

COVIEW solutions

Statement of Work

Rapid Support

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Why Coview Limited?

Coview Limited was established in 1995 where we formed partnerships with leading telecoms providers such as BT. As our business has grown so has our portfolio of services which allows us to become a truly flexible partner within the industry.



Coview Solutions have developed comprehensive telecoms expertise gained through years of experience working in partnership with leading vendors of the industry. Our Project Management team will be on hand to work closely with you from assessment and solution design through to migration and deployment.



Coview Sandbox provides complete IT infrastructure design and deployment. We specialise in bespoke software development – from complex cutting edge mobile and desktop applications to complete IT infrastructure management, we pride ourselves to deliver future proof solutions to move our clients forward.



Coview Recruitment marries incoming specialist projects with expert consultants. Our scope crosses several disciplines such as Project Management, Team Leading, Data Mining Analysts, IT Administration, Support Analysts, Engineering, Sales, Finance, Office Administration.



Coview GeoComms provides satellite communication technology throughout the UK and Northern Europe. Our team of highly skilled engineers can deliver solutions that ensure you stay connected wherever your location.

Introduction

Coview Solutions have developed comprehensive telecoms expertise gained through years of experience working in partnership with leading vendors of the industry. Our team will be on hand to work closely with you from assessment and solution design through to completion and on-going support.

We offer three flavours of products and services:

- **Site Service Solutions:** Our flagship service for supporting on-site deployments
- **Rapid Support:** Provides a fast response service for your immediate IT and Telecom needs
- **Next Generation Solutions:** Our new service which is based on working closely with you to explore the most suitable strategy for developing your IT and Telecom strategy that best suit your business requirements

This SOW will describe the **Rapid Support** Solution.

Rapid Support is a package of services that is tailored to your business requirements for in-life production IT and Telecom infrastructure support. The services covered are captured in detail below but we are able to engage with you throughout the service and production lifecycle to provide a one-stop service to meet your on-going needs.

Work Scope

The **Coview Solutions** scope will include all stages of in-life support.

Coview Solutions will provide services that are designed to deliver resiliency. Incidents that present a threat to your service are quickly mitigated. Additionally, we are able to offer a fast (**Rapid**) response expedited service for all your software and hardware changes.

Our capability supports all major vendor solutions including *Cisco, Microsoft, Avaya and Alcatel*. We have over 20 years' experience in the industry, so many legacy technologies still in-service can also be supported.

Services & Deliverables

Some of the many services available from **Coview Solutions**:

Expedite Services

Field Engineering Resource - Software Move and Change (SMAC) installation, Hardware Move and Change (HMAC) installation

Installation of SMAC/HMAC, Hardware or Software, executed on site or remotely (subject to access).

Examples of our services:

- Device – Phones, peripherals etc.
- Router Installation/Configuration
- Switch installation
- Small cabling installations etc.
- On-site Software upgrades and patching

Emergency Service Recovery

Very rapid on site Break-fix response (sub 2 hour in some scenarios) to resolve specific on site issues requiring the following but not limited to;

- Site support
- Diagnostics
- Restore Configuration
- Hardware replacement Equipment (Cisco/Avaya/Nortel/Microsoft etc.)
- Cabling
- TDA/Network Analytics
- Business Continuity/Disaster Recovery Service

In/End Life Support

Coview Solutions will provide tailored Solutions to meet your In Life Support or End-of-Life replacement and recovery requirements. We are able to provide a full service to support your future infrastructure requirements within our **Site Service Solutions** and **Next Generation Solutions** products.

4G Routers

Emergency recovery of your network using a 4G router with superfast broadband; offering you the right rental and data usage options for your business needs. Includes delivery, installation and removal to ensure your business always stays connected.

WEEE Disposal

Under ISO 14001 Coview Ltd has the necessary accreditation to be able to offer Waste Electrical & Electronic Equipment (WEEE) disposal and recycling. A fully controlled and documented solution to any redundant network equipment you may have.

White Glove Services

Tailored IT Support Service with specialist resources that can attend your site to assure your most critical and sensitive services are fully supported.

