



Services Guide

Version 2018.3



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Introduction

Aldridge is a Texas-based technology management, consulting, and outsourcing company, creating customized IT solutions since 1984. With a winning combination of professional technical experience, extensive capabilities, and a strict focus on the importance of business processes, Aldridge provides enterprise-level management of servers, workstations, and all other network components coupled with rapid, accurate technical support to users of all levels. In addition, Aldridge operates and manages Data Center and Cloud Hosting facilities and services offering fully-redundant, secure hosting of infrastructure.

Aldridge delivers and prices its technology expertise in the form of Services. It specifies responsibilities for that delivery of expertise, for the delivery of work products from that expertise, or for the delivery of expertise in conjunction with the delivery of particular technology products or functional services Aldridge sells.

Service Unit Pricing

Aldridge offers and prices most of its Managed IT Services per Unit, on a variable basis by Unit usage. What comprises a “Unit” is defined by each available Service, but is typically (a) a single piece of equipment, (b) an individual user, (c) a configured service instance or user account, or (d) a quantity of provisioned or utilized capacity. Each month, Aldridge monitors and determines the number of applicable units billable for each service.

This Services Guide describes the actions that are considered in the scope of the specific service offering that Aldridge will take related to each Unit as set forth on a Service Order. Any Managed IT Service that is not billed by the Unit is noted in that service’s Special Provisions section.

Service Responsibilities

Because of the all-inclusive nature of information technology in a business, all services provided by Aldridge have shared responsibility between Client and Aldridge. “Responsibility” means to address/handle and be accountable for the designated item or service. By signing a service agreement with Aldridge, you accept all Client Responsibilities as designated for each contracted service. If you do not perform your Responsibilities, Aldridge will be unable to provide the services as described.



Agreement

This Services Guide agreement is part of an aggregate series of agreements which, combined together by reference, create one integrated contract (the “Agreement”) between Aldridge (“we,” or “us,” including “our,” and “Aldridge”) and Client (“you,” including “your,” or “Client”). Each of Aldridge and Client may also be referred to as a Party and collectively as the Parties.

For any Quotes, Quotations, Proposals, Statements of Work, Sales Orders, or Service Order (“SO”) agreements executed by you (individually and collectively, “Engagements”), this document and all the applicable documents listed in the tables immediately below (“Included Agreements”) are legally integrated as if fully set forth as one Agreement.

Upon each Engagement renewal, this Agreement, but not the terms of any ongoing Engagement, will be superseded by the terms and conditions set forth in the then currently published version of the Agreement available online as of the date on which your services are renewed (the “Renewal Terms”). If you do not agree to the Renewal Terms, you may decline to renew your services.

The Aggregate Set of Agreements between Client and Aldridge, the Included Agreements

Applicable Agreements Integrated into All Engagements	Available Online at
Master Services Agreement	http://aldridge.com/MSA
Services Guide Agreement	http://aldridge.com/SG
Service Level Agreement	http://aldridge.com/SLA
Standard Rates Agreement	http://aldridge.com/rates
Domain Name Registration and Renewal Agreement	http://aldridge.com/DNR
A current and submitted Client Information Form, available online	http://aldridge.com/info

Included Agreements Integrated into Specific Engagements, as Applicable	Available Online at
Monitoring Services Guide Agreement (applies to Engagements which include Managed Services)	http://aldridge.com/monitoring
Aldridge IT Architecture for Business Optimization (applies to Engagements which include Managed Services)	http://aldridge.com/architecture
Managed Backup and Continuity Services Agreement (applies to Engagements which include Managed Backup and Continuity Services)	http://aldridge.com/backupservice
Acceptable Use Policy Agreement (applies to Engagements which include Aldridge Cloud Hosting or Connectivity Services)	http://aldridge.com/AUP
Microsoft End User License Agreement (applies to Engagements which include Aldridge Cloud Hosting Services)	http://aldridge.com/EULA
Hosted VoIP Agreement (applies to Engagements which include Hosted VoIP Services)	http://aldridge.com/hosted_voip



Definitions

These terms are used in this Services Guide and mean as follows:

Aldridge: The David L. Aldridge Company, Inc. dba Aldridge.

Basic Functionality: The hardware or software boots or opens as designed by the manufacturer or developer immediately after basic installation. No features are supported in Basic Functionality.

BDR: Backup Disaster Recovery Device (“BDR”) or Local Storage Device (“LSD”). Equipment or an appliance used for Backup and Disaster Recovery or Business Continuity.

Client Hand-off Process: The process you provide to Aldridge that the Aldridge Service Team should follow to escalate between Aldridge and you.

Covered Devices: Equipment described and agreed to be included in the bounds of an Aldridge Managed Services or Cloud Hosting Service agreement.

General Business Application (GB App): A business software application that is designed and used to perform various standard business functions that increase productivity and accuracy. Examples of GB Apps are: General Ledger (QuickBooks, Peachtree), Office Productivity (MS Office), CRM (Salesforce.com, SugarCRM).

Line of Business Application (LOB App): A software application or group of highly related applications that serve a particular business need or transaction type. These applications are part of the competitive advantage of a business. Examples of LOB Apps are: Enterprise Resource Planning (ERP), Service Resource Planning (SRP), Time and Billing systems.

Out of Scope: Any service or product that is not included in the documented services and pricing listed in a Service Order, SO, Statement of Work, Quote, or Proposal that you sign.

Responsibility: Obligation to address, handle, and be accountable for the designated item or service.

Standard Application: Any server or workstation software program that is listed in the current version of Aldridge’s IT Architecture for Business Optimization (posted online at <http://aldridge.com/architecture>) or that is pre-approved by Aldridge.

User: An individual, usually an employee of your organization, included in the quantity of people described and agreed to be included in the bounds of an Aldridge Managed Services or Cloud Hosting Service agreement.



Service Engagements

General Business Responsibilities

Description	Aldridge	Client
Rely on information in your Client Information Form for all authorizations	X	
Notify you if end user licenses are required	X	
Notify you if an IT service maintenance window (planned outage) is required	X	
Complete and maintain a current Client Information Form		X
Identify and maintain a Primary Contact for Aldridge services within your business		X
Ensure that business approvals and consents for contract execution are obtained		X
When requested, provide all necessary credentials for your equipment, devices, software, and services which are the subject of any Service Order		X
Acquire and maintain any currently needed software licenses and any licenses for additional servers, desktops, and laptops that are added		X
When requested, authorize and facilitate physical access at all your locations to equipment and devices which are the subject of any Service Order		X
When requested, authorize and facilitate remote access to all your equipment, devices, software, and services which are the subject of any Sales or Service Order		X
Provide on-site physical infrastructure (building Ethernet wiring, electricity and electrical wiring, etc.), software, Internet bandwidth, equipment, and equipment replacement		X
Approve maintenance windows, then notify and coordinate with your personnel		X
Plan appropriately for the desired level of business continuity during a disaster (e.g. server crash, hardware failure, hurricane, tornado, etc.) A business continuity plan should include an alternative location for data backup storage.		X
Maintain IT environment in compliance with the current version of Aldridge's IT Architecture for Business Optimization		X

IT Architecture for Business Optimization Requirement

Aldridge may be unable or unwilling to perform work on technology (legacy hardware, OS, and software) that is not listed in the current version of Aldridge's IT Architecture for Business Optimization posted at <http://aldridge.com/architecture>. Any work that may be performed is not subject to the SLA, is out of scope, and may be billed on a time and materials (hourly) basis. Aldridge will notify you of upcoming versions of Aldridge's IT Architecture for Business Optimization and provide at least eighteen (18) months' notice so you can budget for required changes associated with the version.



Core Functions for Managed, Product, and Cloud Services

Each of the Services provided by Aldridge is dependent on the successful operation of the Core Functions. These functions are the methods by which Aldridge is able to provide consistent, efficient, and outstanding services incorporating swift, meaningful action and best-fit solutions. Additionally, these Core Functions serve as governance over the relationship between Aldridge and Clients. These Core Functions provide the necessary philosophical and tactical components required to effectively support and maintain each of the available service offerings and their components. The features of the Core Functions as well as the governing element of Responsibility for all Services are defined below.

Full Service Hours

Unless otherwise stated, Aldridge Services are offered during our Full Service Hours, Monday through Friday, excluding observed holidays:

- 7 AM to 9 PM Central

Aldridge observes the following holidays:

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The Friday immediately following Thanksgiving
- December 24th through 26th
- December 31st
- New Year's Day

Client Onboarding

Aldridge has a structured new-Client onboarding process that allows our organizations to better get acquainted with each other while performing a business technology discovery and assessment and the necessary technology documentation.

Responsibilities	Aldridge	Client
Schedule a Kick-off meeting between you and Aldridge	X	
Complete core configuration documentation about you and your environment	X	
Provide any necessary information for access and transition to new services	X	
Complete the Notification Matrix, specifying your primary and escalation individuals		X



Basic System and Device Monitoring

The Basic Monitoring System electronically audits equipment, services and processes based on best practices and metrics. Alerts are generated and acted upon accordingly when the device status indicates a warning or failure event. Basic System and Device Monitoring occurs during our Full Service Hours.

Responsibilities	Aldridge	Client
Identify monitored devices, services, and events	X	
Identify event criticality and polling intervals	X	
Provide network reachability monitoring	X	
Maintain all necessary monitoring systems	X	
Provide notification of threshold violations to Service Desk	X	
Verify monitoring with business requirements		X
Keep monitored equipment powered and able to communicate on the network		X

Monitoring Services Guide

The Aldridge Monitoring Services Guide (<http://aldridge.com/monitoring>) provides active monitor definitions.

Service Desk

The Service Desk provides the user interface with Information Technology (IT) to register, communicate, dispatch, and analyze all calls, reported incidents, service requests, and information demands. Specifically, the Service Desk is responsible for becoming the Single Point of Contact for processing all user requests by using a Professional Services Automation software and providing up-to-date information and assistance to users.

The Service Desk triages all requests according to priority, and the success of the Service Desk is measured based on the Service Level Agreement for each priority. The Service Desk is your access to all Aldridge services and is responsible for taking the request, ensuring it is properly tracked as a service ticket, and owning it for your user until the issue is resolved. The Service Desk serves all tickets during our Full Service Hours. The Service Desk serves Priority 1 and Priority 2 tickets (as defined in the Service Level Agreement) 24x7x365.

Responsibilities	Aldridge	Client
Provide Service Desk resources and structure	X	
Categorize and prioritize service requests, and communicate those classifications to you	X	
Communicate service request classification and prioritization changes	X	
Conduct internal reporting and review of service desk processes	X	



Maintain complete archive of Service Desk records	X	
Provide online access for you to view Aldridge service ticket details and invoices	X	
Communicate request status and progress between user and tech	X	
Receive calls and requests to provide user support	X	
Manage request lifecycle	X	
Respond to and resolve incidents and user requests in accordance with the SLA	X	
Highlight service gaps and suggest corrective actions		X
Maintain at least a ten percent (10%) submission rate for post-ticket completion surveys		X
Ensure individuals in your organization respond to and participate with the Service Desk		X

Incident Management

Incident Management is the coordination of the restoration of service during Incidents.

The service hours for Incident Management are 24x7x365 (all hours of every day).

An 'Incident' is any event which is not part of the standard operation of the service and which causes, or may cause, an interruption of or a reduction in the quality of the service.

Responsibilities	Aldridge	Client
Provide Tier I, II, and III support for Incidents	X	
Provide priority assignment of Incidents	X	
Record Incident details in PSA to be accessible via Client Portal	X	
Provide classification, prioritization, and initial support for Incidents	X	
Provide investigation and diagnosis of Incidents	X	
Provide Incident resolution and recovery	X	
Provide Incident ownership, monitoring, and tracking	X	
Communicate Incident status to affected user(s)	X	
Provide functional (business impact) vs. hierarchical priority for Incidents		X
Provide access to Client contact to assist in the duplication and troubleshooting of Incident		X

Maintenance Windows

Certain tasks will, from time to time, require scheduled maintenance windows which may result in interruption of availability of certain services. Regular maintenance windows are scheduled weekly on Thursday and Friday nights between 9:00 p.m. and 11 p.m. Central time. While our target is to provide one (1) calendar week's notice prior to our use of this window, we reserve the right to use this time after giving shorter notice. For non-emergency windows outside these times, Aldridge will notify you that a maintenance window is needed and request an approved window within two (2) calendar weeks. For



emergency maintenance windows, Aldridge will notify you of the scheduled maintenance window with as much notice as reasonably possible. You agree to authorize all required maintenance windows. If you reject a proposed maintenance window, then, until such time as Maintenance properly occurs, the Aldridge Service Level Agreement is not applicable.

Conclusion of Services (Client Offboarding)

When you elect to conclude an engaged Aldridge Managed Service, we're here to help with a smooth transition and cleanup of elements in your environment that were directly associated with the Service but which will no longer be required.

Responsibilities	Aldridge	Client
Deactivate or remove Aldridge-specific credentials	X	
Remotely deactivate and uninstall associated Aldridge tools	X	
Provide an inventory of known credentials which are not Aldridge-specific	X	
Arrange for the collection of Aldridge-owned equipment from your facilities	X	
Provide recommendations of third party services and licenses which were associated with the concluding Aldridge Service that you may optionally contact to sustain	X	
Confirm update requests from third parties for services you have requested be transferred to you	X	
Maintain Aldridge's access to your environment throughout the Offboarding Period		X
Identify, review, and change credentials in your environment after Offboarding concludes		X
Confirm, within the Offboarding Period, that you have all needed credentials for your environment		X
Permit appropriate access for Aldridge to collect Aldridge-owned equipment from your facilities		X
Adjust your environment or operations, as needed, for any impacts resulting from the removal of Aldridge services, tools, or equipment		X
Contact third party services and licensing entities to update subscriber details for services you wish to independently maintain		X
Communicate discontinuation of the Aldridge Managed Services; and the corresponding discontinuation of support options and contact information; to your office staff		X

Special Provisions

- The Offboarding Period starts upon Aldridge's receipt of the notice of termination.
- The Offboarding Period concludes upon the final day of Aldridge service delivery and offboarding processes.
- If you or another provider change elements of your IT environment during the Offboarding Period, you assume responsibility for all administration, associated support, and any interruption of services related to the changes. Aldridge assumes no liability to support changes initiated outside of Aldridge.



Managed Services

Additional Core Functions for All Managed Services

In addition to the Core Functions which are part of all of Aldridge's services to you, when you're subscribed to any of our Managed Services, these Additional Core Functions (following, below) also become important components of your service.

Advanced Client Onboarding

- For Managed Services clients, this Advanced Client Onboarding supersedes the Core Functions, Client Onboarding process.

