call EVCO and navigate to the Support Voice Service, you will be asked to leave your full name, company name, business email address, a contact telephone number and finally a brief description of the issue.
- We will then log your call in the Support Portal. An email will be automatically sent to your business email address with a secure link to the support ticket.

### Confirm Your Identity

- You will need to log in to the EVCO Support Portal, open the ticket, and comment to confirm that you made the call and which number you used.
- Where this is your first time logging in you will be asked to set up your access into the Service Desk system - please follow the onscreen instructions or visit **First Time Setup** under the Support Portal Knowledge Base.
- Only after this confirmation will we begin working on your request and your support service level agreement (SLA) will begin.

### Support Eligibility

- We will confirm that your organisation holds a valid support agreement with EVCO and that your request falls within the scope of that agreement.
- If further checks are required, we will notify you before proceeding.

### If You Cannot Access Your Email or Log into the Support Portal

- If you are unable to access your device or credentials due to theft or password expiration, please inform us during the call.
- In these situations, we will contact your organisation's nominated authoriser to verify your identity and gain approval to proceed.
- **EVCO Services will never perform password resets over the phone without identity confirmation.**

### Out-of-Hours Contact

For urgent issues or outside business hours contact, please go via the web support portal:

- Web Portal: Log in to our customer portal at <https://<customerdomain>.evco.ltd>

### When You Contact Us, What Do We Need from You?

When reporting an issue, please provide the following details:

- Your Name and Contact Information
- Company Name
- Description of the Issue: Be as specific as possible.
- Affected System/Service: Specify the product or service related to the issue.

## How We Manage Your Query/Issue

### Troubleshooting and Resolution

Our technicians will:

- Investigate the issue.
- Communicate with you for additional information if needed.
- Work towards resolution based on the severity level.

## Case Closure and Feedback

We will:

- Inform you when the issue is resolved.
- Close the ticket after your confirmation.
- Close tickets automatically if the issue has been resolved or responded to with no subsequent response from the customer after 3 business days.
  - This can be reopened should the issue need to be revisited.

### Customer Feedback

We value your feedback! Please always leave us feedback on how we did via any of communication options.

# Supported Products/Services

This Support Charter outlines the scope, boundaries, and guidelines for the services provided.

## Scope of Microsoft 365 Support

### Supported Services and Applications

Our Microsoft 365 support service encompasses the following areas:

## Microsoft 365 Suite of Applications

### Support for core applications, including:

- Microsoft Outlook, Word, Excel, PowerPoint, Teams, OneNote, Access (where applicable), and Publisher (where applicable).
- Our support encompasses troubleshooting, feature guidance, and resolution of application-specific errors for Office 365 applications.
- **Support does not extend to general usage assistance.**

### Microsoft 365 Administration and Management

- Support for tenant administration tasks within the Microsoft 365 Admin Centre.
- User and licence management, including user provisioning, de-provisioning, and role assignments, as well as licence allocation, management, and troubleshooting.

### Exchange Online

- Assistance with email management, including mailbox creation, shared mailboxes, aliases, and forwarding.
- Troubleshooting email delivery issues within the Microsoft 365 environment.

### OneDrive for Business

- Support for file storage, sharing, syncing, and access management.

### SharePoint Online

- Assistance with site creation and management within Microsoft 365, document library support, file sharing, and permissions.

### Microsoft Teams

- Support for channel and team setup, troubleshooting access, permissions, and functionality, along with integration with other Microsoft 365 services.

### Security & Compliance Features

- Guidance on configuring security policies, such as Multi-Factor Authentication (MFA), Data Loss Prevention (DLP), sensitivity labels, and information protection.

### Microsoft 365 Cloud Services

- Support for general cloud service issues, including availability and accessibility, as well as storage management for OneDrive, Exchange, and SharePoint.

## Service Requests and Change Management

- Assistance with routine service requests, such as adding or removing users, configuring mail flows, and compliance configurations.

## Out of Scope Services

The following items are explicitly out of scope and are not covered under this Support Charter:

### Network and Internet Connectivity

- Assistance with local network setup, router configurations, or internet connectivity troubleshooting.

### Non-Microsoft 365 Applications and Software

- Support for any third-party software or applications not listed within the Microsoft 365 suite.

### Advanced Customisation and Development

- Copilot Agents, Bespoke Language Models, Power Automate, Custom code development, PowerShell scripting, or advanced API configurations.

### On-Premises Infrastructure and Hybrid Configurations

- Support for on-premises server integration or hybrid environments with Microsoft 365, including directory synchronisation with Active Directory.

## ConnectWise Exchange and Microsoft 365 Backup Support

As part of our commitment to data protection and recovery, we support backup services through ConnectWise for Microsoft Exchange and Microsoft 365.

For detailed restoration times and data recovery policies, refer to the ConnectWise support documentation.

Note: ConnectWise was formerly called SkyKick. No functionality has been changed.

