

Managed Services

Service Description

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1. Introduction

Contour Data Solutions understands that organizations are under increasing pressure to become more efficient and more productive while keeping costs low. It has become essential for organizations to retain their competitive edge, and those that neglect this opportunity may find themselves falling behind their competition. IT is continuously evolving, and new technology isn't going to wait for anyone. Contour takes a proactive approach to Managed Services by staying ahead of the technology curve to ensure your business doesn't become a thing of the past.

1.1 Contour Cloud

Contour Cloud is owned and operated by Contour Data Solutions. Contour Cloud is built on enterprise grade platforms and deployed across four data centers in North America. Contour Cloud provides consistent networking and security for applications running on-premise or in the cloud. Our platform utilizes a single management console, *Cinch*, and a common application programming interface. Contour Cloud offers numerous benefits including:

- **Micro-Segmentation Security Policies** Contour Cloud provides control over East-West traffic between native workloads running in private and public clouds. Security policies are defined once and applied to workloads. These policies are supported in multiple, regions and support a multi-cloud strategy. Policies are dynamically applied based on a rich set of constructs, such as workload attributes and user-defined tags. Rogue or compromised workloads can also be automatically quarantined.
- **Network Control and Portability** Contour Cloud provides consistency and control over network policies, while also offering portability. Precise control is given over networking topologies and addressing, providing capabilities such as stretching subnets across availability zones. Provisioning and management of networking and security policies across cloud accounts can be greatly simplified and standardized through the use of templates.
- **Increased Visibility Across Clouds** Contour Cloud improves visibility and analytics for native workloads in the cloud using existing and familiar network management tools.
- **Consistent operations** Contour Cloud brings a standardized and consistent operational model to applications running natively in public clouds. A single management console and common APIs allows cloud teams to simplify their operations and scale across a growing number of public cloud environment leveraging existing automation tools. Existing Day 2 operations tools can be used to provide end-to-end monitoring, troubleshooting and auditing.

1.2 CINCH

CINCH is Contour Cloud's proprietary automation platform, enabling self-service to easily create, modify and manage all of your infrastructure and cloud data. **CINCH** makes it easy to find information, manage your account and instantly connect with your Contour team. **CINCH** components include:

- **CINCH Dashboard** provides a quick overview of your entire account. Instantly view all recent activity, including bills, reports and tickets.
- **CINCH Solutions Center** provides real-time status of your active components, ability to manage your components and add additional components on the fly.

- **CINCH Management Center** provides details on your individual Contour Cloud instances including IP addresses, hardware specs, inventory items, bandwidth usage and scale optimizer to set rules for potential traffic spikes.
- **CINCH Security Center** provides you the insight to see all your security patches and KPI data.
- **Contour Cares Support** provides updates on existing tickets and gives you the ability to open new tickets and contact our support team.
- **CINCH SLAs** provides real-time insight into your systems and whether or not Contour is hitting our agreed upon SLAs.

1.3 Technical Documentation and Training

An on-boarding process may be provided for all of our clients when requested. Documents, training and hand-on training outlining key concepts with usage examples are available.

1.4 Legal Terms

Use of the Contour Service Offerings is subject to the Terms and Conditions of the Master Managed Services Agreement (MMSA)

1.5 Service Support

Contour Cloud Network Operations Center (NOC) will provide support for problems that you report, related to our cloud offerings. The NOC can be reached via the Cinch Portal. Support will be provided to any client with an active subscription.

1.6 Contour Managed Services Service Model Options.

- **Silver** 24x7x365 Monitor, Log and Email Alert
- **Gold** Silver plus Level 1 and 2 Incident Resolution – Patching, Maintenance, Documented changes, Managed Workbook, 24x7x365 Network Operations Center (NOC) support (email/phone). Includes Standard Reporting.
- **Platinum** Gold plus Full administration and Incident Resolution, Managed Vendors, Dedicated Engineering Hours per month, Dedicated Technical Account Manager (TAM) conducting regular cadence calls, service delivery and strategy meetings. Includes Standard and Advanced Reporting.
- **Custom Service Model** in addition to the Service Models listed above, the Customer can also purchase custom services as needed to augment the selected service models.

1.7 Service Objects

Managed Services Service Objects:

- **Remote Monitoring** Fully integrated onsite and or remote monitoring of managed devices, services, and applications.
- **Network Operations Center (NOC)** 24x7x365 early detection, performance tuning and fault monitoring of your IT infrastructure. Remote services include: incident resolution, maintenance, patch management, change implementation, health checks, and vendor management. Incident lifecycle ownership - from identification, logging, investigation, escalation to resolution and closure.
- **Managed Workbook** Contour partners with our Customer's to build custom, detailed documentation to set expectations around communications, escalations and overall incident response and resolution

to ensure, when an alert is detected, we are communicating with the customer, investigating the issue and resolving it per our Service Level Objective (SLOs). Workbook artifacts include the following:

- **Contact List/Quick sheet**
- **Network Diagrams**
- **Standard Operating Procedures (provided by customer; updated with Contour)**
- **IP and Host configurations**
- **Infrastructure Configurations**
- **Service Alerts**
- **Device Alerts**
- **Communications Plan**
- **Dedicated Technical Account Manager (TAM)** Dedicated resource responsible for overall technical and operational facets of a Managed Services Customer. Conducts regular cadence calls, ensures service delivery and provides strategic direction for customer.
- **Technical Account Engineer (TAE)** Dedicated resource responsible for tactical hands on escalations and runbook modifications. Participates in all aspects of delivery between the customer, TAM, and Contour NOC.
- **Vendor Management** Contour will be the single point of contact for all of your technology vendors. We will manage all communications with hardware and software vendors to include technology acquisition, support, renewals, issue escalation and resolution.
- **Configuration Management** establish and maintain consistency of infrastructure's performance, functional and physical attributes with its requirements, design and operational information throughout the life of the device.
- **Dedicated Engineering Hours** allotted monthly engineering hours for Managed Services customers.
- **IT Strategy Planning** the Contour TAM will conduct IT strategy meetings to line up with the business strategic plan. The plan includes a roadmap to maximize digital transformation, return on investment and key metrics for success.