Business Intelligence/Audit

Coview Solutions takes a collaborative approach to audit by working with you to find the most effective solution for your business. As a result of an Audit, Stakeholders will be able to evaluate the effectiveness of risk management & control and make business decisions more effectively.

Cost/TCO Analysis

Similar in manner to an Audit, a Cost/TCO Analysis, when incorporated in any financial benefit analysis, provides a cost basis for determining the total economic value of an investment. **Coview Solutions** has access to skilled and experienced resources to deliver this service which highlights potential benefits post analysis.

Billing

Offering a bespoke tool to meet your individual requirements within a hub system enables you to easily store, capture and track expenditure, analyse trends and reduce duplication. By integrating internal trackers, databases and invoicing systems into one; making reporting as easy as just a press of a button.

Site Surveys

Site Survey Solutions tailored to assist customer's needs. **Coview Solutions** will work directly with you to undertake the survey with minimum disruption to your business.

Service Health Checks

Covered within our **Next Generation Solutions**, we engage with your Service Teams to undertake a comprehensive review of your infrastructures performance.

Work description

Coview Solutions will provide a Single Point of Contact (SPOC) as an interface for receiving and managing your requests. We are happy to refine our services to align with your requirements but a high level view of our operating model and process can be seen below. NOTE: **Attachment A** is a view of our generic process flow.

Coview Solutions high level process



- Provision of a SPOC for reporting requests relating to Break-fix or Expedite support
- Regular situation reports throughout the request lifecycle
- Field Engineering team will provide clear ETA reports
- Upon arrival at site our Engineers will make contact with your appointed on site representative and then commence work
- Our Engineers are all provided with tools, test equipment and mobile communications to provide a complete service. In cases where further support is required, this will be coordinated via our PMO
- The Coview Solutions PMO will assure that all work is completed satisfactorily before our Engineer leaves site
- Clearly defined Coview Solutions escalation paths and contacts
- Service Reports can be provided in accordance with the services you require

Acceptance Criteria

All **Coview Solutions** work is guaranteed in terms of work standards and specifications. We will agree and document these requirements with you prior to work commencement. We will provide regular performance reports of the services carried out. Agreed Service Levels will be met and maintained.

Term & Timescales

Coview Solutions is always flexible and will work with you to agree the resource commitment and timescales with you.

Examples of possible packages that will suit your particular requirement:

- **Monthly Service Plan:** We are happy to provide a monthly package mapped to your specific needs. This will be agreed within a framework based on forecasted volumes that can be reviewed and refined on a regular basis
- **Transactional Break-Fix:** We are equipped to provide a “pay as you go” service wherein we set a framework based on an agreed level of activity that can be regularly managed
- **Professional Services:** In cases where we are asked to provide specific activity we agree a skills requirement specification and then provide resources on a day rate basis

Quality Control and Service Levels

Coview Solutions is accredited in ISO standards for 27001 and 9000, which is the basis of everything we do. We always undertake mid-point assignment reviews with you to review our performance to assure we are meeting agreed specifications.

Specific controls and Service Levels will be agreed prior to the work commencing and we will measure ourselves jointly with you, or your representatives, to confirm how we are doing. In all cases we will undertake individual reviews with our people and appointed leads to assure that our services to you are achieving and exceeding standards.

We have a team of 15 professionals as permanent members of the **Coview Solutions** team. All are assessed for their capability in terms of qualifications and accreditations with regular performance reviews. We also have a team of 40 associate trusted members in the **Coview Solutions** extended team. Each is on-boarded and assessed in terms of capability and ability to work in the UK.

We are happy to comply with your specific on boarding and data checking processes, which will be discussed and confirmed prior to work commencement.

Attachment B captures an example of our Break-fix and Expedite services.

Support Requirements

Coview Solutions has a strong history in successfully delivering complex deployments for many discerning customers, particularly in the Finance sector.

Subject to your requirement we will always provide a lead role as a contact on every engagement. The lead will agree with you the levels of support required from you or your representatives prior to work engagement.