<https://www.connectwise.com/company/trust/compliance>

# Extended Information:

## Pro: Desktop Support Service

If a customer chooses to purchase the Pro service offering encompassing the Desktop Support Service, the following detail applies:

## Scope of Desktop Support

### Operating System Support

- Assistance with Windows installation, activation, updates, security settings, and user account configuration.
- To provide remote support for Windows 11 devices - Configuring and managing Windows Defender and firewall settings for security, resolving software crashes, slow performance, and connectivity issues through remote troubleshooting.
- We assist with driver updates and peripheral setup. Additionally, we provide support for Windows features, user account settings, and performance optimisation.

### Device Configuration and Troubleshooting

- Initial setup included, alongside user profiles, connectivity, and account login assistance, and peripheral setup.

### Application Installation and Compatibility

- Installation and troubleshooting for Microsoft 365 applications on supported desktops.

## Service Exclusions under Desktop Support

This addendum specifically excludes:

- Physical repairs or replacement of hardware components.
- Support for non-standard laptops not purchased under this agreement.
- Troubleshooting network issues related to external devices (e.g., Wi-Fi routers).
- Devices under warranty should be deferred to the vendor directly.

### Support Hours and Service Levels for Desktop Support

- See Service Levels defined at the beginning of this document.

## Addendum 1: Professional Services for Out-of-Scope

For requirements outside the scope of this Support Charter, customers may purchase additional professional services from EVCO. Professional services are designed to address specific needs for custom configurations, integrations, or projects that fall outside the supported services outlined in this document.

### Scope of Professional Services

Professional services may include, but are not limited to:

- Advanced Microsoft 365 customisations, Copilot AI Agents, Power Automate, scripting, and PowerShell configurations.
- Integration of Microsoft 365 with third-party applications or on-premises infrastructure.
- Consultation for complex compliance, security, or data migration projects.
- Development of custom applications, workflows, or SharePoint sites.

### Acknowledgement

- This addendum is supplementary to the primary service agreement and adheres to its terms. Both parties acknowledge and agree to the responsibilities and scope as defined herein.

## Addendum 2: Mobile Device Management

This addendum outlines the scope and responsibilities related to the use of Microsoft Intune for Mobile Device Management (MDM) as part of EVCO Services' support provision. It defines operational policies, clarifies the roles of EVCO Services and the customer, and provides details regarding the management of business and personal devices.

### Customer-Defined MDM Policies

- The customer is responsible for defining MDM policies, including device access levels, compliance requirements, and security measures.
- EVCO Services will configure and manage these policies in accordance with the customer's specifications, as detailed in the associated Statement of Work (SOW).

### Lost or Compromised Devices

- For devices that are lost, stolen, or otherwise compromised, Intune MDM provides the following options:
  - Remote Wipe: Erases all data on the device to prevent unauthorised access.
  - Selective Wipe: Removes only corporate data while leaving personal data intact, suitable for personal devices enrolled in the MDM.
  - Lost Mode Activation: Allows for enhanced tracking and management of supported business devices.
- EVCO Services will **respond** to requests to wipe devices within four (4) hours of receiving notification during contracted support hours, provided the necessary information is supplied by the customer.
- Customers can also be enabled to perform remote wipe actions themselves, if this capability is required and agreed upon in advance.

### Business Devices

Business-owned devices are fully managed under Intune MDM, offering the following capabilities:

- Full device enrolment, enabling the deployment of applications, configuration profiles, and enforcement of security compliance.
- Comprehensive monitoring and reporting on device status and usage.
- Remote actions such as lock, reset, or wipe to secure corporate data.

### **Personal Devices (BYOD)**

Personal devices enrolled in Intune MDM are managed with the following considerations:

- Enrolment is typically limited to a selective scope, employing Application Protection Policies (APP) to manage corporate applications and data only.
- Access to corporate systems or data may be restricted based on compliance checks, such as device security posture or health status.
- Personal applications and data remain private and unmanaged.

### **Exceptions and Customer Options**

The customer may define specific exceptions or additional policies in the SOW, including:

- Allowing limited access to corporate email or applications on personal devices without full device enrolment.
- Tailored policies for the handling of corporate versus personal data during a selective wipe.
- Establishing usage restrictions for non-compliant devices.

### **Implementation and Support**

EVCO Services will support the configuration, deployment, and ongoing management of Intune MDM policies as defined by the customer. Upon request, the customer can be trained and enabled to perform specific administrative actions, such as remote wiping of devices. All requirements, exclusions, and detailed specifications will be documented in the SOW to ensure alignment with the customer's operational and security objectives.

### **Scope and Limitations**

- The scope of Intune MDM services provided under this addendum is subject to the technical and functional capabilities of the Intune platform.
- EVCO Services is not responsible for the outcomes of customer-defined policies that may conflict with device capabilities or user expectations.

### **Acknowledgement**

This addendum is supplementary to the primary service agreement and adheres to its terms. Both parties acknowledge and agree to the responsibilities and scope as defined herein.