



EVCO Services Support Charter

The EVCO Support Charter defines the scope, service levels, and operational guidelines for the support services provided by EVCO. **Every support package we offer is entirely bespoke, tailored specifically to meet each customer's unique business requirements.**

Core Bespoke Services

Service Area	Inclusions & Details
Microsoft 365 & User Administration	• Comprehensive user administration (creation, modification, deletion, and password resets). • Licence administration, software licence management, and payment processing. • Advanced configurations: Distribution Lists (including Groups), Entra Administration, and Global Address List management. • Management of core applications: Outlook, Word, Excel, PowerPoint, Teams, OneNote, Access, and Publisher. • Creation and deletion of Teams and SharePoint Online sites, alongside enhanced SharePoint Online Document Library support and administration. • Exchange Online assistance (mailbox creation, shared mailboxes, aliases, forwarding, and delivery troubleshooting). • OneDrive for Business support (file storage, sharing, syncing, and access management). • <i>Please note: Support encompasses troubleshooting and administration but does not extend to general usage assistance.</i>



Desktop, Device, & Hardware Support	• Remote assistance for Windows and Mac OS. • Windows installation, activation, security settings (Defender and firewall), user account configuration, driver updates, and performance optimisation. • Application installation and troubleshooting for Microsoft 365 on supported desktops. • Supply, installation, and configuration of new computers, equipment, and peripherals. • Remote and on-site engineers to resolve day-to-day IT problems.
Data Backup & Recovery	• Enhanced backup solutions for Email, Calendar, Contacts, OneDrive, Teams, Teams Chat, and SharePoint Online. • Backup services through ConnectWise (formerly SkyKick) for Microsoft Exchange and Microsoft 365.
Network & Connectivity	• Dedicated network and Wi-Fi help to provide strong, stable internet support. • Local network setup, router configurations, and internet connectivity troubleshooting.



Cybersecurity & System Monitoring	• Scheduled security checks, reporting, patch management, and asset management. • Alert and service health monitoring. • Clear, jargon-free cybersecurity protection against viruses, hacking, and online threats. • Guidance on configuring security policies, including Multi-Factor Authentication (MFA), Data Loss Prevention (DLP), sensitivity labels, and information protection.
Mobile Device Management (MDM)	• Management of customer-defined MDM policies via Microsoft Intune for business and personal devices (BYOD). • Deploying applications, enforcing security compliance, and executing remote wipes (Remote Wipe, Selective Wipe, Lost Mode).



Issue Management & Operational Procedures

- **Logging Your Request:** When reporting an issue, please provide your Name, Company Name, a specific Description of the Issue, and the Affected System/Service.
- **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.
- **Troubleshooting and Resolution:** Our technicians will investigate the issue, communicate with you for additional information if needed, and work towards resolution based on the severity level.
- **Identity Confirmation:** EVCO Services will never perform password resets over the phone without identity confirmation. 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).
- **Loss of Access:** If you are unable to access your device or credentials (e.g. 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.
- **Case Closure:** We will inform you when the issue is resolved and close the ticket after your confirmation. Tickets will be closed 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 our communication options.

Mobile Device Management (MDM) Operational Policies

- **Remote Wipe Response:** 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.
- **BYOD Privacy:** For personal devices enrolled in Intune MDM, personal applications and data remain private and unmanaged.
- **Customer Enablement:** Upon request, the customer can be trained and enabled to perform specific administrative actions, such as remote wiping of devices.
- **Exceptions and Customer Options:** The customer may define specific exceptions in their agreement, such as allowing limited access to corporate email or applications on personal devices without full device enrolment or establishing usage restrictions for non-compliant devices.
- **Scope and Limitations:** EVCO Services is not responsible for the outcomes of customer-defined policies that may conflict with device capabilities or user expectations.



Service Level Agreements (SLAs) & Contacting Us

- **Customised SLAs:** Your exact Service Level Agreements (SLAs), including specific response times, will be defined within your bespoke support agreement.
- **Business Hours Support:** During regular business hours (9am to 5pm GMT/BST), all initial queries must be placed through your customer web portal at <https://.evco.ltd>.
- **Telephone Support Experience:** If your support request cannot be placed via the support portal, please call us on 0333 444 2999. 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.

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. Only after this confirmation will we begin working on your request and your support SLA will begin. 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.

- **Out-of-Hours Contact:** For urgent issues or outside business hours contact, please go via the web support portal.

Exclusions & Additional Professional Services

- **General Exclusions:** Explicitly out of scope and not covered under standard support are non-Microsoft 365 applications (third-party software), custom code development, advanced API configurations, and on-premises infrastructure or hybrid configurations (including directory synchronisation with Active Directory).
- **Desktop Support Exclusions:** Physical repairs, replacement of hardware components, support for non-standard laptops not purchased under this agreement, and troubleshooting network issues related to external devices (e.g. Wi-Fi routers) are excluded from standard desktop support, unless explicitly covered under a bespoke Network and Connectivity package. Devices under warranty should be deferred to the vendor directly.
- **Professional Services Addendum:** For requirements outside your bespoke package, EVCO offers Professional Services covering advanced Microsoft 365 customisations, Copilot AI Agents, bespoke language models, Power Automate, PowerShell scripting, on-premises infrastructure integration, and complex data migration projects.