

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: COREVIEW

DESCRIPTION

CoreView provides your business with a single platform to manage all Microsoft 365 services.

CoreView allows you to reduce common Microsoft 365 challenges such as licence management, adoption of M365 applications and security compliance. It pulls everything together into a single administration platform, giving a consistent view across the entire Microsoft suite, and offers advanced management services not included in the standard Microsoft 365 admin tools.

OPTIONS, INCLUSIONS, AND ADD-ONS

INCLUSIONS	
Component	Summary description
Onboarding & Configuration	Services for the discovery, design, implementation and deployment. Includes a one-hour session.
CoreView Portal	The portal allows for the configuration and operation of CoreView products supplied under the Service Agreement.
Teams Advanced Dashboard	Search, report and analyse Teams users by user, call, department, geography or company. Includes metrics on quality of calls, video and Teams sharing.
Fault Diagnosis and Issue Resolution	Suspected faults with CoreView configurations or functions are investigated, diagnosed and, where necessary, resolutions applied by CoreView.
One Hour Onboarding session	Included one-hour training session to help you get set up
ADD-ONS	
One Hour Training session	Extra training which can include use case scenario sessions to get the best return on your Microsoft investment. These can be one on one, or group sessions with all CoreView operators. Each webinar is tailored to your requirements.
Half Day (3.5) Hour Training session	

SERVICE CONDITIONS

- CoreView's services are designed specifically for businesses and government agencies who already license Microsoft 365. We recommend a minimum number of 100 seats to ensure the benefits can be fully realised
- Initial sign up will invoke a discovery exercise to establish how many user licenses you have in the Microsoft tenant
- You will be required to agree to the Terms and Conditions set out by CoreView as part of the onboarding process, these are click-through terms. A copy of these can be obtained from your Account Manager
- During the product configuration CoreView must connect to your tenant to begin the initial import of the environment's metadata. This transaction occurs exclusively within the Microsoft Cloud, and does not require any changes be made to your on-prem environment
- During the Signup process your consent is requested to grant application permissions. Please read the full click-through terms and conditions on sign up for a full list of these permissions. A copy of these can be requested from your Account Manager

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- One New Zealand can access information relating to your End Users on the CoreView platform. This information will only be used for the purpose of providing you the CoreView services
- Customer contract term is 12 months, auto-renewed annually
- The CoreView Service is billed monthly in arrears based on usage. In the first month's bill there may be a part charge from the start date to the end of the first month
- If you terminate the CoreView Service before the end of the Service Initial Term, Early Termination Charges will apply. The Early Termination Charge for the CoreView Platform is set out in the Pricing Schedule
- Pricing is subject to foreign exchange fluctuation at true-up assessment and contract renewal.