

# SERVICE CATALOG

## DIGITAL WORKPLACE ESSENTIALS



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# 1. INTRODUCTION

This Service Catalog contains the description of the elements of the SoftwareOne Digital Workplace Essentials Service - as may be amended from time to time - by SoftwareOne.

## Data Protection

The Data Processing Addendum(s) available [here](#) (Digital Workplace Essentials) and [here](#) (Client Portal), shall apply with respect to the Services described in this Service Catalog when applicable data protection law requires a DPA to the use of SoftwareOne's Services.

SoftwareOne will, in the provision of the SoftwareOne Services, process Customer's personal data in accordance with the DPA and Data Processing Addendum set out herein, which for the avoidance of doubt shall exclude any: (i) Microsoft software and services where the Customer's Microsoft Customer Agreement (or, if not the Microsoft Customer Agreement, the relevant data processing agreement in place between Microsoft and Customer) shall apply to Microsoft's processing of Customer's personal data in respect of such Microsoft software and services.

## Services

The Service is comprised of:

Core Services:

- Digital Workspace Essentials

Optional Add-On Services:

- Service Success Manager

The scope of the core Services and the optional add-on Service is described in the relevant section(s) below. Digital Workplace Essentials is a user-based subscription where the Customer subscribes at the tenant level and covers the total number of licensed users within the tenant. The service level offering is described in Section 2 - DIGITAL WORKPLACE ESSENTIALS.

## Microsoft Licenses

Where Customer is not bringing its own Microsoft Licenses (BYOL), Digital Workplace Essentials consists of the resale by SoftwareOne (as Cloud Solution Provider, "CSP") of Microsoft Licenses bundled together with the Services set out in this Service Catalog.

Where Customer is bringing its own Microsoft Licenses (BYOL), Digital Workplace Essentials consists of the Services set out in this Services Catalog, excluding the resale of CSP Microsoft Licenses by SoftwareOne.

When the Customer has a mix of CSP and BYOL licensed users in the same tenant, it shall procure and pay for the Services for all licensed users. Customer agrees that SoftwareOne may register Customer to the Microsoft FastTrack program in order to help drive value through resources, tools, and recommended practices.

Where Customer is not bringing its own Microsoft Licenses (BYOL), Customer's access and use of Microsoft's software and/or services and SoftwareOne's Services related thereto is subject to Customer's acceptance of the Microsoft Customer Agreement (a direct agreement between Customer and Microsoft), as may be amended by Microsoft from time to time, which can be found at the following link: [Licensing Documents \(microsoft.com\)](https://www.microsoft.com/licensing). Customer shall accept the Microsoft Customer Agreement (or shall authorize SoftwareOne to accept it on its behalf during the onboarding process) prior to accessing and using any of SoftwareOne's

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Services or Microsoft's software and/or services. By accessing and using the Microsoft software and/or services, Customer: (i) acknowledges that it has read and understood the content of the Microsoft Customer Agreement; (ii) where SoftwareOne is accepting the Microsoft Customer Agreement on Customer's behalf during the onboarding process, confirms that it has authorized SoftwareOne to accept it on its behalf; and (iii) agrees to be bound by and comply with its terms.

Where Customer is bringing its own Microsoft Licenses (BYOL), Customer confirms that it has and shall maintain and pay for all the necessary licenses and agreements in place, including for SoftwareOne's access and use thereof for the performance of the SoftwareOne Services.

Nothing in this Services Contract obligates Customer to purchase nor SoftwareOne to resell any additional Microsoft Licenses.

### **Customer Obligations**

In addition to any Customer obligations set out in the Services Contract and the Agreement, Customer must comply with the Customer obligations set out here at its cost: <https://www.softwareone.com/-/media/publishing-documents/swo-master-agreement-customer-obligations-en.pdf>.

