Green Cloud
SLA

Green Cloud
Hosting™

SLA (Service Level Agreement)

This section summarises Green Cloud Hosting's service level agreement (SLA) for hosted services. This document may be updated from time to time, after 30 days' written notice.

This SLA sets out the Service Level guidelines for Cloud Services. Green Cloud offers a comprehensive set of measurements to insure our service availability commitment is guaranteed 99.95% in network availability in any given calendar month. Our 99.95% service availability commitment is built upon a platform of generic services that are designed to deliver a high availability throughout our network.

Hosted Desktop Availability SLA

For 99.95% Availability to apply the following conditions must be met:

Definition	
Hosted Virtual Desktop	We define the virtual desktop as the desktop environment that we provide as part of our hosted virtual desktop products.
Monitoring	Green Cloud monitor the hosted virtual desktop infrastructure by auto-testing connection settings and session generation every 30 minutes.
Availability	A virtual desktop is available when it allows a user with the correct credentials to login via our portal and stream an application or access a desktop environment session.
Unavailability	Any period of time during which you are unable to login to your virtual desktop. A period of downtime begins when it is detected by our own monitoring systems or when a ticket is raised with our support team. A period of unavailability finishes when you are again able to login to your virtual desktop.
Unavailability	Caused by external network issues or incidents with single points of failure on the client network that were identified in the solution document shall not count towards the monthly availability calculation.
Unavailability	Which are caused by incidents relating to technical or human error on the client terminal. Including but not limited to Anti-Virus services, Microsoft updates and terminal BIOS updates.
Unavailability	Incidents relating to printers, scanners, copiers, cameras, USB sticks or external hard drives shall not count towards the monthly availability calculation.

Hosted Exchange Availability SLA

For 99.95% Availability to apply the following conditions must be met:

Definition	
Hosted Exchange	We define Hosted Exchange as the server environment and interfaces that we provide as part of our hosted exchange products.
Hosted Exchange	Green Cloud continually test CAS, Relay and Mailbox servers through internal and external monitoring to ensure receipt and delivery of email.
Availability	Hosted Exchange is available when it allows a user with the correct credentials send and receive email via our Exchange servers or through Outlook Web Access.
Unavailability	Any period of time during which you are unable to send or receive email via our Exchange servers. A period of unavailability begins when it is detected by our own monitoring systems or when a ticket is raised with our support team. A period of downtime finishes when you are again able to send and receive email.
Unavailability	Caused by external network issues or problems with single points of failure on the client side that were identified in the Solution Document shall not count towards the monthly availability calculation.
Unavailability	Due to a Virus affecting the client terminal shall not count towards the monthly availability calculation.

Incident Management and How to Report

Green Cloud shall respond to incidents within the following response times.

Before Reporting

Ensure this is a problem that has been tested internally before reporting the issue is replicable from more than 1 source/location. Ensure the person reporting the issue is a contact on the Account or a previously authorised member of staff.

Priority Level	Incident Summary	Example	Indicated Response Time & Resolution
1	Total loss of service or actual security breach. "Something critical has happened which is affecting your business operations, and has an extremely high degree of importance".	All virtual desktops are down Dynamic Server is not responding Exchange services are unavailable for all users	Initial response within 15 minutes. Best Endeavour Resolution within 4 hours.
2	Degraded service performance, impaired functionality or suspected security breach. "Medium impact on operations means that there is no outage on a business level application or service, but some intermittent issue"	I am getting some packet loss to my application My server or set of VDI users appears to be slow Outlook doesn't work for all my virtual desktop users	Initial response within 2 hours. Best Endeavour Resolution within 24 hours.
3	Service/Change request equals "A non-critical issue not impacting service or impacting a single user, such as firewall change or information request."	I cannot get my virtual desktop to print I would like to add an additional IP address to my server I require a firewall change	Initial response within 2 hours. Best Endeavour Resolution within 72 hours.

Get in Touch

Tel
0800 019 3878

Email
Sales@GreenCloudHosting.co.uk

Address
Green Cloud Hosting Limited
The Offices,
Barton Arcade,
Deansgate,
Manchester
M3 2BH

Company registration number **7742675**
VAT Number **11932503**

www.GreenCloudHosting.co.uk

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