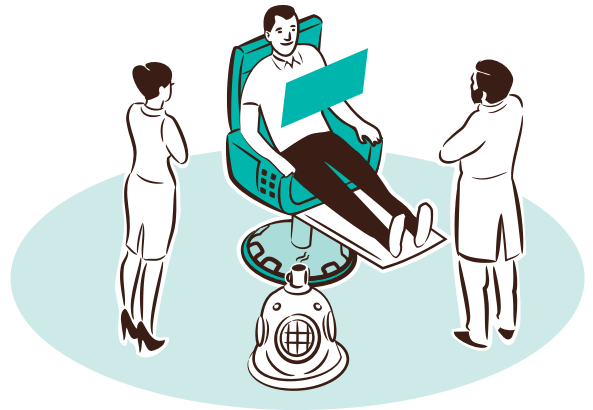
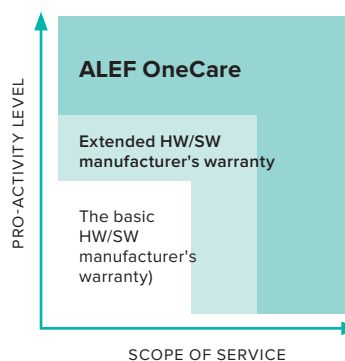


ALEF OneCare



ALEF provides customers with a comprehensive technical support service programme called **OneCare**. All services are provided by ALEF experts in cooperation with the manufacturers of hardware and software. The services are managed in accordance with ITIL methodology (IT Information Library) and performance is measured and evaluated using SLA (Service Level Agreements) agreed with the customer.

OneCare service is suitable for customers ranging from small to large data networks that require the provision of services and various forms of technical support guaranteed by agreement, where network traffic has a critical impact on their business, or if such customers do not have a sufficiently trained team of IT specialists. With their scope and level of proactivity, OneCare services go beyond the standard services offered across the board by hardware and software manufacturers. ALEF can significantly adapt OneCare services to specific customer requirements, to guarantee service performance and not only wait reactively until a customer reports a malfunction.



ALEF offers various OneCare services, which are further subdivided according to the response time to customer calls, time for the replacement of defective hardware, or whether the ALEF technician provides technical support on-site or remotely. OneCare services are provided over various products by Cisco Systems, Microsoft, F5, NetApp and others.

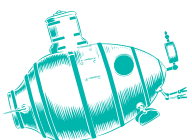
What's included in the ALEF OneCare service?

- **The basic manufacturer's warranty** – regulated by the Civil Code in the supply to corporate customers, and the two-year warranty period as sales to the natural persons per the Civil Code is not effective, for example, in the case of Cisco Systems the warranty for hardware and standard software is several tens of days, and contractually unguaranteed time for defective hardware replacement is several days after its receipt by the manufacturer.
- **Extended manufacturer's warranty** – for example, in the case of Cisco Systems access is given to software updates, entering tickets to the Cisco TAC is enabled and contractually unguaranteed time (best effort) for replacing defective hardware is offered in several SLA levels.
- **ALEF OneCare** – contains an agreement-guaranteed time for defective hardware replacement in many SLA levels, installing software updates, solutions to serious operating failures of hardware and software, consulting for development plans, addressing the requirements for networks changes, traffic management, hardware and software prophylaxis, or 24x7 proactive monitoring. Services are provided by ALEF experts.

Service Name	Includes	Possible SLA
HW Repair	Replacement of defective hardware • Delivery of replacement parts from ALEF service stock, • Short repair time guaranteed • 8x5 / 24x7	Fix Time 4h/6h/8h/NBD/5BD
SW Repair	SW diagnostics errors • Error elimination by adjusting software configuration • Removing bugs in software, security patch updates • Communication with the software manufacturer • 8x5 / 24x7	Response Time 2h/4h/6h/8h/NBD
Prevention	Preventive remote monitoring of the status of software and the physical condition of equipment • Software security risk analysis • Performing hardware maintenance and cleaning on-site • 8x5	As agreed
Advisor	Consultations on operating issues and planned changes in network by certified IT specialist • 8x5	Response Time 8h/NBD
Monitoring	Proactive remote network monitoring • Initial analysis of defects arising in the network • Backup of Cisco elements' configurations • 24x7	Response Time 30 min
Administration	Accounts management, access management and administrating network equipment's operating parameters • Recording changes in operating documentation • 8x5	Response Time 8h/NBD/3BD
Outsourcing správy IT	Managing customer IT equipment • Management of other IT suppliers • Repurchasing customer hardware and leasing to the customer • 8x5	Response Time NBD
Security Monitoring	Remote monitoring of security cases • Initial software security risk analysis • Security incident evaluation • 8x5/24x7	Response Time 4h
Computer Incident Response Team (CSIRT)	Regular safety alert, vulnerabilities, security incident handling • 8x5/24x7	Response Time 4h

