



Working With Pulsant

A guide for our customers



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Certifications



ISO 27001
IS 571965



ISO 9001
FS 584994



ISO 14001
EMS 596899



Procurement



Introduction

Everything at Pulsant is designed to make working with us as easy as possible. This document covers what you need to know to get started and make our interactions seamless.

No matter what services Pulsant provides we have a normal way of working with our customers. This unified service experience enables you to contact Pulsant in the same way for every request or problem.

It is Pulsant's job to make sure that all requests are dealt with as effectively as possible, however, the below information should allow you to help us to do that and ensure that you never have to ask "So what happens next?" or "How Do I?"

We hope you find this short information pack both useful and interesting whilst we work on creating your new services.

Contact

Customer Portal: <https://portal.pulsant.com>

Project Management

9am - 5pm Monday – Friday
Telephone 0845 119 9970
Email pmtteam@pulsant.com

Support

24 hours - 365 days per year
Telephone 0845 119 9999
Email support@pulsant.com

Accounts

9am - 5pm Monday – Friday
Telephone 0845 119 9922
Email accounts@pulsant.com

Service Management

9am - 5pm Monday – Friday
Telephone 0845 119 9900
Email customerservice@pulsant.com

Sales

9am - 5.30pm Monday – Friday
Telephone 0845 119 9911
Email sales@pulsant.com

Live Chat (Sales)

9am - 5.30pm Monday – Friday
Via the Pulsant website

Customer Portal

All authorised contacts are provided with unique access details for the Pulsant customer portal. The portal should be your primary means for contacting us with your day-to-day requirements such as requesting support, access requests and notifying us of deliveries.

From the portal you can:

- Make General enquiries
- View invoices and pay outstanding invoices
- Submit change requests
- Review previous and open requests
- Submit site access requests
- Submit remote hands requests
- Submit delivery notifications
- Submit Cable installations requests

Memberships

tech^{UK} representing the future



Partners



Portal Access

To access the portal please navigate to pulsant.com and follow the “My Pulsant” link on the top right hand side of the page. You can go directly to the page using the following address: <https://portal.pulsant.com>

When you access the portal you must provide the following details:

- Account ID – The account ID provided by Pulsant for your organisation (new customers please see your welcome letter).
- Email – Your registered email address recorded with Pulsant.
- Password – A password unique to the individual (see following section).

The primary contact on each account can add additional account contacts and set specific permissions for them. Only once authorised can contacts raise requests via our support portal. If you require access to the customer portal, please contact the primary account contact for your organisation. If you are the primary contact and need help in this process, please contact your account manager or sales contact.

Your Password

A unique password is required to access your portal account. Your password is also required for authentication if you call us so please make sure you keep it secure and available. For identification purposes we will ask you for certain characters of your password only, never the password in its entirety.

Each user will need to create their unique password prior to logging into the customer portal and following the instructions shown or visiting the reset page: <https://portal.pulsant.com/reset-password.php>

Permissions

Access to and actions on the portal and for your Pulsant account are controlled with permissions associated with an individual. A primary contact is considered an account administrator and can add additional contacts and set specific permissions for them. We highly recommend where possible for two primary contacts to be identified to prevent issues if one of those were to be unavailable for whatever reason.

Permissions can be defined per service or solution and individuals can hold differing levels of permission for each. This allows you, should there be a requirement, to grant individuals access to only subsections of their services as appropriate e.g. two departmental services each managed by their respective teams within a single Pulsant account.

Permissions on Pulsant Accounts are as follows:

Access Control

Ability to add and edit access rights for all other contacts from your organisation.

Technical Support

Named people we will provide support to and discuss the configuration and set up of the services with.

Technical Changes

People with the ability to request changes to the service. This could be your team or third parties you use in the support of the services you deliver to your users.

3rd Party Colocation Access

Ability to grant one time / ad hoc physical access to your colocation to another person not listed. This is typically third parties needing to visit site to fix, install or survey your equipment in colocation.

Physical Colocation Access

Has the permission to visit the appropriate datacentre and gain physical access to your colocation upon following the full access policy detailed further on.

Billable Work

Has the ability to authorise work that is beyond the included service and so will be liable to an additional charge. The fixed charge or estimate for the work will be agreed in advance and due to the time sensitive nature of most of these requests we will typically proceed with an email confirmation of acceptance of these costs from these named contacts.

If you feel you should have permissions for one of these actions you must first raise this with the primary contact for your Pulsant Account.

Raising a Support Request

We can be reached at any time and your request will be responded to from our 24 x7 operations centers.

We are only able to accept support ticket requests from authorised personnel as per the current Authorised Contact List.