Aldridge has a very methodical new-Client onboarding process that allows our organizations to better get acquainted with each other while performing a business technology discovery and assessment and the necessary technology documentation.

Responsibilities	Aldridge	Client
Schedule a Kick-off meeting between Aldridge and you	X	
Create core configuration documentation about you and your environment	X	
Create supplemental configuration documentation for covered devices	X	
Provide any necessary information for access and transition to new services	X	
Prepare a Welcome Kit and conduct an Orientation Meeting	X	
Perform a baseline environment assessment	X	
Install all Included Software Applications to covered devices	X	
Participate in the Orientation Meeting		X
Complete Notification Matrix for Information		X
Provide current administrator/root credentials for all covered devices		X



Advanced System and Device Monitoring

- For Managed Services clients, this Advanced System and Device Monitoring supersedes the Core Functions, Basic System and Device Monitoring process.

The Monitoring System electronically audits equipment, services and processes based on defined industry best practices and metrics. When a monitored device indicates a warning or failure event, we act upon the resulting alert the Monitoring System generates.

Responsibilities	Aldridge	Client
Identify monitored devices, services, and events	X	
Identify event criticality and polling intervals	X	
Provide best practice device monitoring sets for each covered device	X	
Maintain any necessary monitoring systems	X	
Provide automatic monitoring of device thresholds	X	
Identify monitoring gaps and refine monitoring rules to improve the accuracy and relevance of alerts	X	
Provide notification of threshold violations to Service Desk	X	
Verify monitoring with business requirements		X
Provide any business specific monitoring requirements		X
Keep monitored equipment powered on and connected to the Internet		X

Account Management

Technology is always changing which is why it's important to have an account manager who provides a steady connection between you and your Aldridge team. In addition to providing a human contact, your account manager will conduct periodic business technology reviews to help make sure your technology is keeping up with your changing business requirements and is ready to accommodate future growth.

Responsibilities	Aldridge	Client
Introduce new services and technologies that have potential benefits to your organization	X	
Conduct an Annual Business IT Assessment of all users in your organization	X	
Review and analyze data from Annual Business IT Assessment to develop an Action Plan for the next 12 – 18 months	X	
Conduct Scheduled Business Reviews during the year to ensure that items on the Action Plan are completed	X	
Maintain inventory of existing Volume Microsoft licenses	X	
Manage your warranty and support contracts	X	
Provide business requirements and needs		X
Provide feedback on the Action Plan and associated budget		X



Problem Management

Problem Management seeks to maximize IT service quality by performing root cause analysis to rectify what has gone wrong (recurring Incidents) and to prevent future occurrences. A 'Problem' is the unknown cause of two or more Incidents, often identified as a result of multiple similar Incidents.

Responsibilities	Aldridge	Client
Identify relationship between Incidents, known errors, RFCs, and Problems	X	
Record Problem details in PSA to be accessible via Client Portal	X	
Provide Problem classification and prioritization	X	
Provide Problem investigation and diagnosis	X	
Provide Problem closure	X	
Provide complete assessment of the resolved Problem, including root cause	X	
Provide Problem trend analysis	X	
Identify and implement preventive actions to avoid future Problem recurrence	X	
Review Problem findings and suggested preventive actions		X

Change Management

Change Management seeks to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes to the IT infrastructure. The goal is to minimize the impact of change-related problems upon IT service quality. The hours for Change Management are 24/7/365.

Responsibilities	Aldridge	Client
Provide and maintain the Request for Change (RFC) Process	X	
Provide standard Change procedures	X	
Provide standard critical outage plan	X	
Provide log for Changes in the PSA	X	
Perform Change categorization	X	
Provide resource assessment and the impact of Changes on the resources	X	
Build Change plan and provide testing and implementation	X	
Provide technical Change approval	X	
Provide Change scheduling	X	
Provide post-Change review process for changes	X	
Provide Change-related problem and/or error resolution	X	
Review efficiency and effectiveness of Change processes and change as needed	X	
Provide Client-specific Change procedures		X



Provide final Change approval		X
Provide Client-specific outage plan		X

Capacity and Performance Management

This is the process responsible for ensuring that the capacity of IT Services and the IT infrastructure is able to deliver agreed Service Levels in a cost effective and timely manner. Capacity Management considers all resources required to deliver the IT Service and plans for short, medium, and long-term business requirements.

Responsibilities	Aldridge	Client
Review existing device performance and capacity	X	
Provide regular report of device capacity and performance; highlight areas of concern	X	
Provide recommendations for capacity and performance changes	X	
Provide upcoming business strategy from which to draw future IT needs		X

Security Management

Security Management implements and manages conformity to Client-provided legislative requirements regarding privacy, insurance policies, and SLA's and creates a secure IT environment based on that information. It is composed of the processes and procedures required to maintain secure access and deal with potential security breaches and the updates required to maintain the environment.

Responsibilities	Aldridge	Client
Implement vendor/manufacture best practices for security requirements for equipment and operating systems	X	
Implement initial access control list (ACL) for IT environment resources as you direct	X	
Update ACLs for IT environment resources as requested	X	
Provide recommendations for IT environment changes to mitigate risk	X	
Review the compliance and legal requirements provided by Client	X	
Provide recommendation(s) to comply with specified requirements	X	
Identify potential risks and risk mitigation options within the IT environment	X	
Maintain administrator/root access for key support personnel	X	
Provide physical and environmental security of all equipment		X
Provide access control to IT equipment and environment		X
Provide annual audit, evaluation, and security review of all IT systems by qualified employee or third party		X
Outline each user's responsibilities for use of IT environment		X



Provide Client-specific security requirements for equipment and operating systems		X
Provide and maintain a list of compliance and legal requirements for your organization		X
Procure and maintain insurance coverage for data loss or break ins		X
Provide and maintain ACL for IT environment resources (e.g. file server security)		X

Special Provisions

- Aldridge will perform its work with due regard for Client-provided processes and procedures, if any, required for Client's ongoing compliance with its particular regulatory environment, such as PCI, HIPAA, or SOX.
- Aldridge does not test, certify, or guarantee your compliance to specific regulatory requirements. A third-party expert service or resource should be engaged to verify compliance, when appropriate and applicable.

Quality Assurance

Quality Assurance works to define and enforce Aldridge policies, processes, and procedures required for continued planning and execution. Furthermore, Quality Assurance provides the ability to identify, measure, control, and improve Aldridge core business processes and service offerings.

Responsibilities	Aldridge	Client
Provide a plan for regular Quality Assurance Reviews	X	
Maintain quality objectives and processes	X	
Provide ongoing service improvement	X	
Complete QA task list at listed frequencies	X	
Complete scheduled Quality Assurance Reviews	X	
Coordinate Quality Assurance plan with business requirements		X
Accept identified risk until mitigation recommendations are approved and executed		X



Procurement and Inventory Services

Aldridge is a provider of hardware and software to its Clients. Procurement Services leverage our service-oriented approach to match your specific product needs with a diverse and comprehensive list of the industry's top manufacturers. Procurement Services are designed as a complete end-to-end solution so you no longer have the burden of product choice, logistics, warehousing, and delivery.

Responsibilities	Aldridge	Client
Provide technical specifications, requirements, and needs	X	
Coordinate installation or integration with the Service Team	X	
Provide product quote prior to any hardware/software purchase	X	
Coordinate all logistics for shipping, pre-work, warehousing, and delivery	X	
Provide inventory storage until equipment is needed	X	
Provision and manage up to ten (10) Internet domain names for your organization, with DNS	X	
Provide written acceptance of quote prior to purchase		X
Provide business requirements and needs		X



User Administration and Support

Technology is meant to make our businesses more efficient, but sometimes you need to talk to a real person. That's when it's good to know that our Service Team is just a call, click, or email away. Each of the Managed Services offerings includes Aldridge's Core Functions and Critical Functions for a baseline of responsibility and action.

User IT Support

Included Software Applications

Application	Description
Email Protection	Anti-spam and anti-virus protection for all incoming email on your company's Internet domain name

Included Features

Feature	Description
Phone Support	Unlimited phone support during Aldridge service hours
Remote Support	Unlimited remote support during Aldridge service hours
Onsite Support	Unlimited onsite support during Aldridge service hours
Ticket Management	Online Ticket and Payment portals

Responsibilities

Responsibilities	Aldridge	Client
Serve as a single point of contact (SPOC) for all technology requests and troubleshooting	X	
Complete new user IT onboarding process (including adding to network & provisioning and configuring workstations and mobile devices)	X	
Install Standard software applications (up to four hours, total, across all endpoints involved)	X	
Install and configure your applications (e.g. Citrix, Exchange)	X	
Support Basic Functionality of Microsoft Office Suite	X	
Support Basic Functionality of currently vendor-supported versions of Line of Business (LOB) and General Business (GB) Apps	X	
Provide basic setup and support for peripheral functionality	X	
Provide basic workstation, OS, and peripheral (including printers) usability support	X	
Configure hardware and OS for phone calls, business-related applications, and email/calendar/tasks use	X	
Update or upgrade version of workstation operating system	X	



Deploy email settings and provide support for mobile devices (requires attachment to Company system)	X	
Remotely lock or wipe mobile devices (requires attachment to Company system)	X	
Troubleshoot and correct user VoIP phone problems	X	
Complete user changes (including distribution groups and security permissions)	X	
Contact manufacturer or vendor on hardware and software failures for advanced support	X	
Schedule vendor when performing tasks on vendor supported equipment	X	
Notify you of response or lack of response from manufacturer or vendor	X	
Complete user IT offboarding process	X	
Provide Aldridge with licenses, warranty, and support contract information		X
Provide Aldridge with root/administrator username and passwords for Client-provided equipment		X
Secure and maintain hardware maintenance agreements for all equipment		X
Maintain compliance with EULA		X
Establish and enforce a policy prohibiting storing of user data on user workstations		X
Provide patch approval for LOB applications created by vendors not managed by Aldridge		X
Review and approve Requests for Change (RFC)		X
Request remote lock and/or wipe features in the event of loss or theft		X

Out of Scope

- Workstation backup and restore.
- Installations or upgrades of non-Standard applications, or of applications which require more than a total of four (4) hours of service across all workstations in the IT environment.

Special Provisions

- Operating Systems and Operating System versions must be approved by Aldridge prior to being installed in your environment.
- Workstations you purchase directly must be delivered to Aldridge for standard preparation to be included within your services scope.



Vendor Management

Included Vendors

Vendor	Description
ISP	Internet Service Provider
Microsoft	Licensing and Hosted Service (e.g. Office 365, Azure)
Communications	On-premise phone, video conference, audio-visual provider or consultant under contract
LOB Application	All Line of Business Application developers or consultants under contract
GB Application	All General Business Application developers or consultants under contract
Local Hands	Any local IT consultant that provides IT service outside of Aldridge coverage area
Print & Copy	On-premise print and copy provider
Cloud	Any third-party cloud provider

Responsibilities

Responsibilities	Aldridge	Client
Provide day-to-day management of vendor on your behalf	X	
Be the Single Point of Contact (SPOC) between you and vendor for operational management	X	
Recommend new service and/or equipment for your account with vendor	X	
Assist vendor in troubleshooting user issues related to vendor's service	X	
Facilitate warranty exchange of equipment with vendor	X	
Provide assistance in negotiation of your service contract with vendor	X	
Maintain vendor account associated with user line information for mobile carriers	X	
Review service team satisfaction with vendor provided services	X	
Assist you in resolving billing disputes with vendor	X	
Escalate non-resolved vendor issues to Primary IT Contact	X	
Add/remove, provision/deprovision vendor services as needed	X	
Identify and execute a communication plan for vendor service outages	X	
Identify risk factors for you related to vendor provided services	X	
Review user satisfaction with vendor provided services		X
Provide Letter of Agency (LOA), if required, to vendor naming Aldridge		X
Negotiate terms and execute contracts and agreements for vendors' services		X
Supply payment to vendor		X
Review and approve Requests for Change (RFC)		X



Out of Scope

- Work performed as a result of your failure to approve an RFC.

Infrastructure Administration and Support

Aldridge's Managed Infrastructure Support keeps the building blocks of your IT environment running securely and reliably. Each of the Managed Services offerings includes Aldridge's Core Functions and Critical Functions for a baseline of responsibility and action.

General Scope Exclusions for Infrastructure Administration and Support

Aldridge takes responsibility for the support and operations of your IT infrastructure. You agree, as the owner of the environment, to ensure that your infrastructure equipment is appropriate for business use and is current and reasonably supportable. Where applicable, the following exclusions apply to each element of Infrastructure Support and are considered Out of Scope:

- Work performed as a result of your failure to approve a Request for Change (RFC).
- Replacement parts and repairs on hardware not within a current manufacturer's warranty.
- Consumer-grade devices, or devices not appropriate for use in business environments.
- Devices not owned or leased by you.
- Devices not within a current manufacturer's warranty.
- Devices managed by third parties (e.g. telecom circuit carrier customer premise equipment).
- Work performed in conjunction with any software provider's license verification process (e.g. Microsoft).
- Work performed in conjunction with any Client-initiated change that was not planned by Aldridge or where Aldridge did not receive six (6) weeks prior notice to the change (e.g. change in ISP vendor, change or upgrade of Line of Business or other critical software).

Workstation Management

Included Software Applications

Application	Description
Anti-Virus	Centrally managed anti-virus software (except on incompatible workstations)
Anti-Malware	Centrally managed anti-malware software (except on incompatible workstations)
TAC Agent	Remote monitoring and management software (except on incompatible workstations)
Network Security	Centrally managed, cloud-based network threat protection software
Asset Tracking	Online portal that displays all active assets and associated details



Responsibilities

Responsibilities	Aldridge	Client
Create and maintain standard specification and build documentation	X	
Install, configure, and maintain all hardware and system settings (CPUs, disks, RAM, system boards)	X	
Update or upgrade version of firmware	X	
Perform initial OS installation and configuration	X	
Apply patches, service packs, upgrades to the Operating System as needed*	X	
Apply initial security hardening updates in accordance with best practices and manage system security privileges	X	
Perform rebuild on existing workstation from valid image	X	
Build and maintain a standard workstation image	X	
Build and maintain standard workstation build packages	X	
Perform virus remediation	X	
Maintain control of root/administrator usernames/passwords	X	
Contact manufacturer or vendor on hardware or software failures for repair or replacement	X	
Schedule vendor when performing tasks on vendor supported equipment	X	
Notify Client of response or lack of response from manufacturer or vendor	X	
Perform assessment of vendor recommended critical patch updates and apply according to patch schedule	X	
Monitor workstation health in accordance with Monitoring Services Guide	X	
Investigate anomalous resource use and system messages	X	
Investigate any failure to connect	X	
Investigate any reported performance degradation, OS failure, kernel panic, and system crash	X	
Investigate, report, and resolve hardware failures	X	
Provide any Client-specific specification and build documentation		X
Provide Aldridge with licenses, warranty and support contract information		X
Provide Aldridge with root/administrator username and passwords for Client-provided equipment		X
Secure and maintain hardware maintenance agreements for all equipment		X
Maintain compliance with EULA		X
Provide patch approval as it relates to line of business applications created by vendors not managed by Aldridge		X
Review and approve Requests for Change (RFC)		X
Maintain appropriate and adequate power and Internet connectivity to device		X



Maintain a loaner workstation at each physical site to be deployed during troubleshooting to users experiencing workstation failure		X
For locations outside of Aldridge local service areas, deliver covered devices to Aldridge when necessary to complete task or responsibilities as defined above		X

Out of Scope

- General Scope Exclusions for Infrastructure Administration and Support.
- Operating System replacements or upgrades on more than 33% (rounded to the nearest number) of the total covered workstations per year.
- Preparation of a workstation which requires more than three (3) hours of professional services for custom Operating System or Application installations.
- Protection or recovery of data stored on individual Client workstations.

