

# ACORA MANAGED SERVICE DESCRIPTIONS



<b>ASSET MANAGEMENT</b>	
<b>CONTRACTED SERVICE HOURS</b>	
08:45 – 17:30 GMT/BST on a Working Day	
<b>SERVICE PURPOSE</b>	
To integrate software compliance, software license entitlement, asset discovery and asset lifecycle management in relation to specific Supported Assets into a single service component.	
<b>SERVICE SPECIFICS</b>	
<b>Supported Assets</b>	Number and type of Supported Assets to be the subject of Asset Management
<b>Images Managed</b>	Number of desktop and laptop computer images managed by Acora (if any)
<b>SERVICE DESCRIPTION</b>	
<ul style="list-style-type: none"> <li>▶ Asset Management is subject to the deployment of the Acora Asset Management System within the Supported Environment, which will be conducted as part of Service Transition.</li> <li>▶ The Asset Management System will automatically discover any managed or unmanaged IP-enabled devices connected to the corporate network. Acora will not be responsible for scanning any ‘guest’ or non-corporate networks.</li> <li>▶ All devices that are discovered are automatically populated within Acora’s Service Desk system, held within a customer specific register of Supported Assets.</li> <li>▶ Acora will track and report to the Customer license usage of Supported Assets that is Software (i.e. those licenses that are being used and by whom and those that are not being used), so that the Customer can make decisions on its usage of the relevant Software and reclaim and reassign licenses to other Users.</li> <li>▶ Acora will track purchased Software licenses against those being used within the Supported Environment, and will advise Customers’ of any licensing shortfall.</li> <li>▶ Where agreed with the Customer, Acora will create and store an agreed number of workstation and laptop Images for use in the rebuild process of faulty machines that require a rebuild or in the replacement of workstation or laptop devices. Such laptop and workstation images will be updated via the relevant Standard Request to ensure that revision of software and patches are maintained in accordance with ongoing Patch Management schedules.</li> <li>▶ The Customer will be provided with access to the Acora Asset Management System to enable it to view and report on specific aspects of the Assets registered within the system by way of a dashboard.</li> </ul>	
<b>ASSET MANAGEMENT REPORTING</b>	
There are no regular reports generated by Acora but the Customer will be able to produce their reports based on the standard templates available within the Acora Asset Management System.	