2. Standard Reports

2.1 Service Level Objectives (SLO)

The following outlines Contour's Service Level Objectives (SLO) that must be achieved for each service activity, function and process.

Mean Time to Notify (MTTN)

Provides administrators with data on the length of time for cases to be picked up by the Network Operations Center and alert the customer of the event. In support of service management initiatives, this data can be used to compile and report on average times and trends for responding to cases of various priorities.

Mean Time to Begin Analysis (MTTBA)

Provides administrators with the data on the length of time between a case opening and it being worked by the Network Operations Center. In support of service management initiatives, this data can be used to compile and report on average times and trends for working cases of various priorities.

Mean Time to Resolve (MTTR)

Provides administrators with data on the length of time for case completion. These time attributes provide insight into how long it is taking the Network Operations Center to resolve and close cases of different priorities. In support of service management initiatives, this data can be used to compile and report on average times and trends for working cases of various priorities.

2.2 Device Specific Real-Time Reports

Real-time device specific reports can graph up to 60 days of device metrics. The data can be exported for analyzing. Examples of data ports are CPU utilization, interface statistics, environmental sensor values, memory statistics, etc.

Bandwidth Utilization

Provides data on the amount of peak input and output bandwidth and average input and output bandwidth utilized over time. Devices configured for bandwidth graphing will display for selection within the report. This report is useful in comparing actual bandwidth utilized versus bandwidth provisioned at different points in the network. This can identify areas where additional bandwidth is needed to increase service levels, or where bandwidth can be reduced resulting in cost savings.

Hardware Inventory Report

Provides device name, IP addresses, type, model, serial number, and the last successful backup. The hardware Inventory report is automatically generated on the first of every month for previous months data.

Monthly Device Availability Report

Displays percentage uptime and downtime for the previous month. The report runs on a scheduled basis on the first of each month and will pull data for the previous month.

Infrastructure Report

This report will list devices, version, flash size, RAM size, and modules installed. Only devices that respond to SNMP queries will appear in this report.

3. Advanced Reports

Advanced Reports provide a detailed look at the Service and the Managed Components covered by the Service.

3.1 System Hardware Report

Identifies each hardware component under management and provides the following information: Host name, IP address, device model, serial #, site name contract expiration data.

3.2 System Infrastructure Report

Identifies IOS image and flash/RAM per managed device and consists of the following information: Site name, Host name, device model, modules, IOS version, IOS subset, IOS image name, Flash size, RAM.

- Metered Usage components such as Reservation Capacity in use are available for consumption at any time under the Terms of Service. You are obligated to pay for such Metered Usage components at the lesser of the contracted rate or then-current rates published by Contour if you purchased the Service Offering directly from Contour. Such charges will be billed by Contour as Usage Charges. A list of Metered Usage components is provided in Appendix A.

3.3 Inventory Report

List all “active” Customer managed devices, by site name, device type/model, device name, “Managed” Customer IP address, last good backup and list config archive exceptions. The report consists of the following: site name, site location, device type, device name, IP address (NAT), IP address (not NAT), SNMP community string, activation date, date of last backup.

3.4 Global Ticket Report

Identifies the devices in the system that have been impacted by an Incident or Problem and extend of AutoCase activity. The device names indicate the location in production environment. End user selects the system, time frame and generates a report via Web portal.

3.5 Service Experience Report

Identifies top ten sites that have experienced the most tickets and causes. The report consists of: site names, site location, # of change tickets, # of Incident tickets, device types, device name, major cause.

3.6 Operations Report

Provides monthly tickets activity, detail by user, suppression, created by, notification and response times.

Appendix A – Service Objects included in Service Model Options

This Appendix A to the Service Description outlines the Service Objects included in the Service Model Options.

Silver Managed Services

- **Remote Monitoring** software for proactive monitoring of network devices

Gold Managed Services

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- **Network Operations Center (NOC)** 24x7x365 early detection, performance tuning and fault monitoring of your IT infrastructure. Remote services include: incident resolution, maintenance, patch management, change implementation, health checks, and vendor management. Incident lifecycle ownership - from identification, logging, investigation, escalation to resolution and closure.
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- **Service Alerts**
- **Device Alerts**
- **Communications Plan**

Platinum Managed Services

- **All Gold level services plus:**
- **Dedicated Technical Account Manager (TAM)** Dedicated resource responsible for overall technical and operational facets of a Managed Services Customer. Conducts regular cadence calls, ensures service delivery and provides strategic direction for customer.
- **Technical Account Engineer (TAE)** Dedicated resource responsible for tactical hands on escalations and runbook modifications. Participates in all aspects of delivery between the customer, TAM, and Contour NOC.
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