Service Description

Digital Island

MANAGED SERVICES

This document outlines the Managed Services offering supported by Digital Island. It's important to note that this is a general product overview and specific details such as feature availability, solution details and pricing, are subject to individual proposal agreements, service schedules and/or statements of work. For general terms and conditions, please see Terms and Conditions on the Digital Island website.

1 SERVICE OVERVIEW

1.1 Overview

Digital Island Managed Services provide end-to-end support and service management for business voice, messaging and contact centre solutions. This service can include proactive monitoring, incident management, configuration maintenance, performance optimisation, and upgrade planning. The SLA-backed service model allows businesses to focus on growth while we handle day-to-day management. Our team brings the knowledge and expertise to help you get the most out of your technology and ultimately deliver better customer experience (CX) outcomes.

1.2 Key Capabilities

- **Troubleshooting and User Support**: We'll help resolve technical issues, answer user questions, and guide you on how to use your service effectively.
- **Software Updates**: We'll handle software updates to bring in new features, fix issues, improve security, and enhance system functionality, with minimal disruption to your workflow.
- **Performance Optimisation**: We'll monitor system performance, including uptime, response times, and error rates, and adjust resources or settings as needed to keep your service running smoothly.
- **Helpdesk Access**: You'll receive contact details and instructions for accessing our expert service desk for managed services.
- **Documentation and Reporting**: We'll provide service documentation and regular reports on system performance, incidents, and other key metrics to keep you informed.
- **Proactive Maintenance**: We'll carry out regular checks like performance monitoring, security assessments, and component testing. If maintenance could affect your service, we'll notify you in advance. Proactive Maintenance activities may vary depending on the product.
- **Moves, Adds and Changes (MACs):** Digital Island may provide a number of simple MACs per month as part of the managed services solution. Common examples include:
    - Creation, modification, or deletion of users, call groups, agents, speed calls, and telephony parameters.
    - Adjustments to Interactive Voice Response (IVR) settings like schedules, transfers, and WAV files.
    - Any other simple changes (<30 minutes effort).

  Complex MACs will incur extra costs, detailed in the Pricing section.
- **Innovation and Optimisation:** Continuous analysis and regular reviews ensure you are getting the most out of your solution, and can take advantage of the latest features and capabilities

2 PRICING

2.1 Pricing Model

Digital Island typically includes a Managed Services pricing component as part of its customer engagement solution offering. The Managed Services fee provides customers with access to specialist expertise and proactive operational management, eliminating the need for in-house platform administration.

2.2 Monthly Solution Fees

Managed Services will be charged as a monthly recurring fee, which will vary depending on the solution and features implemented, the managed service option chosen, and required service levels.

Monthly costs will be provided in the proposal agreement or Statement of Work (SOW). Any estimate provided is for budgetary guidance only, and is subject to change depending on the final solution implemented and any ongoing changes to the underlying solution supported.

2.3 Professional Service Fees

Professional Services Fees cover any consulting, design, implementation, integration, customisation, training, or advisory activities that fall outside the managed services responsibilities outline below. These services are typically delivered on a fixed-scope basis and may include solution enhancements, workflow development, system integrations, reporting improvements and specialist technical expertise. Where required, Professional Services will be scoped and quoted separately, with the associated fees detailed in a proposal, quotation, or Statement of Work (SoW).

3 SUPPORT

3.1 Support Overview

Digital Island provides full support to cover the ongoing support, administration, maintenance, optimisation, monitoring, and enhancement of your environment, ensuring the platform remains secure, performant, and aligned with evolving business requirements. Our expert team is here to help you with technical issues, user questions, and system guidance. You can reach us by phone, email, or online forms.

- **Incident Management** - Our support team is available 24/7*, and can be reached via phone, email, or ticketing portal. We guarantee response times based on issue severity* to minimize disruption to your operations. We also provide end-to-end management of AWS technical issues, escalating to AWS directly when required.
  * Dependent on the Managed Services Option Chosen

- **Proactive Maintenance and Performance** - Digital Island and our platform partners proactively monitor and maintain the platform to ensure optimal performance and prevent issues. We use dashboards for real-time monitoring and set alerts for key events. We track key performance indicators such as system uptime, response times, and error rates. These insights allow us to fine-tune system resources, settings, and features.
- **Software Updates** - Digital Island makes sure your system has the latest features and security upgrades. As a true SaaS product, updates are automatic, which reduces disruption to your business.

