

## Service Level Agreement (SLA)

**Out of Hours Support tactive**  
**Provided by**  
**Cantium Business Solutions,**  
**trading as EIS.**

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We are Cantium Business Solutions Ltd, trading as EIS,  
registered in England & Wales at 1 Abbey Wood Road, Kings Hill, West Malling, England, ME19 4YT.  
Company No. 11242115. VAT No. 294 5402 88.

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## Agreement Overview

In this SLA, “EIS” refers to Cantium Business Solutions Limited, trading as EIS.

This Service Level Agreement (“SLA” or “Agreement”) is made between EIS and its customers.

This Agreement defines the standards, responsibilities, and commitments for delivering the specified service. It sets out the requirements necessary to support and maintain the product or service for the duration of the contract.

This Agreement remains in effect for the contract duration and may be revised by EIS to maintain compliance with legal and commercial requirements.

It outlines the parameters of all services covered, as understood by all parties, and is accepted in accordance with EIS General Terms of Sale (available at [www.eis.co.uk](http://www.eis.co.uk)).

Together with the Order and General Terms of Sale, this document forms a binding agreement between the parties.

If any inconsistency arises between this Agreement and the General Terms of Sale, the terms of this Agreement will prevail.

## Goals & Objectives

The purpose of this Agreement is to ensure that all elements and commitments are in place to deliver a consistent level of service, support, and delivery to the Customer by EIS.

The objectives of this Agreement are to:

- Define the service or product purchased by the Customer.
- Provide clear reference to service ownership, accountability, roles, and responsibilities.
- Present a clear, concise, and measurable description of the service provided to the Customer.

## Stakeholders

The following parties represent the primary stakeholders for this Agreement:

Service Provider: EIS

Customer: tactive (“Customer”)

EIS reserves the right to engage third-party providers where appropriate. System operators employed by EIS may be changed at EIS’s discretion to ensure efficient service delivery and maintain value for money for customers.

## Periodic Review

This Agreement is valid for the term of the contract as outlined in the Order Form and is valid until further notice. This Agreement may be reviewed at a minimum once per financial year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

Contents of this Agreement may be amended by EIS as required and communicated to all affected parties through publishing on our website.

## Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

## Roles and Responsibilities

The following section outlines the responsibilities for the customer and EIS ("Service Provider") to enable the provision of a consistent service.

## Customer Responsibilities

- Use the defined processes for logging incidents and service requests
- Respond to requests from EIS staff, in relation to a current incident or service request
- Comply with security and policy requirements recommended by EIS or its suppliers
- Nominate a lead contact with suitable authority to provide liaison between EIS and the Customer for matters relating to the service and ensure up to date contact details are shared with EIS regularly.
- Provide prompt access to the infrastructure for EIS staff or subcontractors to allow resolution of issues or restoration of service. This includes an emergency contact for out of hours access.
- Responsible for maintaining the internal network within the building, up to and including the router that connects the EIS customers site to the wider internet, including the gateway device.
- Ensure the list of authorised service users is reviewed and updated regularly to support accurate issue logging and maintain security, current list can be found [here](#)

Commented [DR1]: @Fowler, Ian - EIS shall we link the service users doc here?

Commented [FE2R1]: Added link to the current sheet location.

## Service Provider Responsibilities

Service Provider responsibilities and/or requirements in support of this Agreement include:

EIS will advise the Customer of any circumstances that may adversely affect the level of the service being provided.

When a Major Incident, Priority 1 or 2 level incident that results in an outage or degraded service interruption occurs, EIS will respond within the documented incident management priority levels and make reasonable endeavours to restore the service, and will work as required, with 3rd party suppliers to enable this to happen, considering availability and operational constraints.

## Service Assumptions

Assumptions related to in-scope services and/or components include:

- Meeting response times associated with service-related incidents as detailed in-Service Performance.
- Aim to provide a customer focused cost effective and high quality of service for the areas of work defined within this SLA
- Changes to services will be communicated and documented to all customers.

## Access by EIS Staff:

EIS will maintain a support user account with administrator access rights to the system being supported. This ensures quick and efficient diagnosis and resolution of issues for your school.

Passwords will be stored securely and will only be accessible to authorized EIS staff working on your systems.

Wherever possible, support will be provided using remote access to minimize disruption and improve response times.

## Service to Be Provided

The following Services are covered by this Agreement.

This service provides business critical support beyond standard operating hours, including troubleshooting, incident resolution, and emergency response. EIS will make reasonable endeavours to ensure business continuity for tmaxive within the defined service scope.

## Services Not Included (out of scope)

For the purposes of clarity, the following services are considered out of scope of this agreement and are available at additional cost:

- Installation and configuration of networks, cabling infrastructure, servers (building or re-building), classroom panels and projectors
- Replacement Parts
- Support on non-corporately owned devices
- Security Investigations
- Response to cyber-attack or security related incident

## Service Management

The core Service Management service will be provided by EIS's remote support team, including 1st line, 2<sup>nd</sup> line and 3<sup>rd</sup> line support.