Special Provisions

- Operating Systems and Operating System versions must be approved by Aldridge prior to being installed in your environment.
- Workstations you purchase directly must be delivered to Aldridge for standard preparation to be included within your services scope.
- Replacement or OS Level Upgrade of up to 33% (rounded to the nearest number) of the workstations per year is covered in scope.

Printer and Multi-Function Device Management

Responsibilities	Aldridge	Client
Configure all settings for use in your environment	X	
Troubleshoot offline or unavailable devices	X	
Contact manufacturer or vendor on hardware or software failures for repair or replacement	X	
Schedule vendor when performing tasks on vendor supported equipment	X	
Notify you of response or lack of response from manufacturer or vendor	X	
Provide standard configuration documentation	X	
Maintain equipment list in configuration listing (available on Client portal)	X	
Provide Client-specific configuration documentation		X
Contact contracted vendor on hardware and/or software failures		X
Schedule vendor to perform maintenance on device		X
For locations outside of Aldridge local service areas, provide local IT professional resource for Aldridge to use when necessary to complete task or responsibilities as defined above		X
Maintain vendor maintenance contracts on copier and commercial multifunction devices		X
Review and approve Requests for Change (RFC)		X



Out of Scope

- General Scope Exclusions for Infrastructure Administration and Support.

Server Management

Included Software Applications

Application	Description
Anti-Virus	Centrally managed anti-virus software
Anti-Malware	Centrally managed anti-malware software
TAC Agent	Remote monitoring and management software
Asset Tracking	Online portal displays all active assets and associated details
Network Security	Centrally managed, cloud-based network threat protection software

Responsibilities

Responsibilities	Aldridge	Client
Create and maintain standard specification and build documentation	X	
Install, configure, and maintain all hardware and system settings (CPUs, disks, RAM, system boards)	X	
Configure hardware RAID for OS and program files	X	
Update or Upgrade version of firmware	X	
Remotely power down and up	X	
Perform initial OS installation and configuration	X	
OS- Reboot or restart of OS	X	
OS- Apply Service Packs (OS patch bundles)	X	
OS- Apply single OS-level patches	X	
OS- Apply critical OS patches to test group	X	
OS- Apply OS patches from test group to production group	X	
Apply security hardening updates in accordance with best practices and manage system security privileges	X	
Add, remove, modify data security policies and rules	X	
Install Standard Applications (see Scope provisions, below)	X	
Install all other server applications (see Scope provisions, below)	X	
Create, delete, modify, and move file systems	X	
Install DNS, DHCP, FTP, HTTP, SMTP, Sendmail, and other system packages	X	



Perform virus remediation	X	
Perform backups and restores (Aldridge Managed Backup and Continuity Service is required)	X	
Maintain control of root/administrator usernames/passwords	X	
Monitor hardware in accordance with Monitoring Services Guide	X	
Resolve reported or detected hardware failure	X	
Rebuild existing server in the event of a crash	X	
Contact manufacturer or vendor on hardware or software failures for repair or replacement	X	
Schedule vendor when performing tasks on vendor supported equipment	X	
Notify you of response or lack of response from manufacturer or vendor	X	
Perform assessment of vendor recommended critical patch updates and apply according to patch schedule	X	
Monitor Event Viewer in accordance with Monitoring Services Guide	X	
Investigate anomalous resource use and system messages	X	
Investigate any failure to connect to server	X	
Investigate and report file system capacity exceeding threshold	X	
Investigate process failure, down process, or runaway process	X	
Investigate OS failure, performance degradation, kernel panic, and system crash	X	
Provide unlimited, on-site support (in geographies in which Aldridge has a presence) when necessary to complete tasks or responsibilities as defined above	X	
Provide Client-specific specification and build documentations		X
Provide Aldridge with licenses, warranty and support contract information		X
Provide Aldridge with root/administrator username and passwords for Client-provided equipment		X
Secure and maintain hardware maintenance agreements for all equipment		X
Provide maintenance agreement change notification unless agreement is purchased through Aldridge		X
Maintain compliance with EULAs		X
Review and approve Requests for Change (RFC)		X
Establish and enforce a policy prohibiting storing of user data on user workstations		X
Provide patch approval as it relates to line of business applications created by vendors not managed by Aldridge		X
Maintain appropriate and adequate power and Internet connectivity to device		X
For locations outside of Aldridge local service areas, provide local IT professional resource (consultant or remote hands at Data Center) for Aldridge to use when necessary to complete task or responsibilities as defined above		X



Out of Scope

- General Scope Exclusions for Infrastructure Administration and Support.
- Server Operating System version upgrades and replacements.
- Providing or cycling physical media for data backup.
- Software applications to be installed or upgraded on servers
 - when those installations or upgrades can negatively impact your use of the server or the network, or
 - which will require extended periods of server or network downtime, or
 - which require engineering or administrative configuration to properly implement.

Special Provisions

- An Aldridge Managed Backup and Continuity Service is required for backups and restores to be included.

Microsoft Office 365 Services Management

Included Microsoft Office 365 Services

Application	Description
Azure Active Directory	Repository of user profiles maintained for Office 365 and Azure authentication services
Azure AD Connect	Synchronization service between an on-premises Active Directory and Office 365 services
Exchange Online	Company e-mail, mailbox, calendar, and sharing services
SharePoint Online	Web-based collaboration, document organization, search, and workflow
Skype for Business	Business-class instant messaging with text, audio, video, conferencing, and broadcast
OneDrive for Business	Business-user cloud-based personal files storage with mobility, synchronization, sharing
Yammer	Business-class social networking, groups, dialogs, content messaging
Microsoft Office ProPlus	Microsoft Office product suite (Word, Excel, etc.) for local installation on personal computers
Azure AD Premium	Extended Active Directory support for identity and access management
Microsoft InTune	Personal computer and mobile device application and configuration administration

Responsibilities

Responsibilities	Aldridge	Client
Add and remove user profiles and application access as directed	X	
Configure user profiles and application licensing	X	
Assist your users with accessing the included Microsoft Office 365 Services	X	
Assist your users with installing the Microsoft Office ProPlus suite on supported devices	X	



Monitor Microsoft services health status and notify clients of identified impacts and remediation	X	
Monitor your utilization of services for capacity limits and assist with remediation	X	
When used in your environment, monitor health of Azure AD Connect service and remediate	X	
Within the Exchange Online environment, administer groups, forwarding, and resources	X	
Within the Exchange Online environment, resolve mail flow issues and escalate as needed	X	
Perform service administrative and configuration troubleshooting, and engage Microsoft support services as subscribed for back-end service investigation and remediation	X	
Designate Aldridge as the digital Partner of Record on subscriptions managed by Aldridge		X
Designate Aldridge as a Delegated Administrator for your Microsoft Office 365 services		X
Notify Aldridge of user profiles and licenses to be added, changed, or removed		X
Maintain compliance with Microsoft Office 365 service terms and conditions		X
Review and approve Requests for Change (RFC)		X
Procure or manage end-user training as needed on business use of Office 365 features		X
Maintain appropriate and adequate Internet connectivity necessary to access Office 365 services		X

Out of Scope

- Public switched telephone network integration and PBX features in Office 365 beyond Skype dial-in and dial-out conferencing capability on feature-supported services.
- Microsoft Office 365 services and applications not in the Included Microsoft Office 365 Services. The Microsoft Office 365 product and service offerings continue to evolve; Aldridge continues to invest in its Microsoft partnership and its technology leadership commitment to incorporate managed support for the growing service landscape.
- Automation and workflow implementation and management.
- SharePoint content and security structuring, migration, reorganization, and consulting.
- External account authentication and content-access assistance.
- Third-party add-in configuration, administration, and support.

Special Provisions

- Provisioning, configuration for business use (or significant reconfiguration), and training for each Microsoft Office 365 service typically requires an appropriate implementation Project engagement, separate from these available management services.
- Management of Microsoft Office 365 services requires Aldridge to be designated as a Delegated Administrator for your Microsoft Office 365 subscription.
- Your uses of Microsoft Office 365 services are separately subject to Microsoft's service terms and conditions, available from Microsoft.
- Microsoft Office 365 services managed by or obtained through Aldridge as a solutions partner will be billed separately, in arrears, for your actual Microsoft services usage, as reported and per



Microsoft's in-effect service pricing. Aldridge will bill you for all licenses used, even if you purchased them from another Microsoft solution partner.

- Reductions of services in any monthly billing period will be reflected on the following billing period for the new service level and new quantity. Reductions within a billing period will not be pro-rated.
- It is important for you to maintain only one Microsoft solutions partner association for your Microsoft Office 365 service subscriptions. If you maintain multiple Microsoft solution partners, you are likely to receive duplicate billing for your Microsoft services from Aldridge and from your other partner. Aldridge can assist you in removing your prior Microsoft solutions partner arrangements and consolidate your Microsoft Office 365 service subscriptions and billing for accuracy.

Microsoft Azure Cloud Services Management

Included Microsoft Azure Cloud Services

Application	Description
Platform as a Service (PaaS)	Azure-based virtual machine instances and storage
Networking	Azure-based virtual network configuration and site-to-site tunneling
Microsoft Azure SQL (IaaS)	Azure-based Microsoft SQL Server scalable, multitenant infrastructure-as-a-service

Responsibilities

Responsibilities	Aldridge	Client
Start, stop, and restart Azure-based virtual server instances as necessary to maintain service	X	
Assist you with remote desktop access to provisioned Azure virtual servers	X	
Verify configured Microsoft Azure virtual networking IP connectivity and remediate issues	X	
Monitor Microsoft services health status and notify you of identified impacts and remediation	X	
Monitor your utilization of services for capacity limits and assist with remediation	X	
Periodically review with you your Azure service fees for unexpected month-over-month deviations	X	
Provision Microsoft Azure SQL Database instances as requested by Client	X	
Assist you with SQL Server Management Studio (SSMS) access to Azure SQL Databases	X	
Perform service administrative troubleshooting, and engage Microsoft support services as subscribed for back-end service investigation and remediation	X	
Designate Aldridge as the digital Partner of Record on subscriptions managed by Aldridge		X
Designate Aldridge as an Administrator for your Microsoft Azure subscriptions		X
Notify Aldridge of Azure services to be added, changed, or removed		X
Maintain compliance with Microsoft Azure service terms and conditions		X



Review and approve Requests for Change (RFC)		X
Maintain appropriate and adequate Internet connectivity necessary to access Azure services		X

Out of Scope

- Microsoft Azure services and applications not in the Included Microsoft Azure Cloud Services. The Microsoft Azure product and service offerings continue to evolve; Aldridge continues to invest in its Microsoft partnership and its technology leadership commitment to incorporate managed support for the growing service landscape.

Special Provisions

- Provisioning, configuration for business use (or significant reconfiguration), and training for each Microsoft Azure service typically requires an appropriate implementation Project engagement, separate from these available management services.
- Management of Microsoft Azure services requires Aldridge to be designated as an Administrator for your Microsoft Azure subscription.
- Microsoft Azure Virtual Servers may also be included in Aldridge's Server Management service, with equivalent health management, administration, monitoring, maintenance, and remediation.
- Your uses of Microsoft Azure services are separately subject to Microsoft's service terms and conditions, available from Microsoft.
- Microsoft Azure services managed by or obtained through Aldridge as solutions partner will be billed separately, in arrears, for your actual Microsoft services usage, as reported and per Microsoft's in-effect service pricing. Aldridge will bill you for all licenses used, even if you purchased them from another Microsoft solution partner.
- It is important for you to maintain only one Microsoft solutions partner association for your Microsoft Azure service subscriptions. If you maintain multiple Microsoft solution partners, it is possible that you will receive duplicate billing for your Microsoft services from Aldridge and your other partners. Aldridge can assist you in removing your prior Microsoft solutions partner arrangements and consolidate your Microsoft Azure service subscriptions and billing for accuracy.

Network Appliance Management

Responsibilities	Aldridge	Client
Perform initial installation and configuration	X	
Maintain configuration of basic hardware settings	X	
Update or upgrade version of firmware	X	
Maintain secure remote access to each appliance	X	
Manage appliance and connection account security privileges	X	



Investigate reported failure to connect to the appliance	X	
Investigate system crashes	X	
Remote reboot or restart of appliance	X	
Maintain each appliance's integration into the existing network	X	
Maintain equipment list in configuration listing	X	
Monitor hardware in accordance with Monitoring Services Guide	X	
Resolve reported or detected hardware failure	X	
Perform quarterly assessments of vendor recommended critical patch updates and apply according to patch schedule	X	
Provide unlimited, on-site support in Aldridge Service Areas when necessary to complete our responsibilities	X	
Maintain control of root/administrator usernames/passwords	X	
Provide Aldridge with root/administrator usernames and passwords for Client-provided equipment		X
Provide backup of appliance as desired		X
Maintain appropriate and adequate power and Internet connectivity to appliance		X
Provide monthly patch window for deployment of patches		X
Provide Client-specific startup/shutdown procedures		X
Review and approve Requests for Change (RFC)		X
Secure hardware maintenance agreements for equipment		X
For locations outside of Aldridge Service Areas, deliver appliances to Aldridge when necessary for Aldridge to perform its responsibilities		X

Out of Scope

- General Scope Exclusions for Infrastructure Administration and Support.

Special Provisions

- This service was formerly named Appliance Management.