Service	Service order code	Service availability	SLA – Priority 1	SLA – Priority 2	SLA – Priority 3	Hotline 24x7	Malfunction diagnosis and communication with the manufacturer's TAC	Administration of HW replacement with the manufacturer	Delivery of replacement parts from ALEF stocks	On-site replacement of defective hardware by ALEF technician	Software defect mitigation	Application of current software updates and patches	Checking logs and detecting serious system states	Cleanup and physical hardware inspection	Provision of expert advice by technology specialist	Clarification of network problem causes	Testing of hardware and software in a lab	Implementation of partial changes in system configuration	Technological updates for customer	Proactive remote monitoring	Equipment unavailability detection	Detection of critical operating states of devices	Provision of information about the fault to the service team	Regular device status reporting	Administration of device settings	Recording changes in operating documentation	Managing user accounts and permissions	Managing communications and security infrastructure	Managing end-stations	Managing printers	System infrastructure management on the Windows platform	Coordination of service providers of other HWs and SWs	Coordination of internet, web, phone providers	Security incident analysis	Security incident resolution			
HW Repair	ALF_HWR_8x5_PLT	8×5	FT 4h	FT 8h	FT NBD	• • • • •																																
	ALF_HWR_24x7_PLT	24×7	FT 4h	FT 8h	FT NBD	• • • • •																																
	ALF_HWR_8x5_GLD	8×5	FT 6h	FT 12h	FT 2BD	• • • • •																																
	ALF_HWR_24x7_GLD	24×7	FT 6h	FT 12h	FT 2BD	• • • • •																																
	ALF_HWR_8x5_SLV	8×5	FT 8h	FT 16h	FT 3BD	• • • • •																																
	ALF_HWR_24x7_SLV	24×7	FT 8h	FT 16h	FT 3BD	• • • • •																																
	ALF_HWR_8x5_ENHC	8×5	FT NBD	FT 2BD	FT 5BD	• • • • •																																
	ALF_HWR_8x5_STD	8×5	FT 5BD	FT 5BD	FT 5BD	• • • • •																																
SW Repair	ALF_SWR_8x5_PLT	8×5	RT 2h	RT 4h	RT 6h	• •				• •																												
	ALF_SWR_24x7_PLT	24×7	RT 2h	RT 4h	RT 6h	• •				• •																												
	ALF_SWR_8x5_GLD	8×5	RT 4h	RT 6h	RT 8h	• •				• •																												
	ALF_SWR_24x7_GLD	24×7	RT 4h	RT 6h	RT 8h	• •				• •																												
	ALF_SWR_8x5_SLV	8×5	RT 6h	RT 8h	RT 10h	• •				• •																												
	ALF_SWR_24x7_SLV	24×7	RT 6h	RT 8h	RT 10h	• •				• •																												
	ALF_SWR_8x5_ENHC	8×5	RT NBD	RT 2BD	RT 3BD	• •				• •																												
Prevention	ALF_PREV	8×5									• • •																											
Advisor	ALF_ADV	8×5	RT 2h	RT 8h	RT NBD							• • • • •																										
Network Monitoring	ALF_MTRNET	24×7	RT 30 min	RT 30 min	RT 30 min															• • • • •																		
Administration	ALF_ADM_8x5	8×5	RT 2h	RT 4h	RT NBD	•																	• • •															
	ALF_ADM_24x7	24×7	RT 2h	RT 4h	RT NBD	•																	• • •															
Out-sourcing of administration	ALF_OUT	8×5	RT NBD	RT NBD	RT NBD	• •																	• • •	• • • • •														
Security Monitoring	ALF_MTRSEC_8x5	8×5	RT 4h	RT 4h	RT 4h																•	• •															•	
	ALF_MTRSEC_24x7	24×7	RT 4h	RT 4h	RT 4h																•	• •															•	
CSIRT	ALF_IR_8x5	8×5	RT 4h	RT 4h	RT 4h						•	•		•																							• •	
	ALF_IR_24x7	24×7	RT 4h	RT 4h	RT 4h						•	•		•																							• •	

NBD – the end of the next business day until 17:00 (local time); 8×5 – every working day from 9.00 to 17.00; 24×7 – non-stop every day of the year; FT – guaranteed fix time; RT – guaranteed response time.



Trust the Strong

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