We'll do our best to schedule updates during off-peak hours to minimise any downtime. We'll also give you advance notice of significant updates, along with notes on what has changed.

- **Remote Diagnosis and Resolution** – Our skilled technicians work to diagnose and resolve issues remotely whenever possible, minimising downtime.
- **Instance Management** - Your communications solution is a SaaS (Software as a Service) instance, and means that we manage all the underlying infrastructure, allowing you to focus on using the features of the system rather than needing to worry about the technicalities of the platform.
- **Innovation and Optimisation** - We continuously analyse usage, call flows, and licensing to provide efficiency and recommendations, while tracking Vendors roadmap so you can take advantage of new features and AI capabilities as soon as they add value. Regular reviews turn insights into action, keeping your solution sharp as your business grows.

3.2 Response Time SLAs

There are two different options for Managed Services – Business and Premium. These options will dictate the service level agreement (SLA's) associated with the Managed Service. Please see below for details:

Description	Business	Premium
Response Hours	8am-6pm, Mon-Fri, excl. Public Holidays	24/7, 365 days*
P1 – Severe Business Disruption (Entire business impacted)	4 business hours	1 hour
P2 – Major Business Disruption (Department/Group Impacted)	8 business hours	4 hours
P3 – Minor Business Disruption (Individual Role/User Impacted)	12 business hours	6 business hours
Moves, adds & Changes (MACs) (Simple MACs)	12 business hours	6 business hours
Moves, adds & changes (MACs) (Complex MACs)	TBC on application	TBC on application

* Note that responses after hours are limited to P1/P2 incident reports.

3.3 Amazon Connect Maintenance Program

If managed services are included for Amazon Connect, following is the regular maintenance items that our engineers generally perform in order to keep your Amazon Connect instance running optimally.

Item	Description	Frequency
Cloudwatch Alerts Review	Constant reviews of CloudWatch alerts to ensure optimal performance and prevent issues.	Daily
Guard Duty Alert Reviews	Constant reviews of GuardDuty alerts to optimise security monitoring, reduce false positives, and ensure genuine threats are quickly addressed.	Daily
Contact centre Flows and Config Backups	Daily export of contact centre call flows and configuration data to an Azure Repos Git repository to ensure reliable version	Daily

	control and support Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements.	
Security Hub Score Checks and Critical Updates	Ongoing checks of Security Hub scores and critical updates to strengthen security posture, maintain compliance, and ensure risks are addressed quickly.	Monthly
Lex Bot Checks and Upgrades	Regular checks and upgrades of Lex bots to enhance accuracy, improve customer experiences, and keep them aligned with evolving business needs.	Quarterly
Call Flow Error checks Reviews	Regular reviews of call flow errors to identify issues, streamline customer journeys, and improve overall service reliability	Quarterly
Storage Optimisation	Ongoing reviews and adjustments to storage usage to improve performance, reduce costs, and ensure resources are used efficiently	Annual
Customer Code Base Reviews	Regularly reviewing a customers software codebase (eg Lambda functions) to assess maintainability, security, and adherence to best practices. In particular, AWS regularly deprecate code runtime versions, so functions may require upgrading in order to remain supported.	Annual or as required
ConnectPath Upgrade Management (if applicable)	Planning, testing and validation of version upgrades to the ConnectPath user interface to maintain service continuity and minimise service disruption.	As required

* Note that our standardised approach to these tasks are based on the Amazon Connect instance being under Digital Island's account structure, and our ability to perform these items effectively might be limited if instance is under customer account structure.

4 TERMS & CONDITIONS

Product Specific Terms:

- The Initial Term shall commence on the date that the relevant / related services are implemented and shall remain in effect for the term stated in the proposal agreement or statement of work (SOW). The Agreement shall automatically renew upon the expiration of the Initial Term for additional one year periods (each a Renewal Term), unless either party gives the other party written notice of non-renewal at least thirty days prior to the end of the Initial Term or any Renewal Term.
- Managed Services Pricing is based on the underlying solution scope at the time of agreement. Should the solution materially change — such as significant increases in complexity or volume, or the introduction of new capabilities — pricing will be reviewed and adjusted accordingly
- Any pricing for services and implementation is an estimate based on current understanding and assumptions. A technical design workshop may be required to confirm the final scope and pricing.

Digital Island General Terms:

You can find our General Terms on our website: www.digitalisland.co.nz/about-us/terms-conditions-home