Incident Management	A business-critical incident management function will be available to designated users in a list which is to be kept updated by the customer. The purpose of incident management is to restore service operation as quickly and as efficiently as possible, minimizing disruption to service. This includes: <ul style="list-style-type: none"><li>• Pro-active recording of incidents</li><li>• Classification and initial support</li><li>• Investigation and diagnosis</li><li>• Resolution and recovery</li></ul>
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	<p>Contact channels will include the logging of out of hours calls via telephone, voicemail service.</p> <p>The service will be available 17:30–22:00 and 06:00-08:00 weekdays and the 06:00-22:00 weekends.</p> <p>Unresolved issues during out-of-hours service will be escalated to the appropriate teams for further action once normal business hours resume.</p>																
	<table border="1"> <thead> <tr> <th>Priority</th> <th>Description</th> <th>Response Target</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>P1</td> <td></td> <td>2 Hours</td> <td>Complete Loss of Service</td> </tr> <tr> <td>P2</td> <td></td> <td>2 Hours</td> <td>An issue that results in a degradation/loss of service affecting over 50% of users.</td> </tr> <tr> <td>P3</td> <td></td> <td>2 Hours</td> <td>An issue that results in a degradation/loss of service affecting one user.</td> </tr> </tbody> </table>	Priority	Description	Response Target	Description	P1		2 Hours	Complete Loss of Service	P2		2 Hours	An issue that results in a degradation/loss of service affecting over 50% of users.	P3		2 Hours	An issue that results in a degradation/loss of service affecting one user.
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User Access Management	<p>The remote out of hours service will support access issues for users' as follows:</p> <ul style="list-style-type: none"> <li>Login issues where self-service methods have been exhausted.</li> <li>Account Lockouts where self-service methods have been exhausted.</li> </ul>																
Network Support	<p>Remote infrastructure technical support and troubleshooting issues with:</p> <ul style="list-style-type: none"> <li>Wired Local Area Networks (LAN)</li> <li>Network switches and routers</li> <li>Wi-Fi access and support</li> <li>Internet connectivity - Responsible for maintaining the internal network within the building, up to and including the router that connects the EIS customers site to the wider internet</li> </ul>																
Security	<p>Initial Security response – Suspected virus on a device</p>																

**Commented [PD3]:** Need to be careful here with where we draw the line. It's defined somewhat with the customer responsibilities bit and where we support the network up to X point. We'd need to do the same here with the Internet, as some of the responsibilities will be on the ISP.

**Commented [DR4]:** I need to define what this is with Vito.

## Service Feedback

EIS endeavours to make its service the best that it can always be. We therefore encourage and appreciate all feedback you may wish to present us with, both positive and negative.

Where possible, we would aim to rectify any problems you incur to a level that meets both our high expectations, although we do recognise that on occasion may not be possible. Please be assured that your feedback will be taken seriously.

Often, we will be able to resolve problems face to face or by telephone. If you feel that this is not possible then you can put your feedback in writing.

Please use this [link](#) to our Compliments and Complaints Policy which details how to do this and what you can expect from us.

## Additional Services

EIS offer a complete suite of business management tools. These solutions are based around improving your cost effectiveness and efficiencies within ICT.

For further details on the services we provide, please visit our website:

[www.eis.co.uk](http://www.eis.co.uk)

## General Data Protection Rules

Please refer to Annex A attached for data management rules applicable to this contractual agreement.

For the purposes of this agreement the following party will be responsible for adherence to the legislation referred in Annex A

1. Data Controller: Customer
2. Data Processor: Cantium Business Solutions
3. Sub Processor: N/A

## Schedule of Processing, Personal Data and Data Subjects (Annex A)

The contact details of the Controller's Data Protection Officer (or representative) are on the Customer Order Form.

The contact details of the Processor's Data Protection Officer (or representative) are:

Email: [DPO@csltd.org.uk](mailto:DPO@csltd.org.uk)

Post: Data Protection Officer, Cantium Business Solutions, 1 Abbey Wood Road, Kings Hill, West Malling, England, ME19 4YT

The Processor shall comply with any further written instructions with respect to processing by the Controller.

Any such further instructions shall be incorporated into this Schedule.

## Data Processing Details

Processing of the Protected Data by the Processor under the Contract shall be for the subject-matter, duration, nature, and purposes and involve the types of personal data and categories of Data Subjects set out in this Schedule.

Description	Details
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and EIS is the Processor as defined in the Contract
Subject matter of the processing	The processing is needed in order to ensure that the Processor can effectively provide the Services in accordance with the Contract
Duration of the processing	Processing will take place during the Term of the Agreement including any Extension Period.
Nature and purposes of the processing	The nature of processing will include all operations required in the delivery of the service such as: <ul style="list-style-type: none"> <li>• Create/modify/delete user accounts.</li> <li>• User data for support purposes</li> <li>• Application data</li> </ul> The purpose of the processing is to fulfil the Processor's obligations in delivering the Services in accordance with the Contract.
Type of Personal Data being Processed	As required to deliver the service. This may include: <ul style="list-style-type: none"> <li>• Name</li> <li>• Contact information (phone, email,</li> </ul>

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	address) <ul style="list-style-type: none"> <li>• Employment Information</li> <li>• Online identifiers (IP address, cookie identifiers, location)</li> </ul>
Categories of Data Subject	<ul style="list-style-type: none"> <li>• Employees of the Controller</li> <li>• tactive staff and users</li> </ul>
Specific processing instructions for Sub-processor	Sub-processors shall process the provided data under instruction from EIS. EIS do not authorise sub-processors to retain, share, store or use personally identifiable information for any secondary purpose.
Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	In line with the contract, at the written direction of the Controller unless a copy is specifically required to be retained by the Processor for audit or compliance purposes in performance of its obligations for up to six (6) years, the Processor will delete / destroy or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.

## Sub-Processors Authorised

Cantium Business Solutions Ltd trading as EIS, utilise the following Sub-Processor(s):  
None

## Technical and Organisational Security Measures

The Supplier shall implement and maintain appropriate technical and organisational measures to protect Protected Data in compliance with Data Protection Laws. These measures will:

- Reflect current best practice and consider implementation costs, the nature and purpose of processing, and associated risks to individuals' rights and freedoms
- Address risks such as accidental or unlawful destruction, loss, alteration, unauthorised disclosure, or access to Protected Data
- Include safeguards as outlined in Articles 32(1)(a) to 32(1)(d) of the GDPR Policy.