

SUPPLIER MANAGEMENT											
CONTRACTED SERVICE HOURS											
08:45 – 17:30 GMT/BST on a Working Day											
SERVICE PURPOSE											
To manage, on behalf of the Customer, specific aspects of the relationship between the Customer and agreed Suppliers to assist in ensuring that the relevant Third Party Services are provided to the Customer by the Supplier.											
SERVICE SPECIFICS											
Supported Environment	Specific IT Services/Supported Assets subject to Supplier Management										
Managed Suppliers	Number, type and identity of Suppliers being subject to the Service										
Third Party Services	Nature and extent of the service being provided by the relevant Managed Suppliers										
SERVICE DESCRIPTION											
<p>➤ Acora Supplier Management is available to the following types of Suppliers/Third Party Services:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #d3d3d3;">Third Party Services Type</th> <th style="background-color: #d3d3d3;">Third Party Services description</th> </tr> </thead> <tbody> <tr> <td>Communications Services</td> <td>Provision of communication lines, telephony, internet connectivity and related services</td> </tr> <tr> <td>Hosted/Cloud Services</td> <td>access to hosted and/or cloud based IT Infrastructure/environment and related services</td> </tr> <tr> <td>SPLA Licensing</td> <td>Service Provider Licensing Agreements provided for specific forms of Software</td> </tr> <tr> <td>Software</td> <td>Customer acquired Software requiring subscription licensing and support</td> </tr> </tbody> </table>		Third Party Services Type	Third Party Services description	Communications Services	Provision of communication lines, telephony, internet connectivity and related services	Hosted/Cloud Services	access to hosted and/or cloud based IT Infrastructure/environment and related services	SPLA Licensing	Service Provider Licensing Agreements provided for specific forms of Software	Software	Customer acquired Software requiring subscription licensing and support
Third Party Services Type	Third Party Services description										
Communications Services	Provision of communication lines, telephony, internet connectivity and related services										
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Software	Customer acquired Software requiring subscription licensing and support										
<p>➤ The exact Third Party Services and Managed Suppliers will be set out in the Agreement.</p> <p>➤ The Customer will provide Acora with all details of relevant Managed Suppliers, Third Party Services, including copies of relevant Supplier Agreements, contact details, renewal dates and charges for Third Party Services.</p> <p>➤ Where the Third Party Services are arranged by and/or provided through Acora, Acora will compile the relevant Managed Supplier information and provide that to the Customer on request.</p> <p>➤ Acora will manage renewals, contacts, place support calls and keep all records relating to Acora’s involvement with the relevant Managed Supplier in relation to the Third Party Services provided.</p> <p>➤ Where the Third Party Services are warranty or support services, Acora will monitor their performance by the relevant Managed Suppliers to seek to ensure timely service provision in accordance with the applicable Supplier Agreement.</p> <p>➤ The Third Party Services are the sole responsibility of the Managed Supplier and each Managed Supplier will be a Supplier Resolver Group for the purposes of Incident Management.</p> <p>➤ The Customer will, at all times, be responsible for the costs and charges of the Third Party Services and for their compliance with the terms of the Supplier Agreements.</p> <p>➤ The Third Party Services will be provided in accordance with the Supplier Agreement and the service levels and performance measures of the Managed Supplier will relate to all Third Party Services.</p>											
SUPPLIER MANAGEMENT REPORTS											
NOT APPLICABLE											