



SERVICE DEFINITION

Always On VPN – Delivery Services





LET'S TALK

We'd love to hear your feedback on our offering, so please don't hesitate to contact us if you require any assistance

Call us on 0800 3029280
Email me at info@poweronplatforms.com

POWERON PLATFORMS UK LTD

CONTENTS

1	Purpose	3
2	Service Description.....	3
2.1	Service Levels.....	3
3	Implementation Plan	4
3.1	Delivery Approach.....	4
3.2	Technical Requirements.....	4
3.3	After Sales Support	4
4	Commercial Information	5
4.1	Pricing Model Description	5
4.2	Ordering and Invoicing.....	5

1 Purpose

The following document has been prepared to provide a simple set of overview information to guide buyers in understanding top level information for making a buying decision for the offered service.

2 Service Description

PowerON's Always On VPN Delivery Services are designed to provide a combination of capabilities to support customer to receive the highest value from their solution investments. PowerON can provide support from concept inception to the full deployment and management support for Always On VPN. PowerON supports both primary and supporting technologies under this engagement covering:

- Microsoft Always On VPN
- Microsoft PKI Infrastructure

2.1 Service Levels

PowerON operate a target SLA of 2-4 weeks of commencement of work from receipt of a signed contract and purchase order.

2.2 Service Constraints

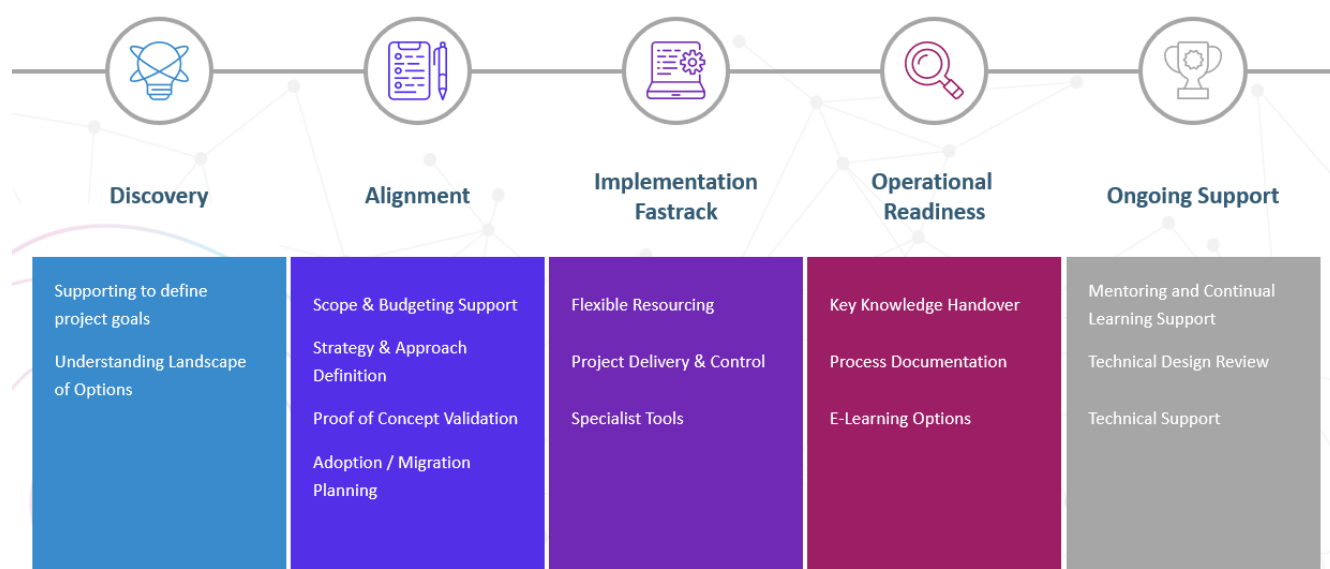
Always On VPN cannot be deployed in Microsoft Azure or Public Cloud Infrastructure offerings.

3 Implementation Plan

3.1 Delivery Approach

PowerON will follow our structured lifecycle for the delivery of customer engagements based on the following. The engagement would be tailored to the specific customer needs and appropriate Statement of Work created to support the engagement.

Professional Services Lifecycle



3.2 Technical Requirements

Customers will require a healthy PKI environment to support the deployment and will be required to provide a number of Server VM's to support the deployment based on the completed design exercise.

3.3 After Sales Support

During the engagement PowerON will allocate an Engagement Manager who will be responsible as the point of contract to organise, manage and ensure the successful delivery of the engagement with the customers team. This is partnered with Account Management support who will be able to assist with general queries and commercial questions.

4 Commercial Information

4.1 Pricing Model Description

The following provides an understanding of the pricing model(s) used for the service. Please refer to the pricing sheet for actual pricing.

PowerON can provide specialist Consultancy Service to provide a flexible model for the range of structures and options that can be provided to support the deployment and adoption of Microsoft Always On VPN into the customers environment. The primary costs elements are made up of the following:

- **Consultancy Services:** Based on the scope required and the level of support required PowerON will provide appropriate consultancy to support the delivery.

Customers will need to own the appropriate licensing to support the engagement.

4.2 Ordering and Invoicing

Ordering services can be done directly with PowerON through contacting our account team, or through certain approved resellers if you have a preferred commercial partner. To order simply request an official quotation and once agreed raise the necessary paperwork and G-Cloud call off contract.

Invoicing for Consultancy Services are based on 25% on Order and the remainder Monthly as work is delivered.