

# MASTER SERVICES AGREEMENT

## SERVICE DESCRIPTION



### SERVICE DESCRIPTION: UEM MANAGEMENT & SUPPORT SERVICE

#### OVERVIEW

A Unified Endpoint Management (UEM) system provides remote visibility, tracking, security and control for most smart devices, as well as access to corporate resources and applications.

One New Zealand's Mobility Security Engineering & Consulting team provide management & level 2/3 support for customer UEM solutions, whether these are dedicated UEM tenants or shared Cloud based platforms.

Our Mobility Security Engineers are qualified on a number of different UEM solutions and utilise continuous training and cross skilling to enable multiple team members to support these solutions.

The management of the UEM service includes the following functions:

- **Platform Incidents** – managing incidents generated from the UEM application affecting a group of users or all users.
- **Certificate Renewals** – such as annual renewal of Apple Push Notification (APN) Certificate.
- **Standard profile change** – adding a new restriction to a new policy, for example, allow Touch ID or Retina Scan for device unlock or update Wi-Fi password.
- **Update to compliance policies** – change compliance actions such as device wipe, notification to user.
- **Other minor administration activities** – various minor actions required to maintain healthy service deployment, typically less than one hour in duration.
- **Application Management**– Deployment of new or updates to customer built internal applications and applications from an external app store.
- **Technical Assessments** – For major OS or major Platform upgrades One New Zealand will provide technical assessments of these including any recommendations.
- **Vendor escalation** – If required One New Zealand escalate any technical issue to the appropriate vendor involved in the overall solution managed by One New Zealand.

For changes or actions deemed as complex, a project may be required to scope and quote costs for the work and will be provided as a professional service.

#### TESTING

To provide assurance your solution remains operational, One New Zealand provide testing of enrolment and basic functionality when major point and new OS versions are released.

Testing will usually consist of testing the enrolment process, syncing of email, calendar and contacts and other specific business critical applications on a customer provided test device.

If issues are discovered One New Zealand's testing team will work with our Mobility Security Engineers to investigate a resolution or raise an issue with the appropriate vendors.

When complex changes to your UEM solution occur, for example major VMware UEM application update to a dedicated component, device testing will be scoped as part of the project requirements and included in the quote charged as a professional service.

#### SUPPORT SERVICES

The Support Service provides our standard service for incident reporting, management and resolution.

The Support Service includes maintenance services of the UEM platform itself but upgrades or installation of customer installed assets such as secure email gateway would constitute a complex change.

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### INCIDENTS

The priority and target resolution time for platform issues will be assigned according to the following table:

Priority	Description	Target Service Level
P1.	<p>Customer's business operations cannot take place for all Users or an entire business unit or multiple Users across multiple business units.</p> <p>Major components of a Service (or Services) are not functioning as required substantially impacting business operations.</p> <p>A failure resulting in an interruption to a business critical Service (or Services).</p> <p>Any security issue which puts daily business operations at risk.</p>	<p>Response: 1 hour</p> <p>Resolution: 4 hours</p>
P2.	<p>Customer's business operations are substantially slowed or reduced for multiple Users or a business critical Service.</p> <p>A failure resulting in interruptions to a business Service impacting multiple Users.</p> <p>An individual User with an urgent issue that has a substantial negative impact on the business as whole.</p>	<p>Response: 2 hours</p> <p>Resolution: 8 hours</p>
P3.	<p>Minor interruption to a Service.</p> <p>An individual User is not able to operate.</p> <p>Has significant impact on the User's ability to perform their task but unlikely to affect overall business operations.</p>	<p>Resolution: 5 working days</p>
P4.	<p>Very minor interruption to a Service.</p> <p>An individual User is affected.</p> <p>Has minimal impact on the User's ability to perform their task and highly unlikely to affect overall business operations.</p>	<p>Resolution: 8 working days</p>

For the avoidance of doubt:

- Response means the Incident is assigned to an Engineer and they are actively working on the issue.
- A Service Request to remotely wipe a device due to loss or theft will be assigned as a P2 in recognition of the potential impact on the business as a whole.
- Standard Changes and Service Requests will be assigned a priority & resolution time equivalent to P3 (reasonable requests for greater urgency are entertained on a case by case basis).

### COMMERCIALS

Management and Support of Workspace One UEM

One off Transition Charges	One Off Charge
<p>MDM engineer (security engineer) - Technical Implementation:</p> <ul style="list-style-type: none"> <li>• Design</li> <li>• Base Device management</li> <li>• AD Integration</li> <li>• App Integration</li> <li>• VMware access setup</li> </ul>	\$ 0
<b>Testing</b>	<b>\$ 0</b>

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<b>Total One-Off Charge</b>	<b>\$ 0</b>
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<b>Monthly Service Charges</b>	<b>Monthly Charge</b>
General Console based support 2nd/3rd Level: <ul style="list-style-type: none"><li>• Incidents</li><li>• Certificate Renewals</li><li>• Standard profile change</li><li>• Update to compliance policies</li><li>• Other minor administration activities</li><li>• Application Management</li><li>• Technical Assessments</li><li>• Vendor escalation</li><li>• Basic functional testing.</li></ul> *Based on up to 500 devices	\$1,500
<b>Total Monthly Charge</b>	<b>\$1,500</b>