### **Access Requirements**

Customer shall, at its cost, provide SoftwareOne the following administrative access ("**Administrative Access**") throughout the Term:

- **Reseller Relationship (tenant level)** - A record of a new customer must be added to Partner Center before SoftwareOne can manage subscriptions, manage billing, or provide support to them.
  - **Granular Delegated Admin Privileges (GDAP) (tenant level)** - For customers who purchase licenses through the Microsoft Cloud Solution Provider (CSP) model, Microsoft expects customers to communicate with them through their CSP partner. This includes when customers create support requests. In order for SoftwareOne to create support requests to Microsoft on the Customer's behalf, or for SoftwareOne to directly troubleshoot Incidents or carry out Service Requests, GDAP is required. GDAP is a security feature that provides SoftwareOne with least-privileged access following the Zero Trust cybersecurity protocol. It allows SoftwareOne to configure granular and time-bound access to the Customer's Microsoft tenant(s). This least-privileged access needs to be explicitly granted to SoftwareOne by the Customer. Without GDAP being granted by the Customer, SoftwareOne will be unable to create support tickets to Microsoft for the Customer.
  - In case of any blocking **Conditional Access Policies** appropriate exception for SoftwareOne access has to be configured.
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## 2. DIGITAL WORKPLACE ESSENTIALS

### 2.1. Digital Workplace Essentials - Service Description

Offering	Description						
<b>Digital Workplace Essentials</b>	SoftwareOne will respond to Service Requests, and reports of Incidents submitted by Customer through its Authorized Contacts						
<b>Microsoft CSP Licenses</b>	Included for relevant Microsoft Online Service for which Customer has actively subscribed through SoftwareOne as its CSP Excluded for BYOL customers.						
<b>Coverage Hours</b>	24 x 7 x 365						
<b>Inbound Channels</b>	Customer Authorized Contacts contact channels to SoftwareOne <table border="0"> <tr> <td>Telephone</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Email</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Unified Support Online<sup>1</sup></td> <td><input type="checkbox"/></td> </tr> </table>	Telephone	<input type="checkbox"/>	Email	<input type="checkbox"/>	Unified Support Online <sup>1</sup>	<input type="checkbox"/>
Telephone	<input type="checkbox"/>						
Email	<input type="checkbox"/>						
Unified Support Online <sup>1</sup>	<input type="checkbox"/>						
<b>Incident Response Times</b>	Response times for Incidents are dependent on the severity level <ul style="list-style-type: none"> <li>• E1 - Emergency event will be responded within ≤30 minutes<sup>2</sup></li> <li>• P1 - Critical event will be responded within ≤1 hour<sup>1</sup></li> <li>• P2 - Urgent event will be responded within ≤2 hours</li> <li>• P3 - Important event will be responded within ≤4 hours</li> <li>• P4 - Billing enquiry will be responded within ≤4 hours</li> <li>• P5 - Advisory feedback will be responded within ≤48 hours</li> </ul>						
<b>Service Request Response Times</b>	Response times for Service Requests are dependent on the severity level <ul style="list-style-type: none"> <li>• S1 - Emergency event will be responded within ≤1 hour<sup>3</sup></li> <li>• S2 - Urgent event will be responded within ≤4 hours</li> <li>• S3 - Important event will be responded within ≤8 hours</li> </ul>						
<b>Support Tickets</b>	Unlimited						
<b>Authorized Contacts</b>	Five (5)						

<sup>1</sup> Unified Support Online means the online IT Service Management portal for Customer to raise Incidents and Service Requests.

<sup>2</sup> E1 and P1 Incidents raised through telephone only

<sup>3</sup> S1 Requests raised through telephone only

<b>Escalation to Microsoft Premier Support</b>	SoftwareOne will escalate items which the SoftwareOne team are unable to resolve from the in-scope items defined in Section 2.4 - Supported Services to Microsoft Premier Support
<b>SoftwareOne Client Portal</b>	Self-service License Management

