

## Managed SharePoint Portal Service Overview

This document describes the Getronics Managed SharePoint Portal Service. The SharePoint Portal service will consist of all elements of a SharePoint 2007 system with the addition of the management and administration of the Portal application.

### Service Overview

Using this service the Customer will be able to cost effectively improve flexibility in the organisation by enabling secure and managed collaboration between groups of individuals or teams. The service supports all components of Microsoft Office SharePoint Server (MOSS) as follows:

- Microsoft Office SharePoint Server 2007 product along with its build configurations as used in the Customer's specific environment.
- User access licenses using SPLA
- Microsoft Windows SharePoint Services which is an integral part of the overall MOSS build including:
  - Excel Calculation Services
  - InfoPath Forms Server
  - Office SharePoint Server Search Indexing
  - Search Query Service
- All Webparts produced and implemented specifically for the Customer's solution
- Control of all documentation related to the Customer's MOSS solution ensuring changes are documented in the release document set
- Microsoft Internet Information Server and Microsoft Internet Information Server Load Balancing when used on the MOSS Web facing Servers
- Business Data Catalogue Connectors
- SharePoint Optimiser Customisation of MOSS to meet the design goals and customer's requirements:

The support model includes administration plus solution and product support of Microsoft Office SharePoint Server 2007 as follows:

- Administration: The complete MOSS solution will be administered and run in a proactive manner with Getronics UK available to assist in any day to day administration and assist in any tasks carried out by power users
- Advice / Consultancy on the product set deployed is included
- Service Desk: Providing support for Incident, Problem and Change and escalation of incidents / problems to Microsoft,
- Provision of Internet access via the NWIX internet service via Level 3 and Global Crossing ISPs and management of the firewalls
- Management, support, reporting and administration of the SharePoint application and ancillary software against pre-defined application availability SLAs
- The provision of all required hardware, operational support, including all backup / restore activities and off-site media management

### Optional Services

- Implementation of the MOSS to meet the Customer's specific requirements (See Rapid MOSS deployment (MOSS Jumpstart))
- Service Transition from an existing SharePoint or other information management service
- DR service
- Development and support of bespoke applications within the SharePoint framework to achieve business objectives
- Integration and support of packaged applications within the SharePoint framework

### Hours of Service

The service will be available as follows:

- Use of SharePoint 24 x 7 (except for agreed maintenance)
- Service desk 24 x 7
- SharePoint administration 09:00 to 17:30 M-F excluding UK Bank Holidays

## Commercial Proposal

Charges will be based on a price per user and usage of storage. These charges will include the implementation, infrastructure and service management for the SharePoint service which will be calculated from the:

- Infrastructure design, configuration, installation and deployment, including SharePoint functional and performance testing and a mechanism to flex the portal service charges as the business requirement changes
- Implementation of systems and operational management, including infrastructure and application operational procedures and ongoing Service support.

The minimum number of users that a Customer may utilise on the service is 100.

This service excludes:

- The development of the SharePoint functionality, which would be undertaken as a separate project
- Service Transition and migration of data from existing sources is an optional extra, which would be priced at project rates

## Tiered Services Description

This service shall include three tiered levels of service functionality:

- Tier 1 (Bronze): Microsoft Windows SharePoint Services (WSS 3.0) – Standalone WSS server plus single SQL server instance
- Tier 2 (Silver): Microsoft Office SharePoint Server 2007 (MOSS 2007) Standard Edition includes 5 server MOSS 2007 server farm to provide failover and availability capabilities. Includes SQL 2005 cluster and includes all feature of Tier 1
- Tier 3 (Gold): Microsoft Office SharePoint Server 2007 (MOSS 2007) Enterprise Edition includes a 5 server MOSS 2007 server farm to provide failover and availability capabilities. Includes SQL 2005 cluster and includes all feature of Tiers 1 & 2

Optional additions to this service will include MS Project server, MS Performance Point server, MS Portfolio server and K2.Net.

### Global Reach

Getronics employs 25,000 IT professionals in over 25 countries and has extended coverage through the Getronics Global Service Delivery Model into 80 countries. This enables Getronics to deliver upon our commitments and provide truly global solutions.

### Managed Service

Getronics can provide a full Managed Service to organisations that do not have the capability to provision and maintain Microsoft infrastructure internally within their business. Getronics has invested heavily within our Infrastructure Services to enable customer solutions to be hosted within our Data Centres. This offers customers guaranteed levels of service and quality.

### Consultancy Services Practices

Getronics Consultancy Practice model enables us to meet all of our customer needs in the delivery of ICT solutions. The breadth of Getronics Consultancy practices include:

- Enterprise Content Management
- Business Intelligence
- IT Service Management
- Best Practice Consulting
- Business Process Management
- Solutions Architecture
- Communications Consulting
- Storage Consulting
- Programme Management
- Storage Consulting