Voice-over-IP (VoIP) System Management

Responsibilities	Aldridge	Client
Add, remove, and change users in system configuration and directories	X	
Troubleshoot offline or unavailable system	X	
Contact manufacturer or vendor on hardware or software failures for repair or replacement	X	
Schedule vendor when performing tasks on vendor supported equipment	X	



Notify you of response or lack of response from manufacturer or vendor	X	
Reboot remotely	X	
Monitor hardware in accordance with Monitoring Services Guide	X	
Provide hardware and software for VoIP system		X
Provide any non-standard startup/shutdown documentation		X
Provide all necessary base and feature licensing for system and desired features		X
Provide Aldridge with username and password(s) with appropriate access required to complete responsibilities		X
Provide and maintain account with carrier that includes sufficient access to incoming and outgoing call paths (PRI, SIP, POTS)		X
Secure hardware maintenance agreements for equipment		X
Review and approve Requests for Change (RFC)		X
For locations outside of Aldridge Service Areas, provide local IT professional resource (consultant or remote hands at Data Center) for Aldridge to use when necessary to complete task or responsibilities in this table		X

Out of Scope

- General Scope Exclusions for Infrastructure Administration and Support.

Microsoft Exchange Server Management

Responsibilities	Aldridge	Client
Recommend the size of the necessary hardware and software to accommodate your Microsoft Exchange environment	X	
Provide initial Microsoft Exchange software installation specifications	X	
Perform Microsoft Exchange software installations and configurations as required	X	
Create, delete, and modify MX and DNS Records	X	
Create, delete, configure mail store/storage groups	X	
Create, delete, configure Microsoft Exchange mail connectors	X	
Install and maintain Subject Alternative Name (SAN) Secure Socket Layer (SSL) Certificate	X	
Install and configure Microsoft Exchange clustering on supported servers	X	
Create, delete, modify mail routing parameters	X	
Backup and restore Microsoft Exchange Information Stores	X	
Advise on logical backup and recovery of Microsoft Exchange	X	
Apply Microsoft Exchange software patch as recommended by Microsoft	X	
Perform annual assessment of vendor recommended software release/version updates	X	



Apply security hardening updates in accordance with best practices	X	
Monitor and report Microsoft Exchange application for availability	X	
Investigate and remediate security breach	X	
Investigate security failure, revoked user, blocked access, system compromised, etc.	X	
Investigate and remediate software failure or crash	X	
Investigate software license failure	X	
Investigate connectivity failure, inability to access OS or application	X	
Investigate and report anomalous Microsoft Exchange messages in Event Viewer	X	
Investigate failure of Microsoft Exchange and network processes	X	
Provide remedial support for Microsoft Exchange-related incidents identified through monitoring or as a result of an incident reported by Client	X	
Restart Microsoft Exchange software services when necessary	X	
Troubleshoot anomalous mail flow issues	X	
Identify end user application performance issues related to email delivery	X	
Add or remove users and accounts as requested	X	
Integrate Microsoft Exchange as necessary with Aldridge-provided spam filter	X	
Investigate and remediate the source of any abuse (e.g. spam)	X	
Implement mail retention policies as requested	X	
Place users on Litigation Hold as requested (Microsoft Exchange 2007 or later required)	X	
Maintain Microsoft Outlook Web Access for Microsoft Exchange installation	X	
Configure and maintain Active Sync for mobile devices	X	
Maintain control of related administrative/service security credentials, unless requested otherwise	X	
Provision supported version of Microsoft Exchange software from vendor or contract for supported version of Microsoft Exchange software.		X
Identify and enforce mailbox size limits per Aldridge recommendations		X
Identify and enforce message size limits per Aldridge recommendations		X
Ensure that each desktop accessing the Microsoft Exchange environment is running a supported OS with a supported patch level		X
Provide approved Microsoft Exchange server based anti-virus, SPAM, and content filtering software		X
Provide detailed information about current email environment configuration including: number of mailboxes, user names, distribution lists, aliases, mailbox size, desktop OS and location		X
Provide a valid and registered top level domain name and support for linking MX records and DNS records to managed servers		X
Request email user account creation		X
Request Litigation Hold as needed (Microsoft Exchange 2007 or later required)		X



Provide email user technical support services		X
Review and approve Requests for Change (RFC)		X
Procure and renew Subject Alternative Name (SAN) Secure Socket Layer (SSL) Certificate		X

Out of Scope

- General Scope Exclusions for Infrastructure Administration and Support.

Citrix Server Management

Responsibilities	Aldridge	Client
Install Microsoft Terminal Services licenses you provide	X	
Install the Citrix Concurrent User Connection licenses you provide	X	
Install Citrix licenses you provide	X	
Publish Citrix-certified applications you provide	X	
Install and configure the database instance for Citrix Data Store	X	
Install and configure Citrix universal print driver or Citrix-certified third party print drivers	X	
Re-build Citrix server in existing server	X	
Configure changes to Citrix parameters, OS, start-up	X	
Publish any installed, compatible Citrix applications	X	
Apply Citrix patches and hot fixes as needed	X	
Investigate multiple user connectivity failure to Citrix	X	
Investigate process failure, process down, or runaway process	X	
Restart Citrix application	X	
Investigate security failure alerts such as revoked user, blocked access, and system compromise	X	
Investigate software license failure	X	
Install, configure, and update the Citrix Receiver application	X	
Create and maintain Group Policy Objects (GPO) to support Citrix requirements	X	
Add and maintain Citrix Access Groups	X	
Maintain and configure Citrix Policies	X	
Configure Citrix Farms and Sub-Farms, including Citrix load balancing and failover parameters	X	
Set up, maintain, and distribute Citrix Client Software to End User	X	
Troubleshoot end user print issues from Citrix	X	
Provide remedial support for Citrix-related incidents identified through monitoring or as a result of an incident you reported	X	



Perform annual assessment of vendor-recommended Software release/version updates upon request	X	
Provide a list of vendor-recommended Software maintenance release/version updates and apply	X	
Provide a list of vendor-recommended critical security patch updates and apply	X	
Support for remote desktop and/or roaming profiles	X	
Provide recommended Citrix backup policies	X	
End User account administration		X
Maintain Citrix Subscription Advantage software maintenance agreement		X
Review and approve Requests for Change (RFC)		X
Verify and validate published applications and desktops		X
Request implementation of Citrix backup policies		X

Out of Scope

- General Scope Exclusions for Infrastructure Administration and Support.



Microsoft SQL Server Management

Responsibilities	Aldridge	Client
Recommend necessary hardware and software to accommodate your database requirements	X	
Perform initial database software product installations and configurations	X	
Install and configure SQL on server	X	
Create or reinstall database (DB) on server	X	
Migrate and move existing DBs to DB server as needed	X	
Set up monitoring for new DB builds	X	
Install and configure DB components and new features	X	
Design and implement database backup and recovery procedures	X	
Configure DB logical backups	X	
Make DB configuration changes and tune parameters	X	
Add, change, and delete user roles in DB	X	
Re-index databases	X	
DB copy, move, and refresh between partitions on DB server	X	
DB version upgrades as needed	X	
Restore DB from Client-provided database	X	
Investigate failure to connect to DB	X	
Investigate security failure, blocked access, or system compromise	X	
Investigate threshold alerts	X	
Investigate SQL failure, hang, or crash	X	
Investigate performance issues	X	
Check Integrity of the DB	X	
Update Statistics	X	
Configure necessary remote access	X	
Provision supported version of database software from vendor	X	
Install and configure database software monitoring agents	X	
Perform annual assessment of vendor recommended software release/version updates	X	
Notify you of vendor-recommended software maintenance release/version updates and apply upon request	X	
Notify you of vendor-recommended critical security patch updates and apply as requested	X	
Apply SQL patch as recommended by vendor support	X	
Maintain control of related administrative/service security password and IDs, unless you request otherwise	X	



Install and configure database clustering on supported servers	X	
Test and verify DB connectivity	X	
Complete startup and shutdown processes as needed with regard to database availability	X	
Provide initial database software installation specifications		X
Administer End User accounts		X
Review and approve Requests for Change (RFC)		X
Verify and validate DB availability		X
Approve implementation of recommended DB maintenance and backup policies		X

Out of Scope

- General Scope Exclusions for Infrastructure Administration and Support.
- Database content design, development, reporting, programming, or automation.

Network Switch Management

Responsibilities	Aldridge	Client
Provide appropriate recommendation for hardware procurement	X	
Provide standard network configuration design	X	
Implement initial network configuration in accordance with your requirements	X	
Enable and disable ports or make configuration changes as needed	X	
Monitor for critical software updates and perform updates as necessary	X	
Apply network switch firmware (software) updates as needed	X	
Monitor critical patch alerts	X	
Install critical security patches as necessary	X	
Restart or reboot a switch	X	
Investigate switch performance issues	X	
Investigate failed connectivity	X	
Investigate and resolve failed or crashed switch	X	
Backup and restore switch configurations as needed	X	
Maintain exclusive control of root security password and IDs	X	
Provide unlimited, client-site support in Aldridge Service Areas when necessary to complete tasks or responsibilities as defined above	X	
Provide Client-specific network configuration requirements and/or design		X
Maintain appropriate and adequate power and Internet connectivity to device		X



Maintain service / support contracts (e.g. Cisco SmartNet)		X
Select equipment from the Aldridge IT Architecture Guide		X
Review and approve Requests for Change (RFC)		X
Procure any licensing required for management of device		X
For locations outside of Aldridge Service Areas, deliver covered devices to Aldridge when necessary for Aldridge to perform its responsibilities		X

Out of Scope

- General Scope Exclusions for Infrastructure Administration and Support.

Wireless Network Management

Responsibilities	Aldridge	Client
Provide appropriate recommendation for hardware procurement	X	
Provide standard network configuration design	X	
Implement initial network configuration in accordance with your requirements	X	
Enable and disable Service Set Identifiers (SSIDs) or make configuration changes as needed	X	
Monitor for critical software updates and perform updates as necessary	X	
Apply Wireless Access Point (WAP) software updates as needed	X	
Monitor critical patch alerts	X	
Install critical security patches as necessary	X	
Restart or reboot a WAP	X	
Investigate WAP performance issues	X	
Investigate failed connectivity	X	
Investigate and resolve failed or crashed WAP	X	
Backup and restore WAP configurations as needed	X	
Maintain exclusive control of root security password and IDs	X	
Provide unlimited, on-site support in Aldridge Service Areas when necessary to complete tasks or responsibilities as defined above	X	
Provide Client-specific network configuration requirements and/or design		X
Maintain appropriate and adequate power and Internet connectivity to device		X
Maintain service / support contracts (e.g. Cisco SmartNet)		X
Select equipment from Aldridge supported vendors and models		X
Review and approve Requests for Change (RFC)		X
Procure any licensing required for management of device		X



For locations outside of Aldridge Service Areas, deliver covered devices to Aldridge when necessary for Aldridge to perform its responsibilities		X
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Out of Scope

- General Scope Exclusions for Infrastructure Administration and Support.

Firewall/Router Management

Responsibilities	Aldridge	Client
Provide appropriate recommendation for hardware procurement	X	
Provide standard network configuration design	X	
Configure and reconfigure firewall or router	X	
Monitor for critical software updates and process updates as necessary	X	
Upgrade firewall or router OS to newer supported and recommended version	X	
Update security policy rules upon request	X	
Add, configure and/or remove a Client-based VPN connection	X	
Add, configure, and/or remove a site-to-site VPN	X	
Provide activity logs upon your request	X	
Maintain utilization graphs and investigate anomalies	X	
Investigate failed or crashed firewall or router	X	
Provide proactive response to firewall or router availability alert	X	
Resolve reported or detected firewall or router failures	X	
Investigate firewall or router performance issues upon request	X	
Perform periodic configuration backup and change verification	X	
Maintain exclusive control of root security password and IDs	X	
Implement firewall or router policy changes per Client written requirements	X	
Provide unlimited, on-site support in Aldridge Service Areas when necessary to complete tasks or responsibilities as defined above	X	
Maintain service / support contracts (e.g. Cisco SmartNet)		X
Select equipment from Aldridge supported vendors and models		X
Maintain appropriate and adequate power and Internet connectivity to device		X
Procure any licensing required for management of equipment		X
Review and approve Requests for Change (RFC)		X
Provide Client-specific network configuration requirements and/or design		X



For locations outside of Aldridge Service Areas, deliver covered devices to Aldridge when necessary for Aldridge to perform its responsibilities		X
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Out of Scope

- General Scope Exclusions for Infrastructure Administration and Support.



Managed Backup and Continuity

Aldridge's Managed Backup and Continuity services are designed to quickly restore downed servers and lost files. These services automatically back up your data and store it at an offsite location to make sure it is safe and secure. Aldridge Managed Backup and Continuity may include on-premise equipment, software utilities, cloud services, and storage which is provisioned, maintained, and administered by Aldridge.

Aldridge Managed Backup and Continuity Service Provisions

- Only systems which are managed by Aldridge (such as via the Infrastructure Administration and Support service) are eligible for protection via an Aldridge Managed Backup and Continuity service.
- Backup solutions require Aldridge to complete implementation before they provide protection to your environment. Aldridge cannot reliably restore data from a new backup solution until configuration has been completed and we have notified you that the new backup solution is fully operating.
- You are responsible for maintaining your existing backup protection until Aldridge has notified you that the new Aldridge backup solution is fully operational.
- Special terms and conditions for backup services are provided in the Managed Backup and Continuity Services agreement, available at <http://aldridge.com/backupservice>, which is incorporated by this reference and made part of the agreement between Aldridge and you.
- The Monitoring Services Guide does not apply to Managed Backup and Continuity services.
- Failed backup notifications are delivered to and processed by Aldridge.
- Managed Backup and Continuity Services use time-based retention. Retention is applied on a rolling basis, with the oldest cloud backups being deleted first. Recovery points are subject to automatic consolidation as specified in the parameters of each service.
- The specified retention targets for each backup service are minimum standards. Aldridge makes no special efforts to purge content retained beyond the specified retention periods when the backup service is otherwise within its normal operating capacity and parameters.
- Work performed as a result of your failure to approve RFCs is Out of Scope.

About Retention and Consolidation

Managed Backup and Continuity Services store recoverable copies of business information and systems. To balance the economy of the space required to maintain those copies versus the business value of that recoverability, most services utilize Retention policies and Consolidation policies.

A Retention policy specifies how long any particular older copy of information is kept before it is deemed no longer economically necessary to retain. Backup solutions may utilize both local (on-premise) storage locations and remote (cloud-based) storage locations. In many cases, separate retention policies can apply to each storage location.



A Consolidation policy specifies how long any particular backup of information is kept before it is summarized into a broader backup to conserve storage space. For example, in the past week, it can be useful to review business information as it existed on a specific day. Ten months from now, however, it would likely be just as effective to review that information's state as it was at the start or end of a four-week period, rather than be concerned with a specific day or hour within that period. A Consolidation policy typically specifies that more time-precision is desired for the most-recent backups, and less time-precision is necessary for older backups. Gradually reducing the time-precision of the backups as they age reduces the amount of storage space necessary to preserve them.