Summary of Key Personnel

Coview Solutions has a team of professionals who are available to you. We will provide their specific details CV, accreditation certificates, references etc. as part of the initial engagement with you. On larger engagements we will make the key roles such as Service Manager available to you for discussion prior to work commencement.

Resources Profile

Our Capability extends across the following matrix:

Job Role	Capability	Job Role	Capability
Programme Manager	Prince 2/MSP	Technical Design Authority	CCNA/ACSE
Project Manager - Security	Prince 2	Design Architect	CCNA/ACSE
Project Analyst - Security	Prince 2	CISCO Engineer	CCNA/CCNP
Project Coordinator - Security	Prince 2	Avaya Engineer	AIPS/ACIS
Project Manager - Telecoms	Prince 2	Cabling Engineer	Cat5/6 Commscope Brand-Rex
Project Analyst - Telecoms	Prince 2	Service Transition	Prince 2/ITIL
Project Coordinator - Telecoms	Prince 2	Service Management	ITIL
Service Design	ITIL/Prince2/TOGAF	Business Analyst	BAP
Solution Design	SMART, MCITP	Microsoft Lync (S4B) specialist	MCITP/MSCE
Team Leader	CMI	Security Specialist	CISSP
Commercial Manager	ICM		

Delivery Address & Availability

We are a UK National company and can deploy to any location within the UK Mainland and Islands. We also have access to resources across 147 countries through our extensive partner network.

Coview Solutions offices can be found at Crossfield House, Crossfield Road, Lichfield, United Kingdom, WS13 6RJ - <http://www.covIEWSolutions.com>

Our approach to working hours is flexible but normally our business day is 09.00 – 18.00 (8 hours) Monday- Friday.

Commercials & Pricing

We can agree a variety of commercial packages to meet your requirements.

Monthly Service Plan: We will discuss the level of support you will require from us and agree a volume of activity and a service charge. The framework for Monthly Service will be based around a median with high and low levels of activity. Monthly

reports will be provided to give you a regular view of activity and charges. We will jointly review these levels on a quarterly basis to “true-up” any shortfalls or excesses and re-baseline your on-going support requirements.

Transactional Break-Fix: We are happy to provide a “pay as you go” service where we can set a framework based on an agreed level of activity that can be managed on a regular basis.

All prices/quotations are excluding VAT and payment terms are 30 days in arrears.

NOTE: All charges are exclusive of travel costs which will be agreed on a case by case basis.