To raise a support ticket or a service request please use one of the following methods:

- Raise a ticket using the customer portal at: <https://portal.pulsant.com>
- Request by emailing: support@pulsant.com
- Call the 24/7/365 support number: 0845 119 9999 (Requires password validation)

Pulsant will acknowledge receipt of the request and issue a unique ticket number. Your request will automatically be placed in the work queue to be assigned and actioned in line with the SLAs for the services you have. If any of the requested work is chargeable then this will be specified and agreed prior to the work commencing.

You can track live progress of your tickets through the customer portal and this is also a great way to share relevant information and updates about the ticket with us. Upon completion, Pulsant will generate an email to advise you that the work has been completed and then resolve the ticket. You can still respond if you are unhappy with the result for 7 days after resolution and we will re-open the case.

Escalation Process

Should you wish to escalate a request within support please follow our escalation process available here:

<http://links.pulsant.com/escalation>

Migrating your Service

Customer

Some customers choose to migrate their own service and data.

Pulsant fully supports this option, and is happy to help with physical media connections where customers have very high volumes of data. Once Pulsant has completed and handed over the service into live, you should be able to see your services in the customer portal.

In this option, you are responsible for the migration of applications, data and service elements needed to bring their new solution live. We will always do our best to answer any technical questions you have. Remember that during customer migrations, Pulsant need to be instructed to configure certain service elements such as any monitoring required for services following their move.

If you find that during migration, the configuration needs to change from that described on the Pulsant Configuration Form, please raise a support ticket and we will work with you to resolve the issue.

For certain changes, small extra charges may be applicable (see the section “Making Changes” for further details).

For customers who need a little extra help, Pulsant offer a range of transition Professional Services to help you with as much or as little of your migration as you require.



Pulsant

If you have chosen Pulsant to migrate your services, we will manage the migration of your live services into the new environment. Our philosophy is to work closely with you to make sure that during the migration we support your business needs and give you the outcome you want.

Service Transition – Co-ordination

You will be assigned a transition co-ordinator, who along with your assigned engineer, will be responsible for ensuring a smooth transition into Pulsant. Depending on the complexity of your environment, we may run this as a complex programme or a straight forward small project.

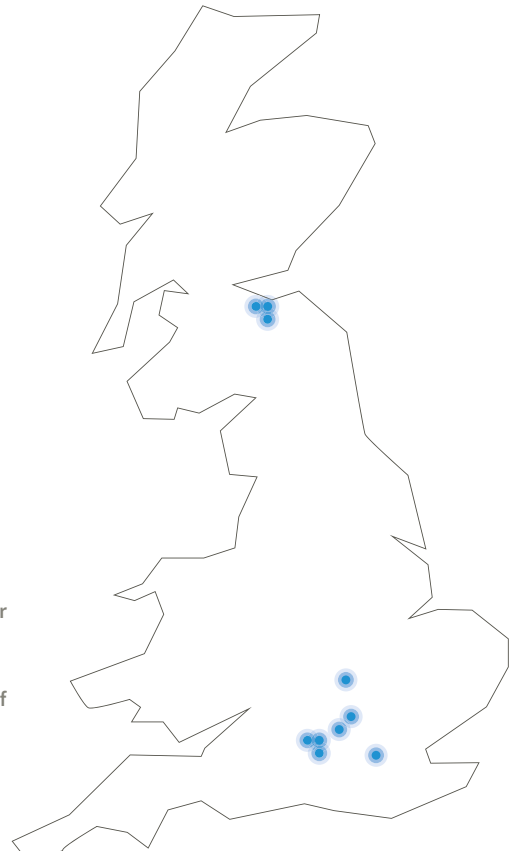
In the event that the migration is a complex transformation or particularly complex environment transition, Pulsant may engage Pulsant Professional Services to undertake due diligence or discovery prior to migration planning.

It is essential that any dependencies are highlighted to us at this stage so that an effective migration plan can be built.

Service Transition – Migration

Pulsant uses a number of migration tools to transfer data, applications and builds from your existing environment into your new Pulsant environment. Good network connectivity is an essential component, and if you are joining Pulsant, timescale for migration will depend upon the amount of data and network connection speeds. If you are concerned about any of these items, Pulsant can arrange for your data to be migrated using removable media.

Pulsant believes in ensuring your business is always available, and so we invite you to participate in pre and post migration testing to ensure your business environment is available to support you on completion of the migration.



Service Management

Pulsant believes in providing world class support for our customers services, 24 x 7 x 365, backed by our service management team who provide a personalised interface focused on ensuring the highest levels of customer satisfaction are sustained.

Primarily the goal of Service Management is to maintain and improve the delivery of your services in accordance with the agreed service levels. We work collaboratively with you to support your business needs and ensure you benefit from the appropriate service levels in relation to cost parameters resulting in an effective and trusted partnership.

Whilst Service Management monitors and reports on service performance against service level agreements it also provides a service point of contact outside of Operational and Commercial teams. It includes the ongoing review of service to ensure that opportunities for service improvement, optimisation and cost savings are identified and discussed with you and your Pulsant Account Manager.