Backup and Business Continuity for On-Premise Servers

Included Hardware, Software, or Cloud Services

Component	Description
Backup Software	Centrally managed file and image backup software on backup equipment
Cloud Storage	Unlimited-capacity cloud-based storage, with at least one year's retention
Cloud Resources	Off-site, cloud based computing resources (RAM and vCPU) for virtualized environment

Included Backup Frequency, Consolidation, and Retention

Parameter	Description
Local Frequency	Backup runs at least every four (4) hours (intra-daily backups)
Cloud Frequency	Local backups protected to cloud storage at least once (1) daily
Local Retention	Backup data is retained for at least fourteen (14) days, subject to consolidation (below)
Cloud Retention	Backup data is retained for at least one (1) year, subject to consolidation (below)
Intra-Daily Retention	Intra-Daily backups are consolidated into Daily backups after at least three (3) days
Daily Retention	Daily backups are consolidated into Weekly backups after at least two (2) weeks
Weekly Retention	Weekly backups are consolidated into Monthly backups after at least four (4) weeks

Responsibilities

Responsibilities	Aldridge	Client
Configure subscribed backup and disaster recovery equipment and services in your network	X	
Maintain all backup and disaster recovery (BDR) equipment and settings	X	
Install and maintain secure remote access to all BDRs	X	
Maintain centralized backup systems and settings	X	
Configure off-site storage and virtualization component	X	
Maintain capacity for off-site storage needs	X	



Configure integration and maintain all backup jobs for all managed backup hosts	X	
Perform file and image backup to BDR of your data on covered hosts	X	
Perform file and image backup to Cloud of your data on covered hosts	X	
Monitor backup jobs for completion	X	
Investigate all failed backups and remediate accordingly	X	
Perform file and folder restores from BDR or Cloud as needed	X	
Perform full image restore of system from BDR or Cloud as needed	X	
Spin-up local virtual instance of server on the BDR from last full image backup	X	
Spin-up virtual instance of server in the cloud from last full image backup in the event of a local hardware failure	X	
Perform restore testing of files and/or folders as requested	X	
Resolve reported or detected BDR hardware failure	X	
Install replacement parts obtained for failed disks or disk subsystems on the BDR	X	
Maintain BDR equipment list in configuration listing	X	
Provide unlimited, on-site support in Aldridge Service Areas when necessary to complete tasks or responsibilities as defined above	X	
Procure from Aldridge an appropriately-sized BDR equipment, and replace/resize when needed		X
Request file and folder restores for deleted or missing files		X
Request file and/or folder test restores on at least a quarterly basis		X
Provide backup frequency and retention scope where different from the Included Frequency and Retention		X
Review and approve Requests for Change (RFC)		X
Maintain appropriate and adequate power and Internet connectivity		X
For locations outside of Aldridge Service Areas, deliver covered devices to Aldridge when necessary to complete task or responsibilities as defined above		X
Provide and maintain reasonable security and environmental precautions to assure system availability and data protection and recovery		X
Secure and maintain hardware maintenance agreement for onsite backup equipment		X

Special Provisions

- The Aldridge Managed Backup and Continuity Service Provisions apply to this service.
- This service was formerly known as Premium Cloud Backup and Continuity.



Backup and Restore for On-Premise Servers

Included Hardware, Software, or Cloud Services

Component	Description
Backup Software	Centrally managed file and image backup software on backup equipment
Cloud Storage	2TB of off-site, cloud-based storage for data replications per backed up server (pooling ok)
Local Storage Device	Single or multiple hard drive system that attaches directly to the server

Included Backup Frequency, Consolidation, and Retention

Parameter	Description
Local Frequency	Backup runs at least every twenty-four (24) hours (daily backups)
Cloud Frequency	Local backups protected to cloud storage at least once (1) daily
Local Retention	Backup data is retained for at least seven (7) days, subject to consolidation (below)
Cloud Retention	Backup data is retained for at least fourteen (14) days, subject to consolidation (below)
Daily Retention	Daily backups are consolidated into Weekly backups after at least one (1) week

Responsibilities

Responsibilities	Aldridge	Client
Configure and maintain local storage device hardware and settings and integrate into your network	X	
Install and maintain secure remote access to backup software	X	
Maintain centralized backup systems and settings	X	
Configure off-site storage	X	
Maintain capacity for off-site storage needs	X	
Configure integration and maintain all backup jobs for all managed backup hosts	X	
Perform file and image backup of your data on covered hosts to local storage device	X	
Perform file and image backup of your data on covered hosts to Cloud	X	
Monitor backup jobs for completion	X	
Investigate all failed backups and remediate accordingly	X	
Perform local file and folder restores as requested	X	
Perform file and folder restore from off-site storage as needed	X	
Perform full image restore of system to local hardware if required	X	
Perform restore testing of files and/or folders as requested	X	
Resolve reported or detected local storage device hardware failure	X	



Install replacement parts obtained for failed local storage devices	X	
Maintain local storage device in configuration listing	X	
Provide unlimited, on-site support in Aldridge Service Areas when necessary to complete tasks or responsibilities as defined above	X	
Request file and folder restores for deleted or missing files		X
Request file and/or folder test restores on at least a quarterly basis		X
Provide and maintain backup frequency and retention scope where different from the Included Frequency and Retention		X
Review and approve Requests for Change (RFC)		X
Maintain appropriate and adequate power and Internet connectivity		X
For locations outside of Aldridge Service Areas, deliver covered devices to Aldridge when necessary to complete task or responsibilities as defined above		X
Provide and maintain reasonable security and environmental precautions to assure system availability and data protection and recovery		X
Secure and maintain hardware maintenance agreement for onsite backup equipment		X

Special Provisions

- The Aldridge Managed Backup and Continuity Service Provisions apply to this service.
- Virtual network configuration and cloud resources necessary to recover and operate protected servers due to a local device failure or site loss are not included in Cloud Backup and Restore for On-Premise Servers service fees.
- This service was formerly known as Basic Cloud Backup and Restore.
- This service was formerly known as Basic Backup and Restore.



Managed Network Attached Storage (NAS) with Cloud Backup and Restore

Included Hardware, Software, or Cloud Services

Component	Description
On-Premise NAS Appliance	An Aldridge-specified network storage appliance, generally located with your server and network equipment on your premises, which includes integration in the Aldridge-managed cloud backup and restore protection service.
Cloud Storage	Unlimited-capacity cloud-based storage, with at least one year's retention

Included Backup Frequency, Consolidation, and Retention

Parameter	Description
Local Frequency	This solution does not perform local backups; see Local Retention (below)
Cloud Frequency	Local changes protected to cloud storage at least once (1) daily
Local Retention	Per-file version history and local on-device seven (7) day deleted files recovery
Cloud Retention	Backup data is retained for at least one (1) year, subject to consolidation (below)
Daily Retention	Daily backups are consolidated into Weekly backups after at least two (2) weeks
Weekly Retention	Weekly backups are consolidated into Monthly backups after at least four (4) weeks

Responsibilities

Responsibilities	Aldridge	Client
Configure subscribed backup and disaster recovery equipment and services in your network	X	
Maintain all network attached storage (NAS) equipment and cloud backup settings	X	
Install and maintain secure remote access to all NAS appliances	X	
Maintain centralized backup systems and settings	X	
Configure off-site cloud storage service component	X	
Maintain capacity for off-site storage needs	X	
Monitor backup jobs for completion	X	
Investigate all failed backups and remediate accordingly	X	
Perform file and folder restores from Cloud storage to the NAS appliance as needed	X	
Perform full file set restores from Cloud storage as needed	X	
Perform restore testing of files and/or folders as requested	X	
Resolve reported or detected NAS hardware failure	X	
Install replacement parts obtained for failed disks or disk subsystems on the NAS	X	
Maintain NAS equipment list in configuration listing	X	



Provide unlimited, on-site support in Aldridge Service Areas when necessary to complete tasks or responsibilities as defined above	X	
Procure from Aldridge an appropriately-sized NAS appliance and replace/resize when needed		X
Request file and folder restores for deleted or missing files		X
Request file and/or folder test restores on at least a quarterly basis		X
Review and approve Requests for Change (RFC)		X
Maintain appropriate and adequate power and Internet connectivity		X
For locations outside of Aldridge Service Areas, deliver covered devices to Aldridge when necessary to complete tasks or responsibilities as defined above		X
Provide and maintain reasonable security and environmental precautions to assure system availability and data protection and recovery		X
Secure and maintain hardware maintenance agreement for onsite backup equipment		X

Special Provisions

- The Aldridge Managed Backup and Continuity Service Provisions apply to this service.
- Full content restorations, or replacement of failed devices and recovery of file data, may require up to 30 days.
- This is not a Business Continuity service nor a traditional point-in-time backup service. It is not intended nor appropriate for first-tier, business-critical storage requirements.
- This solution is intended to protect second-tier, archival, or reference storage that does not require prompt bulk file restoration or disaster recovery, for files and file sets which the business could continue to operate without for up to 30 days.



Backup Protection for Aldridge Cloud Servers

Included Hardware, Software, or Cloud Services

Component	Description
Backup Software	Centrally managed file and image backup software on backup equipment
Cloud Storage	2TB off-site, cloud-based storage for data replication per protected server (can be pooled)
Cloud Resources	Off-site, cloud-based computing resources (RAM and vCPU) for virtualized environment

Included Backup Frequency, Consolidation, and Retention

Parameter	Description
Local Frequency	Not applicable for cloud-based servers
Cloud Frequency	Backup runs at least once (1) daily (daily backups)
Local Retention	Not applicable for cloud-based servers
Cloud Retention	Backup data is retained for fourteen (14) days, subject to consolidation (below)
Intra-Daily Retention	Intra-daily backups are consolidated into Daily backups after three (3) days
Daily Retention	Daily backups are consolidated into Weekly backups after one (1) week

Responsibilities

Responsibilities	Aldridge	Client
Configure and troubleshoot connection between your network and Cloud network	X	
Maintain centralized backup systems and settings	X	
Configure off-site storage	X	
Maintain capacity for off-site storage needs	X	
Configure integration and maintain all backup jobs for all managed backup virtual machines	X	
Perform image backups of your protected virtual machines to Aldridge Cloud	X	
Monitor backup jobs for completion	X	
Investigate all failed backups and remediate accordingly	X	
Perform file and folder restores from Cloud as needed	X	
Perform full image restore of virtual machine Cloud as needed	X	
Spin-up restored virtual instance of server from last full image backup	X	
Spin-up virtual instance of server in the cloud from last full image backup in the event of a local hardware failure	X	
Perform restore testing of files and/or folders as requested	X	



Provide unlimited, on-site support in Aldridge Service Areas when necessary to complete tasks or responsibilities as defined above	X	
Request file and folder restores for deleted or missing files		X
Request file and/or folder test restores on at least a quarterly basis		X
Provide and maintain backup frequency and retention scope where different from the Included Frequency and Retention		X
Review and approve Requests for Change (RFC)		X
Maintain appropriate and adequate Internet connectivity to your network		X
For locations outside of Aldridge Service Areas, deliver covered devices to Aldridge when necessary to complete task or responsibilities as defined above		X
Provide and maintain reasonable security and environmental precautions to assure system availability and data protection and recovery		X

Special Provisions

- The Aldridge Managed Backup and Continuity Service Provisions apply to this service.
- This service is only available for the protection of virtual server instances operating within Aldridge Cloud Hosting, or for virtual server instances operating on your premises in a supported virtualization hypervisor host managed by Aldridge.
- This service cannot be used to protect the operating system or contents of a physical server instance.
- This service cannot be used to protect virtual server instances hosted within third-party virtualization environments such as Microsoft Azure, AWS, and Rackspace.
- This service was formerly known as Cloud Server Replication.



Managed Backup for Microsoft Azure Virtual Machines

Included Hardware, Software, or Cloud Services

Component	Description
Backup Software	The Microsoft Azure Backup Service must be provisioned in order to protect each Microsoft Azure virtual machine. A Microsoft Azure Backup service fee will apply to each protected virtual machine, subject to Microsoft's Azure service terms and conditions.
Cloud Storage	The Microsoft Azure Backup Service utilizes Microsoft Azure Storage for its backup vaulting. A Microsoft Azure storage fee will apply to utilized space, subject to Microsoft's Azure service terms and conditions.
Cloud Resources	Restoring and operating Microsoft Azure Backup-protected virtual machines to additional Azure virtual machine instances will incur Microsoft Azure service charges for utilization, subject to Microsoft's Azure service terms and conditions.

Included Backup Frequency, Consolidation, and Retention

Parameter	Description
Frequency	Backup runs every twelve (12) hours.
Local Retention	No local retention
Cloud Retention	Backup data is retained for thirty (30) days.

Responsibilities

Responsibilities	Aldridge	Client
Configure the backup service for each Microsoft Azure-based virtual machine to be protected	X	
Maintain backup service settings	X	
Monitor backup jobs for completion	X	
Investigate all failed backups and remediate accordingly	X	
Perform restore from backup instances to Microsoft Azure virtual storage volume images as requested	X	
Restore protected Microsoft Azure virtual machines to prior states from available backup instances as requested, including network configuration	X	
Perform local file and folder restores as requested to Microsoft Azure virtual machines	X	
Perform restore testing of files or folders as requested	X	
Review and assist with reconciliation of associated Microsoft Azure service fees	X	
Remit payment for Microsoft Azure service fees incurred		X
Request file and folder restores for deleted or missing files		X
Request file or folder test restores on at least a quarterly basis		X
Request full Microsoft Azure virtual machine restores to prior state when necessary		X



Review and approve Requests for Change (RFC)		X
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Special Provisions

- By requesting or accepting Microsoft Azure Backup features and services, or Microsoft Online Services, you agree to review and be bound by all applicable service terms and conditions, as may be published and periodically updated by Microsoft.
- The Aldridge Managed Backup and Continuity Service Provisions apply to this service.
- This service can only be used to protect virtual machines hosted in the Microsoft Azure environment.
- This service is additionally subject to the Microsoft-published Azure services price schedule, Microsoft-published Azure services Terms and Conditions, and Microsoft-published Azure Backup Service Level Agreement (SLA).
- Microsoft Azure Backup services managed by or obtained through Aldridge as solutions partner will be billed separately, in arrears, for your actual Microsoft services usage, as reported and per Microsoft's in-effect service pricing. Aldridge will bill you for all licenses used, even if you purchased them from another Microsoft solution partner.
- It is important for you to maintain only one Microsoft solutions partner association for your Microsoft Azure Backup service subscriptions. If you maintain multiple Microsoft solution partners, you are likely to receive duplicate billing for your Microsoft services from Aldridge and from your other partner. Aldridge can assist you in removing your prior Microsoft solutions partner arrangements and consolidate your Microsoft Azure Backup service subscriptions and billing for accuracy.