## 2.2. Commercial Onboarding

<b>Description</b>	Digital Workplace Essentials is a managed service delivered by SoftwareOne. To deliver the managed service, SoftwareOne and Customer must establish a reseller relationship through Microsoft
<b>Inclusions</b>	<ul style="list-style-type: none"> <li>• To enable the Service: <ul style="list-style-type: none"> <li>- Provision or configure the Customer Microsoft tenant and manage the Microsoft Licenses as subscribed through SoftwareOne</li> <li>- Provision or configure the Customer Microsoft tenant and manage the Microsoft Licenses provided by Customer (BYOL)</li> </ul> </li> </ul>
<b>Exclusions</b>	<ul style="list-style-type: none"> <li>• All other work or services not specified in Inclusions are excluded</li> </ul>
<b>Key Stakeholders</b>	<ul style="list-style-type: none"> <li>• Global Administrator of Customer Subscription</li> </ul>
<b>Dependencies</b>	<ul style="list-style-type: none"> <li>• Customer will provide email address of tenant Global Administrator</li> <li>• Customer Global Administrator will accept reseller relationship request</li> <li>• Access and use of SoftwareOne's Client Portal is subject to Customer's acceptance of, and compliance with, the Client Portal Terms of Use available here: <a href="https://www.softwareone.com/en/client-portal-terms-of-use">https://www.softwareone.com/en/client-portal-terms-of-use</a>.</li> </ul>
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Reseller relationship established between SoftwareOne and Customer</li> </ul>

## 2.3. Managed Services Onboarding Session

<b>Description</b>	SoftwareOne will facilitate the onboarding to nominated Authorized Contact(s) to demonstrate the functionality of SoftwareOne's Client Portal, and Unified Support Online
<b>Inclusions</b>	<ul style="list-style-type: none"> <li>• Scheduling of the session for nominated Authorized Contact(s)</li> <li>• Onboarding session for nominated Authorized Contact(s) delivered through SoftwareOne conferencing solution</li> </ul>

	<ul style="list-style-type: none"> <li>• Providing credentials to nominated Authorized Contact(s) for Unified Support Online and the Client Portal</li> <li>• Provide access URL's, email address and telephone contact number information to nominated Authorized Contact(s)</li> </ul>
<b>Exclusions</b>	<ul style="list-style-type: none"> <li>• All other work or services not specified in Inclusions are excluded</li> </ul>
<b>Key Stakeholders</b>	<ul style="list-style-type: none"> <li>• Authorized Contact(s) as defined in the Services Contract</li> </ul>
<b>Duration</b>	<ul style="list-style-type: none"> <li>• One (1) session of maximum two (2) hours</li> </ul>
<b>Dependencies</b>	<ul style="list-style-type: none"> <li>• Customer shall facilitate the attendance of the Authorized Contact(s) to the scheduled session</li> <li>• Reseller relationship established between SoftwareOne and Customer</li> <li>• Customer must have one (1) or more non-perpetual CSP Microsoft Licenses and/or have brought Microsoft Licenses on a BYOL basis. .</li> </ul>

## 2.4. Supported Services

<b>Description</b>	<p>SoftwareOne will support in-scope subscriptions where Customer has a valid license in place including SoftwareOne support services.<sup>4</sup></p> <p>SoftwareOne will support the features identified below</p>	
<b>Inclusions</b>	<b>Feature</b>	<b>S u p p o r t e d</b>
	<b>Tenant Admin</b>	
	Domain Management	<input type="checkbox"/>
	DNS Management	<input type="checkbox"/>
	SLA Credit Request from Microsoft <sup>5</sup>	<input type="checkbox"/>

<sup>4</sup> SoftwareOne reserves the right to reject support requests if Customer has procured licenses through another partner without SoftwareOne support services.

<sup>5</sup> SoftwareOne will, on a request from Customer, submit an SLA Credit Request. Customer must provide all required information, evidence and incident identifiers together with any other supporting documents required by Microsoft within the period of time required by Microsoft for the claim. SoftwareOne will not proactively submit an SLA Credit Request on behalf of Customer. SoftwareOne does not make any express or implied warranty that Microsoft will provide any SLA credits. (Only applicable to customers who purchase CSP through SoftwareOne)

Initiate process with Microsoft to request SLA credit where Microsoft 365 service(s) were impacted.