Client Base

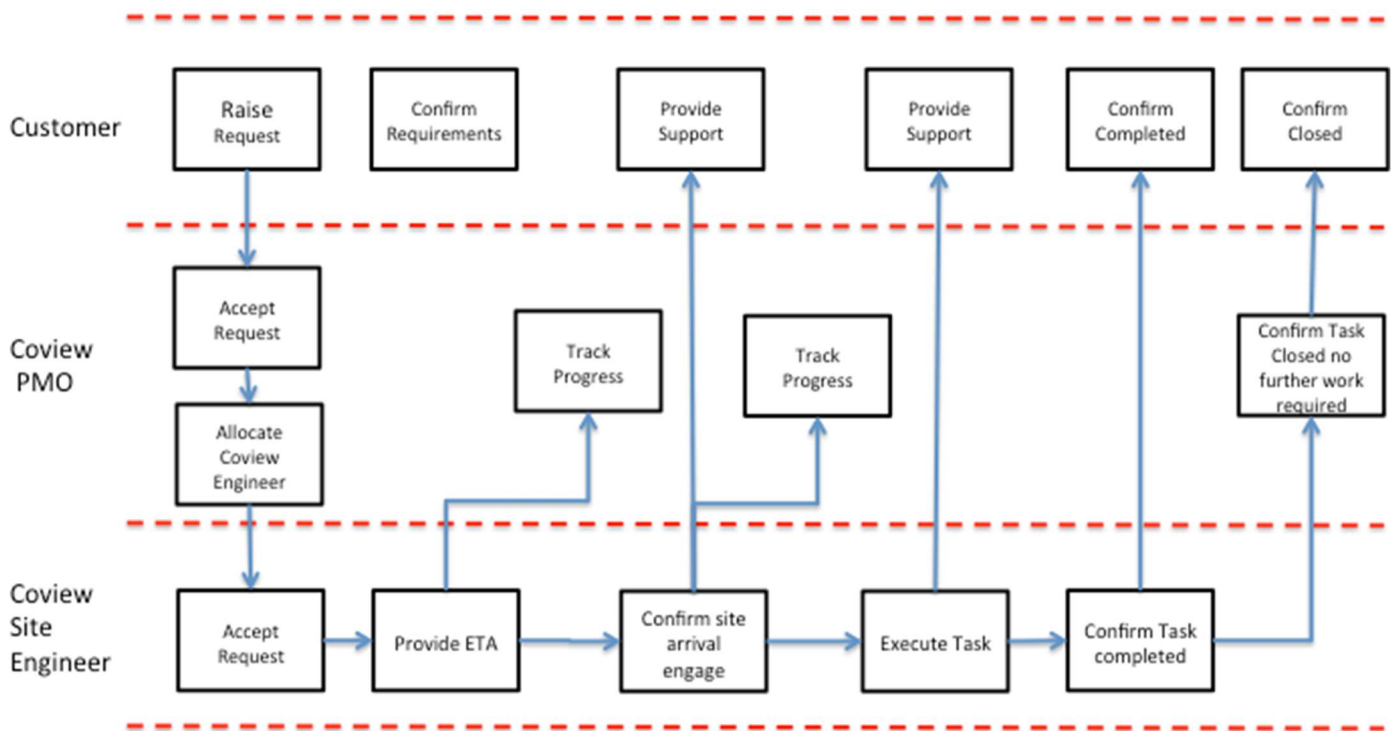
Examples of the many clients we support



Definitions & Attachments

Term	Description
Break-fix	The term break/fix refers to the fee-for-service method of providing information technology services to businesses
ETA	Estimated Time of Arrival
HMAC	Hardware Move and Change
ISO	is a certified quality management system (QMS) for organisations who want to prove their ability to consistently provide products and services that meet the needs of their customers and other relevant stakeholders
IT	Information Technology
PMO	Programme Management Office
SMAC	Software Move and Change
SPOC	Single Point of Contact
TDA	Technical Design Authority
Telecom	Telecommunications

Attachment A:



Attachment B:

Service Description	Service Description	Technology Supported	Response	Service Level	Pricing structure
Break fix – Gold	4 Hours on site (24/7 attendance)	Cisco WAN/LAN Avaya Red Voice/CC M/S S4B	Resourced engineer on-site within 4 hrs	SLA supported	Service Plan
Break fix – Silver	Next Business Day on-site 0800-1700 (requests placed before 12:00)	Cisco WAN/LAN Avaya Red Voice/CC M/S S4B	Resourced engineer on-site next Business Day	SLT supported	Service Plan
Break fix - Copper	3 Business Day on-site 0800-1700 Business Day only	Cisco WAN/LAN Avaya Red Voice/CC M/S S4B	Resourced engineer on-site 3 Business Days	No SLA	Transactional
Expedite - Gold	Next Business Day on-site installation	Cisco WAN/LAN Avaya Red Voice/CC M/S S4B	Resourced engineer on-site Next Business Day (requests placed before 12:00)	SLA supported	Service Plan
Expedite - Silver	3 Business Day on-site Installation	Cisco WAN/LAN Avaya Red Voice/CC M/S S4B	Resourced engineer on-site 3 Business Days	SLT supported	Service Plan
Expedite - Bronze	5 Business Day on-site Installation	Cisco WAN/LAN Avaya Red Voice/CC M/S S4B	Resourced engineer on-site 5 Business Days	No SLA	Transactional
White Glove Platinum Service	Bespoke	Cisco WAN/LAN Avaya Red Voice/CC M/S S4B	Resourced engineer on-site within agreed hrs	SLA supported	Service Plan

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