Managed Backup for Microsoft Office 365 Exchange Online

Included Hardware, Software, or Cloud Services

Component	Description
Backup Software	Managed, cloud-hosted service; no software installation is required
Cloud Storage	Unlimited backup storage is included in the service price

Included Backup Frequency, Consolidation, and Retention

Parameter	Description
Frequency	Backup runs every six (6) hours.
Local Retention	No local retention; this is a cloud-hosted service protecting a cloud-hosted service
Cloud Retention	Perpetual, for email content (Exchange Online)

Responsibilities

Responsibilities	Aldridge	Client
Configure the backup service to discover and protect your Exchange Online mailbox content	X	
Configure the backup service to discover and protect your Exchange Online public folders	X	
Maintain backup service settings	X	
Monitor backup jobs for completion	X	
Investigate all failed backups and remediate accordingly	X	
Perform restore of protected mailbox and public folder content as requested	X	
Perform restore testing of mailbox content as requested	X	
Request mailbox or public folder restoration for deleted or missing content		X

Special Provisions

- The Aldridge Managed Backup and Continuity Service Provisions apply to this service.
- This service can only be used to protect Microsoft Exchange Online content.
- This service will protect all licensed users in your Office 365 environment that are licensed for Exchange Online; individual users cannot be excluded.
- This service was previously only offered as a bundled service, Managed Backup for Microsoft Office 365 Exchange Online and SharePoint Online.



Managed Backup for Microsoft Office 365 SharePoint Online

Included Hardware, Software, or Cloud Services

Component	Description
Backup Software	Managed, cloud-hosted service; no software installation is required
Cloud Storage	Unlimited backup storage is included in the service price

Included Backup Frequency, Consolidation, and Retention

Parameter	Description
Frequency	Backup runs every six (6) hours.
Local Retention	No local retention; this is a cloud-hosted service protecting a cloud-hosted service
Cloud Retention	Perpetual, for file content (SharePoint Online and OneDrive)

Responsibilities

Responsibilities	Aldridge	Client
Configure the backup service to protect your SharePoint Online file content in specified areas	X	
Maintain backup service settings	X	
Monitor backup jobs for completion	X	
Investigate all failed backups and remediate accordingly	X	
Perform restore of protected SharePoint file content as requested	X	
Perform restore testing of SharePoint file content as requested	X	
Notify Aldridge of new SharePoint Online site collections to be protected		X
Notify Aldridge of SharePoint Online site collections which should no longer be protected		X
Request SharePoint Online file restoration for deleted or missing content		X

Special Provisions

- The Aldridge Managed Backup and Continuity Service Provisions apply to this service.
- This service can only be used to protect Microsoft SharePoint Online content.
- This service will protect all licensed users in your Office 365 environment that are licensed for SharePoint Online; individual users cannot be excluded.
- This service was previously only offered as a bundled service, Managed Backup for Microsoft Office 365 Exchange Online and SharePoint Online.



Product, Cloud, and Hybrid Services

Collaboration and Productivity Services

Microsoft Office 365 Services

Included Features

Feature	Description
All Microsoft Office 365 features and services	See http://office365.microsoft.com for available features and services.

Responsibilities

Responsibilities	Aldridge	Client
Assist you with reviews of Microsoft Office 365 service utilization and service fees	X	
Manage provisioning of Microsoft Office 365 licensing, as you direct	X	
Designate Aldridge as a Delegated Administrator of your Microsoft Office 365 services		X
Maintain compliance with Microsoft Office 365 service terms and conditions		X
Review and approve Requests for Change (RFC)		X
Maintain appropriate and adequate Internet connectivity necessary to access Office 365 services		X

Out of Scope

- User assistance with this service (available separately, as part of Managed Services).

Special Provisions

- By requesting or accepting Microsoft Office 365 features and services, or Microsoft Online Services, you agree to review and be bound by all applicable service terms and conditions, as may be published and periodically updated by Microsoft.
- Obtaining Microsoft Office 365 features and services through Aldridge facilitates Aldridge's management, support, and implementation projects of your Microsoft Office 365 services; see the Microsoft Office 365 Services Management service for additional details.
- Microsoft Office 365 services managed by or obtained through Aldridge as solutions partner will be billed separately, in arrears, for your actual Microsoft services usage, as reported and per Microsoft's in-effect service pricing. Aldridge will bill you for all licenses used, even if you purchased them from another Microsoft solution partner.



- Reductions of services in any monthly billing period will be reflected on the following billing period for the new service level and new quantity. Reductions within a billing period will not be pro-rated.
- It is important for you to maintain only one Microsoft solutions partner association for your Microsoft Office 365 service subscriptions. If you maintain multiple Microsoft solution partners, you are likely to receive duplicate billing for your Microsoft services from Aldridge and from your other partner. Aldridge can assist you in removing your prior Microsoft solutions partner arrangements and consolidate your Microsoft Office 365 service subscriptions and billing for accuracy.

Email Protection Services (EPS)

Included Features

Feature	Description
Spam Scanning	Auto-updated hybrid (automation and human analyzers) technology for spam filtering
Virus Protection	Proactive, intelligent threat analysis to eliminate incoming virus threats in real time
Attachment Blocking	Administrator-approved blocking of unwanted file content
Policy-based	Customizable policy to meet your compliance requirements
User Quarantine	Allows user to monitor spam quarantines, customize severity levels, and build safe and blocked lists

Out of Scope

- User assistance with this service (available separately, as part of Managed Services).

Email Archiving Services

Included Features

Feature	Description
Support for Multiple Platforms	Office 365, Microsoft Exchange 2007-2013, GroupWise
End-User Mailbox Management	Gives ability to search, forward, print, restore, access, and view messages in their original context without administrator support; via an Outlook plugin or Outlook based web access
Policy-Based Archiving	Customize settings to create multiple retention periods on a per user or keyword basis
eDiscovery Regulatory Search	Permits authorized users to perform eDiscovery searches, put in place litigation holds, print, forward, save, and export emails for single / multiple users
Litigation Hold	Protect any emails, or mailbox(es) that may potentially be involved in future litigation
Audit Trail	Creates a searchable audit trail of all administrators and users that have permission to search the archive, enabling you to have a record of all activity



Mobile SMS / MMS Archiving	Archives SMS / MMS messages, phone logs, PINs, and BBMs for Android and Blackberry only
Single Sign-On	Access archives through Outlook, web access, or GroupWise with a single account

Email Secure Messaging and Encryption Services

Included Features

Feature	Description
Support for Multiple Platforms	Office 365, Google Apps, Microsoft Exchange 2007 -2013
Pre- built Compliance Policy Standards	Pre-built policies for industry standards: PCI, SOX, HIPAA, FI/PI (Financial and Personal Information) for auto encryption
Custom Policy Support	Ability to design custom policies, triggers, and or keyword for auto encryption
BYOD/Mobile Device Support	Web portal and keyword support for mobile devices
Web based access	Single portal for all users and receiving parties
Outlook Plugin	Support for Microsoft Outlook 2007, 2010, 2013 / 32bit and 64bit versions
Reporting Services	Custom and standard reporting on encryptions services (emails sent, users, encryption methods used, top senders / receivers)

Hosted VoIP

Included Features and Equipment

Feature	Description
Handset	Standard VoIP Handset or Softphone
Long Distance	Unlimited Domestic Long Distance calling in the US (excluding Alaska and Hawaii) and Canada
Voice Mail	Voice Mail to E-Mail
Auto Attendant	Allows you to greet callers and provide them with choices to reach their destination
Caller ID	With carrier support, all outbound calls will identify with your company name
Conferencing	With DIDs, each user may maintain an individual dial-in conference bridge
User Administration	Web-Based User Interface / Administration
Find Me/Follow Me	Allows users to define how incoming calls are routed or forwarded
Do Not Disturb	Set option to send call directly to voice mail
ACD / Hunt Groups	Automatic Call Distribution; configure groups of phones to ring together or in sequence
Call Park	Place calls into a "park" location to permit the call to be resumed from another handset
Music on Hold	Music On Hold options, manageable from the web interface



911	One Business Telephone Number (BTN) with E911 service included per physical site for emergency operator assistance
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Optional Features and Equipment

Feature	Description
Conference Phones	VoIP Conference Phone instrument
Receptionist Phone	Receptionist expanded desk phone with additional call routing options
Toll Free Service	Toll reversal, permitting you to pay the call charges for your inbound callers
International Long Distance	International calls billed per minute at current rates
Analog Adapter	Conversion device permitting use of some analog phone equipment with VoIP service

Responsibilities

Responsibilities	Aldridge	Client
Provision equipment and service for each identified VoIP user	X	
Perform moves and changes of users and extensions	X	
Provide access to the VoIP Administration Console	X	
Troubleshoot and resolve any issues with access to included features	X	
Provide notification of service-impacting maintenance	X	
Provide Dedicated Internet Access with at least 64 kbps available per user		X
Provide and maintain physical address for each user's extension for 911 service		X
Provide LOA for authorizing the move of existing telephone numbers		X
Provide and maintain a list of VoIP users and desired extension numbers		X
Return to Aldridge at termination all telephony devices deployed to you		X

Special Provisions

- Special terms and conditions for this service are provided in the Hosted VoIP Special Terms and Conditions agreement, available at http://aldridge.com/hosted_voip, which is incorporated by this reference and made a part of this Agreement.



Cloud Hosting Services

Aldridge's Cloud Hosting Services provide the building blocks for a complete, hosted environment. These services can be deployed independently, packaged together, or provided in connection with any of the Managed Services mentioned above to build a best-fit solution for you without requiring a major capital investment. For each of the Cloud Hosting Services, Aldridge's Core Functions serve as a baseline of responsibility and action between Aldridge and Client.

For Cloud Hosting Services that include Hosted Microsoft Licensing, you agree to the Microsoft End User License Agreement posted on line at <http://aldridge.com/EULA>.

Cloud Hosting Services are subject to the Aldridge Acceptable Use Policy, available at <http://aldridge.com/AUP>.

Aldridge Cloud Server Hosting (IaaS)

Included Features

Feature	Description
Firewall	Firewall Services
Virtual Server	Virtual Servers (with specifications defined on Service Order)
Server OS	Server Operating System
Remote Access	Application for remote access
Dedicated Virtual Network	Virtual connection between multiple servers within the network
Backup Software	Centrally managed file and image backup software on backup equipment

Included Backup Frequency and Retention

Feature	Description
Frequency	Backup runs every four (4) hours
Cloud Retention	Backup data is retained for fourteen (14) days

Responsibilities

Responsibilities	Aldridge	Client
Provision Firewall and cloud servers	X	
Install application for and provision remote access	X	
Add all user accounts and associated access permissions	X	
Configure and maintain connection between your network and Cloud network	X	
Configure integration and maintain all backup jobs for all managed backup virtual machines	X	



Perform file and image backup of your data to redundant environment	X	
Monitor backup jobs for completion	X	
Investigate all failed backups and remediate accordingly	X	
Perform file and folder restores from Cloud as needed	X	
Perform full image restore of virtual machine Cloud as needed	X	
Spin-up restored virtual instance of server from last full image backup	X	
Perform restore testing of files and/or folders as requested	X	
Provide a list of all cloud users and necessary permissions		X
Request file and folder restores for deleted or missing files		X
Request file and/or folder test restores on at least a quarterly basis		X
Provide and maintain backup frequency and retention scope where different from the Included Frequency and Retention		X
Review and approve Requests for Change (RFC)		X
Maintain appropriate and adequate Internet connectivity to your network		X

Aldridge Web Site Hosting (PaaS)

Included Features

Feature	Description
Website Storage	2 GB Web Storage Space
Domains	Unlimited Domains/Sites
Email	POP 3/SMTP/Web Mail Access
Choice of OS	Windows Server or Linux Operating System (OS)
Database	MSSQL or MySQL Database Access
Control Panel	Self Service Control Panel Access

Responsibilities

Responsibilities	Aldridge	Client
Provision control panel account	X	
Troubleshoot and resolve any issues with access to included features	X	
Add and Remove Domains, email accounts and databases via control panel		X
Register and renew domain name via control panel		X
Maintain appropriate security of all components		X



Provide domain name registrar access to facilitate domain transfer		X
Add or migrate provided website content		X
Design, produce, and maintain website content		X
Respond to Aldridge requests for information and service configuration preferences		X
Maintain backup or contract to backup website files		X

Aldridge Data Center Equipment Colocation

Included Features

Feature	Description
Data Center Space	Rack, cabinet, or cage for your equipment
Power	Uninterrupted power
Cooling	Air Conditioning

Responsibilities	Aldridge	Client
Restrict access according to the authorized personnel list	X	
Provide ping-only monitor to Internet firewall and notify Primary Contact	X	
Provide and maintain an up-to-date list of all authorized personnel who have access to your equipment in Aldridge data center space by updating that information in the Client Portal		X
Maintain all necessary insurance coverage for co-located equipment		X
Pay all legally obligated property tax according to state and local laws		X



Microsoft Azure Cloud Services

Included Features

Feature	Description
All Microsoft Azure services	See http://azure.microsoft.com for current services and availability

Responsibilities

Responsibilities	Aldridge	Client
Assist with reviews of Azure service utilization and service fees	X	
Monitor your service utilization versus prepaid service credits and notify when refill is required	X	
Designate Aldridge as an Administrator of your Microsoft Azure subscriptions		X
Manage provisioning and utilization of Azure services and Azure service fees incurred		X
Timely review, approve, and process Azure service credit replenishment to maintain services		X
Maintain compliance with Microsoft Azure service terms and conditions		X
Review and approve Requests for Change (RFC)		X
Maintain appropriate and adequate Internet connectivity necessary to access Azure services		X

Out of Scope

- User assistance with this service (available separately, as part of Managed Services).

Special Provisions

- By requesting or accepting Microsoft Azure features and services, or Microsoft Online Services, you agree to review and be bound by all applicable service terms and conditions, as may be published and periodically updated by Microsoft.
- Obtaining Microsoft Azure Cloud Services through Aldridge facilitates Aldridge's management, support, and implementation projects of your Azure Services; see the Microsoft Azure Cloud Services Management service for additional details.
- Microsoft Azure services managed by or obtained through Aldridge as solutions partner will be billed separately, in arrears, for your actual Microsoft services usage, as reported and per Microsoft's in-effect service pricing. Aldridge will bill you for all licenses used, even if you purchased them from another Microsoft solution partner.
- It is important for you to maintain only one Microsoft solutions partner association for your Microsoft Azure service subscriptions. If you maintain multiple Microsoft solution partners, you are likely to receive duplicate billing for your Microsoft services from Aldridge and from your other partner. Aldridge can assist you in removing your prior Microsoft solutions partner arrangements and consolidate your Microsoft Azure service subscriptions and billing for accuracy.