### **Cloud Identity**

Active Directory Synchronization

Multi-Factor Authentication

Sign-in and Passwords

Single Sign On

User and Group Management

### **Exchange Online**

Compliance

Groups, Lists, Contacts, Public Folders

Mailbox Management

Mail and Protection Reports

Mail flow and Protection

### **OneDrive for Business**

OneDrive for Business web View

OneDrive Mobile or Windows Store App

OneDrive Sync Client for Windows or Mac

### **SharePoint Online**

Document Library or Lists

File and Documents

Page Administration



SharePoint Apps	<input type="checkbox"/>
Site Administration	<input type="checkbox"/>
User Profiles and People	<input type="checkbox"/>
Workflows and Forms	<input type="checkbox"/>
<b>Yammer</b>	
Content	<input type="checkbox"/>
Login and Permissions	<input type="checkbox"/>
<b>Microsoft Teams</b>	
Administration	<input type="checkbox"/>
Calendar, Mailbox and Outlook integration	<input type="checkbox"/>
Desktop Client	<input type="checkbox"/>
IM, Presence	<input type="checkbox"/>
Mobile Clients	<input type="checkbox"/>
Sign in and Authentication	<input type="checkbox"/>
<b>Microsoft Planner</b>	
License Management	<input type="checkbox"/>
<b>Microsoft StaffHub</b>	
License Management	<input type="checkbox"/>
<b>Microsoft Sway</b>	
License Management	<input type="checkbox"/>
<b>Microsoft Stream</b>	
License Management	<input type="checkbox"/>
<b>MyAnalytics</b>	

License Management	<input type="checkbox"/>
<b>Microsoft Power Automate</b>	
License Management	<input type="checkbox"/>
<b>Microsoft Visio</b>	
License Management	<input type="checkbox"/>
<b>Microsoft Project</b>	
License Management	<input type="checkbox"/>
<b>Supported versions of Windows Desktop Operating System</b>	
License Management	<input type="checkbox"/>
Troubleshooting license activation issues	<input type="checkbox"/>
<b>Enterprise Mobility and Security</b>	
License Management	<input type="checkbox"/>
<b>Microsoft 365 Apps for Enterprise</b>	
License Management	<input type="checkbox"/>
<b>Power BI</b>	
License Management	<input type="checkbox"/>
<b>Cloud Identity User Management</b>	
Creation of new user accounts	<input type="checkbox"/>
Deactivation of user accounts	<input type="checkbox"/>
Dynamics 365	<input type="checkbox"/>
License Management	<input type="checkbox"/>

<b>Security Support</b>	
Service Request for audit Logs	<input type="checkbox"/>
Service Request for anti-spam	<input type="checkbox"/>
Service Request for DomainKeys Identified Mail	<input type="checkbox"/>
Service Request for anti-malware	<input type="checkbox"/>
Service Request for anti-phishing	<input type="checkbox"/>
Service Request for Microsoft Defender for Office 365 safe attachments	<input type="checkbox"/>
Service Request for Microsoft Defender for Office 365 safe links	<input type="checkbox"/>
Service Request for Multi-Factor Authentication	<input type="checkbox"/>
Service Request for Conditional Access	<input type="checkbox"/>
Service Request – Azure AD P1 and P2	<input type="checkbox"/>
Service Request – Intune MDM and MAM	<input type="checkbox"/>
Service Request – MCAS	<input type="checkbox"/>
Service Request – Microsoft Defender for Identity (Azure ATP)	<input type="checkbox"/>
<b>Copilot for Microsoft 365 Support</b>	
License Management	<input type="checkbox"/>
Copilot Missing from Enterprise Apps	<input type="checkbox"/>
<b>Perpetual Subscriptions</b>	
Download software	<input type="checkbox"/>
Download Product/License Keys	<input type="checkbox"/>
Download Dual Use Rights Keys	<input type="checkbox"/>

## Exclusions

All other work or services not specified in Inclusions are excluded. For example:

