



Service Level Agreement

(Service Description)

Assisted Virtual Desktop Service

Code: FS-AVDS

Version: 3.0

Valid from 01.01.2025

CANCOM Austria AG // Wienerbergstraße 53 // 1120 Wien // Österreich // T +43 50 822 0 // info@cancom.com

HG Wien FN 178368g // Firmensitz Wien // UID ATU46276408 // InterzeroNr. 155219

Raiffeisenlandesbank Oberösterreich // BIC: RZOOAT2L // IBAN: AT35 3400 0000 0009 7899 // Creditor-ID: AT17ZZZ00000029797

www.cancom.at

Service of the contractor

This document describes the services of the service module, which are provided as part of the contract concluded between the client (CL) and the contractor (CO). The responsibilities of the services described are based on a RACI model. Explanations of terms and contact information for the Customer Service Center can be found under the following [link](#).

Unless otherwise agreed, the following service goals apply as standard: Service time "SNAZ" (NWH) with a response time of 4 hours.

Service Name

The Assisted Virtual Desktop Service is a flexible service provision that offers support in the VDI environment. The foundation of the service is a central dashboard that allows the VDI environment to be monitored using KPIs.

Initial Services	CO	CL
Setting up remote maintenance environment	R/A	C/I
Setting up patch functionality for ongoing service provision	R/A	C/I
Integration of agents into the client's dashboard	R/A	C/I
Onboarding of the client in the contractor's Citrix portal	R/A	C/I

Recurring Services	CO	CL
Provision of the Assisted Virtual Desktop Service Dashboard		
The contractor provides the client with a central VDI and DaaS dashboard. The dashboard offers better insight into the customer's existing desktop virtualization so that errors can be responded to proactively and their resolution optimized. The platform can only be used in combination with the agents set up by the contractor.	R/A	C/I
Provisioning the dashboard for physical endpoints		
The contractor provides the client with an extension for managing its client end devices. This supplements the dashboard with real-time metrics from the desktops for evaluating the employee experience. The functionality can only be used in combination with the agents set up by the contractor and with the "Assisted Virtual Desktop Service Dashboards."	R/A	C/I
Support with troubleshooting service-related components		
The contractor shall support the client's trained first-level personnel in their troubleshooting activities and standard configuration changes by telephone, email, or remote access. Provided	R/A	C/I

that the technical requirements are met, remote analysis can be performed directly on the client's systems and system components. This applies exclusively to the system components covered by the service, which are: - Assisted Virtual Desktop Service Dashboards - Citrix Cloud - Microsoft Azure Virtual Desktop If necessary, data from the system and system components will be transmitted to the contractor for analysis, evaluation, or processing.		
Performing regular configuration backups in Microsoft Azure		
The contractor shall ensure that the configuration data is backed up in Microsoft Azure by means of appropriate mechanisms.	R/A	C/I
Perform system check		
The contractor shall annually check the operational status of the system components commissioned by the client, which are: - Assisted Virtual Desktop Service Dashboards - Citrix Cloud - Microsoft Azure Virtual Desktop These system checks are carried out to identify detectable, imminent, or developing defects. The aim of regular maintenance is to reduce the number of malfunctions and increase the operational reliability, availability, and service life of the system. The client will be informed of the inspection results, findings, and necessary measures. The inspection dates will be agreed with the client and carried out remotely. The condition of the systems and system components will be checked in accordance with the defined checklists.	R/A	C/I

Obligation of the client to cooperate	CO	CL
Provision of the necessary infrastructure		
The client shall provide the necessary resources for the required infrastructure. These must correspond to those specified by the manufacturer: - ControlUp Monitor and ControlUp Agent: <u>System Requirements, Communication Ports</u> • Citrix Cloud Connector: <u>System Requirements, Communication Ports</u> ControlUp Monitor and Citrix Cloud Connector must be run redundantly. The client shall ensure that the required ports are enabled on the firewall and that the connection for the contractor's agent is secured.	C/I	R/A
Installation of the client agents		
The client is responsible for installing the necessary client agent software. The client end devices must meet the manufacturer's minimum requirements: Client agent requirements: <u>System Requirements, Communication Ports</u>	C/I	R/A

The client shall ensure that the necessary ports are enabled on the firewall and that the connection for the contractor's agent is secured.		
1st Level Support Tasks of the Client		
In order for the contractor to provide efficient support, the client's 1st level support team shall carry out the following activities in advance to identify system errors: - Recording the impact of the malfunction - Identifying the affected services - Recording the frequency of errors: How often has the error pattern (or error) already occurred on this HW, SW, etc. or at another location? - Checking the network connection (for example, the function of the data network must be checked with a ping to the IP address or host name). Providing information that the contractor needs for error analysis.	C/I	R/A
Automatic patch management		
The monitors, connectors, and agents are patched automatically. The client must ensure that all requirements for system updates are met (this includes, among other things, the operating system and related patches being up to date and the distribution servers being accessible).	C/I	R/A

Framework conditions for service
This service does not release the client from the ongoing careful handling of the systems and system components. A tested or updated system may exhibit problems in its functionality after or during implementation. Under certain circumstances, this can lead to data loss and similar consequences. The contractor therefore expressly advises the client that data and systems must be backed up before the contractor performs its services. The contractor accepts no liability for malfunctions, defects, or failures that occur during or after the inspection or update. The client shall bear any disadvantage resulting from these circumstances.
The client provides resources for the deployment of the VDI environment.
At the end of the contractual relationship, the infrastructure, including agents and the associated license, will be removed from the client's management, thereby discontinuing the availability of the services provided.
Tickets will be opened with the manufacturer at the contractor's discretion.
The client is fully responsible for the compatibility of the VDI environment. The client shall proactively inform the contractor of any changes (e.g., hypervisor changes).
The ultimate availability of the systems is always the responsibility of the client. It is recommended that the client regularly checks the services provided via the VDI environment (e.g., by means of monitoring).
The client manages the master images independently on the platforms.

Services not included
The initial setup of the VDI infrastructure is charged according to time and effort, which is billed separately at the applicable hourly rate.
Rollout of any agents on client end devices.
The restoration of modified or deleted configurations is not included in the service and will be charged at the currently valid hourly rate.
Configuration work on the client firewall for the connection
Necessary adjustments to interfaces or individual developments by the client.
Backup of the infrastructure (e.g., VMs, data, and configurations)
Change requests to the configuration and the setup of new functionalities can be submitted by the client to the contractor. The necessary measures will be implemented on a time and material basis, which will be charged separately at the applicable hourly rate.
Licenses for underlying systems on which the agent is installed.
All system updates that are not service-related.