Connectivity Services

Aldridge's Connectivity Services may be used to connect your locations to the Internet, hosted environments, and other necessary locations. These services can be deployed independently or provided in connection with a group of Managed and Hosting Services listed above to build a best-fit solution for you. Aldridge's Core Functions serve as a baseline of responsibility and action between Aldridge and you.

Connectivity Services are subject to the Aldridge Acceptable Use Policy, available at <http://aldridge.com/AUP>.

Managed Metro Ethernet Service

Included Features

Feature	Description
Connectivity	T1, DS3, or Fiber connection to your premises
Ethernet	Ethernet hand-off at your location

Optional Features

Feature	Description
MPLS	Multi-Packet Label Switching (MPLS) available for multi-site connections

Responsibilities

Responsibilities	Aldridge	Client
Maintain all network infrastructure up to the Client Premise Equipment (CPE)	X	
Deliver services to the Minimum Point of Entry (MPOE)	X	
Troubleshoot and resolve any issues with access to included features	X	
Provide cross-connection to desired location to MPOE		X
Provide adequate space, cooling, and power for necessary carrier equipment		X

Special Provisions

- This service is available for delivery to most locations within the United States.
- This service is available for delivery to all Aldridge hosting facilities.



Dedicated Internet Access

Included Features

Feature	Description
Bandwidth	Guaranteed bandwidth
IP Addresses	5 Useable IP Addresses
Network	Self-healing network (minimizes outages)

Optional Features

Feature	Description
IP Addresses	Additional IP addresses with justification

Responsibilities

Responsibilities	Aldridge	Client
Provision Internet access services	X	
Install application for and provision remote access	X	
Provide an Internet accessible device		X

Special Provisions

- This service is available for delivery to most locations within the United States.
- This service is available for delivery to all Aldridge hosting facilities.

Cross-Connection Service within Aldridge Hosting Facilities

Included Features

Feature	Description
Connection	Copper or Fiber connection and hand-off between cabinets or equipment, all of which must be located within any single Aldridge hosting facility

Responsibilities

Responsibilities	Aldridge	Client
Maintain all network infrastructure between connection points	X	



Toolset Services for IT Administration

Hosted IT Service Ticketing Toolset

Included Features

Feature	Description
Aldridge Ticket Access	View Aldridge IT ticketing activity specific to delivery of Managed Services to you
Aldridge Configuration Access	View top-level Aldridge reference documentation specific to your IT environment
Client IT Team Ticketing	Aldridge can provision up to three (3) ticket service boards specific to Client and outside of Aldridge's Managed Services flow, for exclusive use for your IT team to track and manage issues specific to your organization's own scope of services
Client IT Ticket Categorization	On each Client-specific ticket service board, you can specify a taxonomy of up to three (3) levels and fifty (50) items (total) to use to categorize and report upon service tickets

Responsibilities

Responsibilities	Aldridge	Client
Administer and manage the functional operation of the IT Ticketing toolset	X	
Monitor the health of the service, remediate as necessary	X	
Assist your IT staff members with accessing the IT Ticketing toolset	X	
Notify you of service interruptions of more than five (5) contiguous minutes during Full Service Hours	X	
Notify you of service interruptions of more than two (2) contiguous hours outside of Full Service Hours	X	
Provision and maintain access for your designated IT staff members	X	
Provide IT Ticketing toolset training material to you	X	
Maintain and provide best practices and acceptable use guidelines for you	X	
Create, update, or remove Client IT team ticketing service boards (up to five actions per 90 days)	X	
Update Client IT team ticketing service board category taxonomy (up to five updates per 90 days)	X	
Promptly notify Aldridge of intended changes in designated IT staff members		X
Adhere to all acceptable use guidelines		X
Avoid actions which negatively impact the ability of Aldridge and other Clients to use the toolset		X

Special Provisions

- This service is only available in conjunction with a current Managed Services engagement.



Hosted IT Computer Management Toolset

Included Features

Feature	Description
Central Systems Console	Access and navigate the content of the Aldridge management console for your deployed Aldridge (TAC) management agents
Real-time Agent Status	View real-time status and data collected from Aldridge management agents deployed within your network environment on managed computers and devices
Inventory Reporting	Access queries, data views, and export reports of system inventory details across your environment
Remote Machine Access	Permit your IT staff to administratively and remotely control computers throughout your organization for support, management, and maintenance purposes. Your machines must have a current Internet connection, but they do not need to be on your local network(s)

Responsibilities

Responsibilities	Aldridge	Client
Administer and manage the functional operation of the IT Computer Management toolset	X	
Monitor the health of the service, remediate as necessary	X	
Assist your IT staff members with accessing the IT Computer Management toolset	X	
Notify you of service interruptions beyond five (5) contiguous minutes during Full Service Hours	X	
Notify you of service interruptions beyond two (2) contiguous hours outside of Full Service Hours	X	
Provision and maintain access for your designated IT staff members	X	
Provide IT Computer Management toolset training material to you	X	
Maintain and provide best practices and acceptable use guidelines to you	X	
Promptly notify Aldridge of intended changes in designated IT staff members		X
Adhere to all acceptable use guidelines		X
Avoid actions which negatively impact the ability of Aldridge and other Clients to use the toolset		X

Special Provisions

- This service is only available in conjunction with a current Managed Services engagement.



Hosted IT Credentials Toolset

Included Features

Feature	Description
Client IT Credentials Access	Access Aldridge records of IT-shared credentials specific to your IT environment
Per-User Access Control	IT staff you designate can be granted or denied access to the set of credentials

Responsibilities

Responsibilities	Aldridge	Client
Administer and manage the functional operation of the IT Credentials toolset	X	
Monitor the health of the service, remediate as necessary	X	
Assist your IT staff members with accessing the IT Credentials toolset	X	
Notify you of service interruptions beyond five (5) contiguous minutes during Full Service Hours	X	
Notify you of service interruptions beyond two (2) contiguous hours outside of Full Service Hours	X	
Provision and maintain access for your designated IT staff members	X	
Provide Hosted IT Credentials toolset training material to you	X	
Maintain and provide best practices and acceptable use guidelines to you	X	
Promptly notify Aldridge of intended changes in designated IT staff members		X
Adhere to all acceptable use guidelines		X
Avoid actions which negatively impact the ability of Aldridge and other Clients to use the toolset		X

Special Provisions

- This service is only available in conjunction with a current Managed Services engagement.



Hosted IT Network SNMP Toolset

Included Features

Feature	Description
Aldridge SNMP Logs Access	View, query, and report upon Aldridge captured SNMP (Simple Network Management Protocol) data specific to the active probes and SNMP traps Aldridge has configured in your IT environment
SNMP Report Subscriptions	Configure automated delivery of SNMP summary reports to a valid Client e-mail address

Responsibilities

Responsibilities	Aldridge	Client
Administer and manage the functional operation of the IT Network SNMP toolset	X	
Monitor the health of the service, remediate as necessary	X	
Assist your IT staff members with accessing the IT Network SNMP toolset	X	
Notify you of service interruptions beyond five (5) contiguous minutes during Full Service Hours	X	
Notify you of service interruptions beyond two (2) contiguous hours outside of Full Service Hours	X	
Provision and maintain access for your designated IT staff members	X	
Provide SNMP toolset training material to you	X	
Maintain and provide best practices and acceptable use guidelines	X	
Promptly notify Aldridge of intended changes in designated IT staff members		X
Adhere to all acceptable use guidelines		X
Avoid actions which negatively impact the ability of Aldridge and other Clients to use the toolset		X

Special Provisions

- This service is only available in conjunction with a current Managed Services engagement.



Other Services

Project Services

Aldridge's Project Services provide for scoped initiatives to improve or otherwise alter your environment. Aldridge Project Services are typically utilized when a proposed change or improvement involves an element of risk (beyond normal, routine IT use and administration) to your business operations, the stability of your IT environment, or in Aldridge's readiness to provide support and maintenance for your environment.

Aldridge Project Services are obtained individually and separately from other Aldridge services. Aldridge Project Services are not governed by Aldridge's Core Functions.

Responsibilities	Aldridge	Client
Construct a Scope of Work specification, for your approval before the project work begins	X	
Provide timelines for project start, milestone completion, and project completion	X	
Notify you as timelines are reached	X	
Provide end user license notifications when applicable	X	
Prepare and send a Change Order when your expectations or requests are out of scope	X	
Schedule meeting with you to discuss differences	X	
Provide Client-specific network configuration requirements and/or design		X
Maintain appropriate and adequate power and Internet connectivity to any affected device		X
Procure any licensing required for affected equipment		X
Review and approve Requests for Change (RFC)		X
Approve a Change order when out of scope service is needed		X
Schedule meeting with Aldridge to discuss differences, problems, dissatisfaction		X

Special Provisions

- Projects that must begin implementation in less than 30 days from the date the project proposal is accepted may incur a 25% surcharge over regular service rates and fees.



Staffing Services

Aldridge's Staffing Services provide additional assistance to complement your staff or a package of Aldridge services. These dedicated services can be deployed independently or be provided in connection with any of the services mentioned in this Services Guide to build a best-fit solution for you without requiring a long-term employment commitment. Aldridge staffing services are a la carte and are not governed by Aldridge's Core Functions.

Managed, Regular On-Premise Technical Visits

Responsibilities	Aldridge	Client
Provide rotation of qualified technical workers for on-site visits	X	
Provide all pay (payroll or contract payments) and benefits (when required)	X	
Provide day-to-day management of technical workers	X	
Provide list of items expected for completion in advance of the visit		X
Provide on-site parking, workspace, telephone services and Internet access		X
Provide regular recurring schedule for on-site visits		X

Out of Scope

- Work performed beyond the amount of committed service hours.

Staff Augmentation

Responsibilities	Aldridge	Client
Provide initial recruiting and sourcing of qualified Client-site worker	X	
Provide all pay (payroll or contract payments) and benefits (when required)	X	
Negotiate Paid Time Off (PTO) terms with Client-site worker	X	
Provide skill-specific and general training programs required for job success	X	
Provide specific skill requirements and job duties of Client-site worker		X
Provide day-to-day management of Client-site worker		X
Provide on-site parking, workspace, workstation, communication device, telephone services, and Internet access for Client-site worker		X
Approve Client-site worker PTO requests with the same diligence as your employees		X
Permit Client-site worker to attend required training and staff meetings		X

Out of Scope

- Work performed beyond the amount of committed service hours.



- Work requiring skills not requested by Client during the recruiting process.

Staff Placement

Responsibilities	Aldridge	Client
Provide initial recruiting and sourcing of qualified candidate	X	
Assist in arranging interviews and serve as a liaison between you and candidate	X	
Represent you in negotiation of a compensation and benefits package	X	
Select candidate without regard to race, religion, national origin, gender, age, physical handicap, or medical conditions		X
Provide competitive compensation and benefits package		X

Special Provisions

- Existing Aldridge employees or subcontractors are not available for Staff Placement.



Deprecated Services

What is Service Deprecation?

Technology continues to evolve as do the services Aldridge offers. Aldridge periodically reviews its service offerings for value, relevance, and delivery. If Aldridge elects to discontinue a service offering, Aldridge first designates that service as deprecated.

- Deprecated Services will be removed from the Services Guide after they are no longer referenced by any current Client agreement.
- Deprecated Services are not available to include in new agreements.
- Deprecated Services present in your current agreements will continue to be honored for the duration of those agreements.

Services Newly Deprecated

Standard Cloud Backup and Recovery (Deprecated)

Included Hardware, Software, or Cloud Services

Component	Description
Backup Software	Centrally managed file and image backup software on backup equipment
Cloud Storage	2TB of cloud storage included for off-site backup replication, per protected server (off-site storage allocation may be aggregated, if Client is protecting multiple servers)

Included Backup Frequency, Consolidation, and Retention

Parameter	Description
Local Frequency	Backup runs at least every twenty-four (24) hours (daily backups)
Cloud Frequency	Local backups protected to cloud storage at least once (1) daily
Local Retention	Backup data is retained for at least fourteen (14) days, subject to consolidation (below)
Cloud Retention	Backup data is retained for at least thirty (30) days, subject to consolidation (below)
Daily Retention	Daily backups are consolidated into Weekly backups after at least one (1) week
Weekly Retention	Weekly backups are consolidated into Monthly backups after at least four (4) weeks

Responsibilities

Responsibilities	Aldridge	Client
Configure and maintain all your BDR hardware and settings and integrate into your network	X	



Install and maintain secure remote access to all BDRs	X	
Maintain centralized backup systems and settings	X	
Configure off-site storage	X	
Maintain capacity for off-site storage needs	X	
Configure integration and maintain all backup jobs for all managed backup hosts	X	
Perform file and image backup of your data on covered hosts to BDR	X	
Perform file and image backup of your data on covered hosts to Cloud	X	
Monitor backup jobs for completion	X	
Investigate all failed backups and remediate accordingly	X	
Perform file and folder restores from BDR or Cloud as needed	X	
Perform full image restore of system from BDR or Cloud as needed	X	
Spin-up local virtual instance of server on the BDR from last full image backup	X	
Perform restore testing of files and/or folders as requested	X	
Resolve reported or detected BDR hardware failure	X	
Install replacement parts obtained for failed disks or disk subsystems on the BDR	X	
Maintain BDR equipment list in configuration listing	X	
Provide unlimited, on-site support in Aldridge Service Areas when necessary to complete tasks or responsibilities as defined above	X	
Request file and folder restores for deleted or missing files		X
Request file and/or folder test restores on at least a quarterly basis		X
Provide and maintain backup frequency and retention scope where different from the Included Frequency and Retention		X
Review and approve Requests for Change (RFC)		X
Maintain appropriate and adequate power and Internet connectivity to BDR		X
For locations outside of Aldridge Service Areas, deliver covered devices to Aldridge when necessary to complete task or responsibilities as defined above		X
Provide and maintain reasonable security and environmental precautions to assure system availability and data protection and recovery		X
Secure and maintain hardware maintenance agreement for onsite backup equipment		X

Special Provisions

- The Aldridge Managed Backup and Continuity Service contract provisions apply to this service.
- Virtual network configuration and cloud resources necessary to recover and operate protected servers due to a local device failure or site loss are not included in Standard Cloud Backup and Continuity service fees.
- This service was formerly known as Cloud Backup and Continuity.