- SoftwareOne offering for Windows 10 does not include the following features:
    - Changing Current Branch to Current Branch for Business
    - Credential Guard: SoftwareOne will not provision, enable or troubleshoot any Incident relating to Credential Guard
    - Device Guard: SoftwareOne will not provision, enable or troubleshoot any Incident relating to Device Guard
    - AppLocker: SoftwareOne will not provision, enable or troubleshoot any Incident relating to AppLocker
    - App-V: SoftwareOne will not provision, enable or troubleshoot any Incident relating to App-V
    - Managed User Experience: SoftwareOne will not provision, enable or troubleshoot any Incident relating to Managed User Experience
    - Microsoft Defender for Endpoint SoftwareOne will not provision, enable or troubleshoot any Incident relating to Microsoft Defender for Endpoint
  - Active Directory issues including: AD Security Groups; Dynamic Groups; Group Policies; Duplicate records
    - Manage Deployment Rings
    - Network Issues including network configuration, DNS and DHCP
  - SoftwareOne offering for Dynamics 365 Online does not include the following features:
    - Azure Logic Apps
    - Dynamics 365 Online Business process creation or editing
    - Dynamics 365 Online design forms creation or editing
    - Dynamics 365 Online Business customization for phones or tablets
    - Any activities associated with Dynamics 365 on-premises instances
    - User management for Dynamics 365 on-premises
    - Network issues including network configuration, DNS and DHCP
  - SoftwareOne offering for Microsoft Teams does not include the following feature support:
    - Migration of any data into Microsoft Teams
    - Administration and/or Troubleshooting of Enterprise Voice
    - Telephony
    - Calling Plans
    - Audio conferencing
    - Web conferencing
-

- Auto Attendant and Call Queues
- Teams Direct Routing
- Troubleshooting network performance issues
- Troubleshooting of end point devices
- Troubleshooting of end user audio and/or video issues
- Porting service numbers for conferencing bridges
- SoftwareOne offering for Microsoft Enterprise Mobility + Security does not include the following features:
  - Identity & Access Management (outside of Azure Active Directory Premium Plan 1 and Plan 2)
  - Azure AD Privileged Identity Management
  - Azure Information Protection
  - Third party and On-premises Multi-factor Authentication
  - Configuring Conditional Access policies
  - System Center Configuration Manager
  - Microsoft Identity Manager
- Cloud Identities are defined as User Accounts as created in-cloud only, and does not include on-premises synced identities or third party identities
- SoftwareOne offering for Copilot specifically excludes:
  - All Microsoft Copilots other than Copilot for Microsoft 365 (Security Copilot, Power Platform, Github etc.)
  - Copilot Studio
  - Custom Microsoft Graph Connectors to third party data sources
  - Third party plugins
- For perpetual Microsoft Licenses, SoftwareOne will only provide support related to initial product download, license keys, and dual use rights keys. All other support is not in-scope for perpetual licenses

**Key Stakeholders**

- Authorized Contact(s) as defined in the Services Contract

### 3. SERVICE SUCCESS MANAGER (OPTIONAL ADD-ON)

The Service Success Manager add-on Service is a business value add-on that Customer may subscribe to, in order to gain access to a Service Success Manager on an ongoing basis during the Term of the Services Contract.

Add On	Offering	Description
Service Success Manager Add-On	Service Management	SoftwareOne Service Success Managers are a single-point of contact for Authorized Contacts measured on Customer satisfaction. Through structured business reviews they provide insights into the Incidents and Service Requests, reporting on performance against Incident Response Times and highlighting any trends or learnings that can be taken from the previous interactions. They provide escalation management for issues where Customer wants improved visibility of its support case.
	Client Portal 365 Analytics	Adoption reporting and workload usage across Exchange Online, Microsoft Teams, SharePoint Online, OneDrive for Business and Yammer
	Ownership	E1 and P1 Incidents and S1 Service Requests <sup>6</sup>
	Business Review Meeting	Online conference conducted every three (3) months with nominated IT Administrator and Contract Administrator Authorized Contacts. This consists of recommendations for: <ul style="list-style-type: none"> <li>• Adoption reporting</li> <li>• New Microsoft 365 capabilities</li> <li>• Incident / Request reports</li> <li>• Incident / Request trends</li> <li>• Service improvement opportunities</li> <li>• Feedback and updates</li> </ul>

<sup>6</sup> Service Success Management Ownership is Monday to Friday 08:00 to 18:00, excluding public and bank holidays