Services Previously Deprecated

Direct-to-Cloud Backup (Deprecated)

Included Backup Frequency, Consolidation, and Retention

Parameter	Description
Local Backup Storage	None
Cloud Backup Frequency	At least once (1) daily
Cloud Backup Storage	At least seven (7) days
Restore Capability	Files, and file sets, downloaded from cloud retention

Basic Workstation Management (Deprecated)

Included Software Applications

Application	Description
Anti-Virus	Centrally managed anti-virus software
Anti-Malware	Centrally managed anti-malware software
TAC Agent	Remote monitoring and management software on each workstation
Asset Tracking	Online portal displays all active assets and associated details

Responsibilities

Responsibilities	Aldridge	Client
Apply single OS-level patches	X	
Investigate and report file system capacity exceeding threshold	X	
Maintain control of root/administrator usernames/passwords	X	
Maintain inventory of existing Volume Microsoft licenses	X	
Maintain equipment list in configuration listing (available on Client Portal)	X	
Monitor Event Viewer in accordance with Monitoring Services Guide	X	
Perform continuous assessment of vendor recommended critical patch updates and apply according to patch schedule	X	
Apply single OS-level patches	X	
Provide Aldridge with root/administrator username and passwords for Client-provided equipment		X
Provide Client-specific specification and build documentations		X



Maintain compliance with EULA		X
Review and approve Requests for Change (RFC)		X
Maintain power and Internet connectivity to device		X

Out of Scope

- All technician and engineer time spent troubleshooting an issue or proactively maintaining workstations.
- Workstation backup and restore.
- Work performed as a result of Client's failure to approve RFCs.
- Hardware costs (out of warranty).

Remote Workstation Management (Deprecated)

Included Software Applications

Application	Description
Anti-Virus	Centrally managed anti-virus software
Anti-Malware	Centrally managed anti-malware software
TAC Agent	Remote monitoring and management software on each workstation
Asset Tracking	Online portal displays all active assets and associated details

Responsibilities

Responsibilities	Aldridge	Client
Update or upgrade version of firmware where remote upgrade is possible	X	
OS- Perform initial OS installation and configuration	X	
OS- Apply Service Packs (patch bundles)	X	
OS- Apply single OS-level patches	X	
Manage OS security privileges	X	
Support Basic Functionality of Microsoft Outlook, Word, Excel, and PowerPoint	X	
Support Basic Functionality of currently vendor-supported versions of LOB and GB Apps	X	
Perform virus remediation where remote remediation is possible	X	
Remotely manage peripherals	X	
Help users with basic workstation and OS usability	X	
Maintain control of root/administrator usernames/passwords	X	
Maintain inventory of existing Volume Microsoft licenses	X	



Maintain equipment list in configuration listing (available on Client Portal)	X	
Manage Client owned licenses, warranty and support contracts	X	
Contact manufacturer or vendor on hardware or software failures for repair or replacement	X	
Schedule vendor when performing tasks on vendor supported equipment	X	
Notify Client of response or lack of response from manufacturer or vendor	X	
Perform assessment of vendor recommended critical patch updates and apply according to patch schedule	X	
Monitor Event Viewer in accordance with Monitoring Services Guide	X	
Investigate anomalous CPU utilization	X	
Investigate and report anomalous messages in Event Viewer or log files	X	
Investigate and report file system capacity exceeding threshold	X	
Investigate anomalous memory utilization	X	
Investigate runaway process	X	
Investigate anomalous swap space utilization	X	
Follow Client Hand Off Process for next level escalation	X	
Provide Aldridge with root/administrator username and passwords for Client-provided equipment		X
Secure and maintain hardware maintenance agreements for all equipment		X
Maintain compliance with EULA		X
Establish and enforce a policy prohibiting storing of user data on user workstations		X
Review and approve Requests for Change (RFC)		X
Provide patch approval as it relates to line of business applications created by vendors not managed by Aldridge		X
Maintain power and Internet connectivity to device		X
Maintain appropriate IT Staff levels for on-site and escalation work		X
Provide Client Hand Off Process to engage on-site and/or corporate IT professional for escalation and additional assistance		X

Out of Scope

- Any and all on-site support.
- Replacement or OS Level Upgrade of more than 3% of the workstations per month (rounded to the nearest number).
- Maintaining more than 2 standard workstation images for Client for new workstation deployment or rebuilding workstations.
- Deploying a non-standard image or image customizations which require more than 3 hours of professional services.
- When rebuilding a Client workstation due to a virus, malware, OS corruption, or hardware failure, recovery of data saved to the workstation.



- Workstation backup and restore.
- Hardware costs (out of warranty).
- Work performed as a result of Client's failure to approve RFCs.

Special Provisions

- Aldridge must have tested and approved new OS versions before they are installed in Client's environment.
- Client-purchased workstations must be delivered to Aldridge for a standard image and network integration to be covered in scope. Workstations will be imaged remotely and shipped to the Client's location.

Basic Server Management (Deprecated)

Included Software Applications

Application	Description
Anti-Virus	Centrally managed anti-virus software
Anti-Malware	Centrally managed anti-malware software
TAC Agent	Remote monitoring and management software on each workstation
Asset Tracking	Online portal displays all active assets and associated details

Responsibilities

Responsibilities	Aldridge	Client
Apply single OS-level patches	X	
Perform assessment of vendor recommended OS critical patch updates and apply according to patch schedule	X	
Monitor OS in accordance with Monitoring Services Guide	X	
Monitor Event Viewer in accordance with Monitoring Services Guide	X	
Investigate and report anomalous messages in Event Viewer or log files	X	
Investigate and report file system capacity exceeding threshold	X	
Maintain control of root/administrator usernames/passwords	X	
Maintain equipment list in configuration listing (available on Client Portal)	X	
Secure Hardware Maintenance Agreements for equipment		X
Provide maintenance agreement change notification unless agreement is purchased through Aldridge		X
Provide Aldridge with root/administrator username and passwords for Client-provided equipment		X
Provide Client-specific specification and build documentations		X



Provide proper OS and data backups and restores		X
Provide connectivity to device		X
Provide monthly patch window for deployment of patches		X
Provide Client-specific startup/shutdown procedures		X
Maintain compliance with EULA		X
Keep servers powered on and connected to the Internet		X
Review and approve Requests for Change (RFC)		X

Out of Scope

- All OS version upgrades and server replacements.
- All services time spent.
- Hardware costs (out of warranty).
- All technician and engineer time spent troubleshooting an issue or proactively maintaining servers.

Remote Server Management (Deprecated)

Included Software Applications

Application	Description
Anti-Virus	Centrally managed anti-virus software
Anti-Malware	Centrally managed anti-malware software
TAC Agent	Remote monitoring and management software
Asset Tracking	Online portal displays all active assets and associated details

Responsibilities

Responsibilities	Aldridge	Client
Provide standard specification and build documentations	X	
Configure all hardware settings	X	
Install, remove, and move CPUs, Disks, I/O cards, memory, power supplies, and system boards	X	
Configure hardware RAID for OS and program files	X	
Update or Upgrade version of firmware	X	
Remotely power down and up	X	
OS- Perform initial OS installation and configuration	X	
OS- Reboot or restart of OS	X	



OS- Apply Service Packs (OS patch bundles)	X	
OS- Apply single OS-level patches	X	
OS- Apply critical OS patches to test group	X	
OS- Apply OS patches from test group to production group	X	
OS- Manage OS security privileges	X	
Apply security hardening updates in accordance with best practices	X	
Add, remove, modify data security policies and rules	X	
Install Standard Applications**	X	
Create, delete, modify, and move file systems	X	
Install DNS, DHCP, FTP, HTTP, SMTP, Sendmail, etc.	X	
Perform virus remediation	X	
Perform backups and restores*	X	
Maintain control of root/administrator usernames/passwords	X	
Maintain inventory of existing Volume Microsoft licenses	x	
Maintain equipment list in configuration listing	X	
Manage Client owned licenses, warranty and support contracts	X	
Monitor hardware in accordance with Monitoring Services Guide	X	
Report on detected hardware failure	X	
Rebuild existing server in the event of a crash	X	
Schedule vendor when performing tasks on vendor supported equipment	X	
Notify Client of response or lack of response from manufacturer or vendor	X	
Perform assessment of vendor recommended critical patch updates and apply according to patch schedule	X	
Contact manufacturer or vendor on hardware or software failures for repair or replacement	X	
Monitor Event Viewer in accordance with Monitoring Services Guide	X	
Investigate anomalous CPU utilization	X	
Investigate and report anomalous messages in Event Viewer or log files	X	
Investigate and report anomalous disk utilization	X	
Investigate anomalous memory utilization	X	
Investigate any failure to connect to server	X	
Investigate and report file system capacity exceeding threshold	X	
Investigate process failure, down process, or runaway process	X	
Investigate OS failure, kernel panic, and system crash	X	
Investigate anomalous swap space utilization	X	



Install and maintain secure remote access for TAC	X	
Follow Client Hand-off Process for next level escalation	X	
Provide Client-specific specification and build documentations		X
Provide Aldridge with licenses, warranty, and support contract information		X
Provide Aldridge with root/administrator username and passwords for Client-provided equipment		X
Secure and maintain hardware maintenance agreements for all equipment		X
Provide maintenance agreement change notification unless agreement is purchased through Aldridge		X
Maintain compliance with EULA		X
Review and approve Requests for Change (RFC)		X
Establish and enforce a policy prohibiting storing of user data on user workstations		X
Provide patch approval as it relates to line of business applications created by vendors not managed by Aldridge		X
Maintain power and Internet connectivity to device		X
Provide Lights Out Management (e.g. iLO, iDrac) on server		X
Maintain appropriate IT Staff levels for on-site and escalation work		X
Provide Client Hand-off Process to engage on-site and/or corporate IT professional for escalation and additional assistance		X

Out of Scope

- Any and all on-site support.
- All OS version upgrades and server replacements.
- Hardware costs (out of warranty).
- Work performed as a result of Client's failure to approve RFCs.
- Providing and changing media for onsite backup.
- **Installations or upgrades of applications which require more than a total of 1 hour of service across all servers in the IT environment.

Special Provisions

- * Cloud Backup and Continuity Service is required for this service

Application Replication Management (Deprecated)

Responsibilities

Responsibilities	Aldridge	Client
Provide standard replication requirements	X	



Provision replication and management software to meet Client requirements	X	
Provision replication and management agents for source and target applications and all associated licensing	X	
Provision source and target servers with application installation and configuration to support replication	X	
Provide replication for provisioned application to the provisioned target application location	X	
Modify replication software configuration if application, path, or host IP changes	X	
Investigate replication or management failure or crash	X	
Provide notice prior to any changes on source and/or target environments that might impact the replication operation	X	
Upon successful authentication by the Service Desk and/or confirmation by Client, initiate the failover process	X	
Perform failover and/or activation	X	
Upon completion of failover, perform pre-determined testing to verify successful application failover	X	
Conduct failover drills upon Client request	X	
Troubleshoot any problems arising after a failover activation	X	
Provide Client-specific replication requirements		X
Provide servers to host the production application and target application		X
Provide application licensing as required by EULA for production and target locations		X
Provide bandwidth capable of supporting replication between source and target		X
Provide any necessary third party replication software		X
Request failover test on at least a quarterly basis		X
Review and approve Requests for Change (RFC)		X
Provide User Acceptance Testing (UAT) of target application		X

Out of Scope

- Work performed as a result of Client's failure to approve an RFC.

Document Management Application Services (Deprecated)

Responsibilities

Responsibilities	Aldridge	Client
Install the DMS licenses provided by Client	X	
Install DMS application	X	



Install and configure the database instance for DMS	X	
Setup, maintain and distribute DMS Client Software to End User	X	
Apply DMS patches and hot fixes as needed	X	
Investigate connectivity failure, inability to access OS or application	X	
Investigate process failure, process down, or runaway process	X	
Review the application log files for anomalies	X	
Review the state of all services and start/restart necessary services	X	
Restart DMS application	X	
Provide remedial support for DMS related incidents identified through monitoring or as a result of an incident reported by Client	X	
Investigate security failure; revoke user, blocked access, system compromised	X	
Troubleshoot, install, configure, and update the DMS Client application	X	
Provide recommended DMS backup policies	X	
Perform annual assessment of vendor recommended software release/version updates upon request	X	
Provide Client a list of vendor recommended software maintenance release/version updates and apply	X	
Provide Client a list of vendor recommended critical security patch updates and apply	X	
Test and verify vendor implemented tasks	X	
End User account administration		X
Maintain DMS software maintenance agreement		X
Request implementation of DMS backup policies		X
Troubleshoot end user DMS connection issues		X
Review and approve Requests for Change (RFC)		X

Out of Scope

- Work performed as a result of Client's failure to approve an RFC.

Special Provisions

- This service requires Microsoft SQL Database Management Service

Mobile Device Management (Deprecated)

Included Software Applications

Application	Description
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TAC Agent	Remote management software on each device
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Responsibilities

Responsibilities	Aldridge	Client
Configure hardware and OS for phone calls, business-related applications, and email/calendar/tasks use	X	
Update or upgrade version of device operating system	X	
Install and configure Client applications (e.g. Citrix, Exchange)	X	
Install TAC Agent on mobile device (not available for BlackBerry)	X	
Deploy email settings to device upon initiation	X	
Instantly lock or wipe mobile devices	X	
Send alarm to device to assist user in locating device (not available for BlackBerry)	X	
Provide detailed data usage tracking and data plan management	X	
Maintain equipment list in configuration listing (available on Client portal)	X	
Maintain installed application listing for mobile devices	X	
Request geo location tracking (device compatibility required) for location of device in the event of loss or theft (not available for BlackBerry)		X
Request remote lock and/or wipe features in the event of loss or theft		X
Have licensed BlackBerry Enterprise Services Software for the management of BlackBerry devices		X
Review and approve Requests for Change (RFC)		X
Be responsible for the safety and security of mobile devices		X

Out of Scope

- Work performed as a result of Client's failure to approve RFCs.
- Hardware costs (out of warranty).

Hosted Exchange (Deprecated)

Included Features

Application	Description
OS	Microsoft Outlook 2010 license
Web Access	Outlook Web Access
Mobile Access	Outlook Mobile Access
Group Functionality	Shared Calendar, Tasks, and Email



Secure Storage	Email Storage and total system failure backup
Synchronization	Wireless Synchronization
Anti-spam	Anti-Spam Service

Out of Scope

- Any service time spent assisting users with this service.



Dedicated Server Hosting (Deprecated)

Included Features

Feature	Description
Firewall	Firewall Services
Physical Server	Physical Servers (with specifications defined on Service Order)
Server OS	Server Operating System
Remote Access	Application for remote access

Responsibilities

Responsibilities	Aldridge	Client
Provision Firewall and physical servers	X	
Install application for and provision remote access	X	
Add all user accounts and associated access permissions	X	
Provide a list of all remote users and necessary permissions		X