Pulsant is pleased to offer a variety of Service Management options depending on the your complexity, reach and requirements.

Making Changes

Pulsant is happy to make changes to your service to continue supporting your business needs. In order to help manage those, Pulsant differentiates between simple and complex changes.

The definition of a simple versus a complex change is not easy to comprehensively summarise, but put simply a simple change is one that makes small changes to how a single device works, such as adding secondary IP address. A complex change is one that would significantly modify the solution, such as migrating from Windows to Linux operating system.

Complex changes are chargeable, they will normally have a Project Manager assigned and result in a change to the current solution.

Other changes are specific to individual components, such as access rules on firewalls or changes to load balancing rules for an F5.

Ordering a New Service

If you require a new service please contact your Account Manager directly who will be happy to assist you further.

Cease Requests

All cease requests should be submitted via the Pulsant Customer Portal and will be actioned as per your service agreement.

Once logged in, click on the Services tab and then click summary list. All services that you have permission to see will be presented to you in a table format. Pressing the underlined hyperlink for the service will display all information relating to the service.

Please take care when cancelling services as this may have an adverse effect on your service.



Customer Feedback

Pulsant always welcomes feedback from customers, both positive and negative.

Pulsant takes customer experience extremely seriously and we constantly assess our performance using several approaches, many of which directly involve feedback from you. Continuous improvement of all aspects of our services is key and feedback from our customers helps hugely and highlights areas for us to focus on.

Pulsant Customer Experience Survey

Pulsant carries out two short customer experience surveys;

The first is a simple touch point with day to day contacts after a ticket has been closed.

The second is a survey which is conducted at decision maker level where we survey only the key influencers of an organisation on a bi-annual basis but split into monthly batches so we have a regular flow of feedback.

Carrying out the two surveys allows us to both gauge Pulsant's performance at each point of customer contact, as well as your organisations view of us at a high level, giving us an indication of the overall health of the relationship between us and our customers.

The score provided helps us to target areas of the business that require focus but it's really the comments that give us the most insight. We read each and every one of them and appreciate the time you take to tell us how we are doing, good or bad.

Pulsant has a policy of contacting clients and following up on negative feedback, addressing concerns, amending processes and doing everything in our power to improve the customer experience. We also use the positive feedback to replicate best practice across the business. Improvements are made on an individual case by case basis as well as collectively at a higher strategic level within the senior management team. This process feeds into Pulsant's continual service improvement cycle.

Complaints

Should you however not be fully satisfied with Pulsant's service, please follow the complaints procedure available here:

<http://links.pulsant.com/complaints>

Billing/Invoicing

Invoicing Cycle

One-time set up costs, monthly recurring service charges and professional fees are invoiced in advance as per the frequency selected by you on your signed contract.

Invoices are issued on the 1st day of the month for all live services during that month, at their chosen frequency. All of these details will be clearly stated on the Invoice.

Payment Terms

Our invoices are due for payment by Direct Debit 30 days from the date of the invoice. If you do not pay by Direct Debit then our invoices are due or payment 7 days from the date of the invoice. In either case, no later than the first day of the service period to which charges relate; whichever occurs first.

Late payment fees may be incurred for any payments made outside terms. Please note that a reconnection fee of £150.00 may be applied if services are disconnected for late payment.

Billing queries

Please contact the accounts team immediately if you are not sure of your charges, are querying or disputing an invoice to ensure these can be addressed prior to the due date for payment. Any other non-related issues that may result in late payment should also be advised at the earliest possible opportunity.

Banking Details

Payments outside of Direct Debit should be settled via BACS or CHAPS direct to the account below.

We no longer accept payment by cheque.

Account name: **Pulsant Limited**

Sort code: **40-05-20**

Account no: **41783823**

IBAN: **GB 57 MIDL 40052041783823**

Swiftcode: **MIDLGB22**

Technology Optimisation

Understanding your need for flexible, secure and resilient IT services has allowed Pulsant to develop our service offerings into those that can be directly integrated into your mission as a business.

The evolution of our hybrid services is driven by you. We pride ourselves upon taking a collaborative approach with our user community in driving and delivering our solutions. Operating in this way ensures you meet your goals and objectives by optimising the technology we deploy, providing solutions offering both flexibility and scalability with the security and peace of mind of a managed environment.



Consultative approach to creating your solution

We want our Account Managers and Solution Architects to understand your business and IT landscape to provide excellent support and give you access to experienced technical staff.

Consult

Our solution architects bring unique insight and thinking to find the best technology approaches to your business needs.

Create

We create the right technology solution for your business needs and ambitions that enable unlimited business potential now and in the future.

We make moving to us problem free

Our migration services can help you move from your legacy systems to a new Pulsant solution, in the simplest and quickest way possible without compromising on your uptime and availability requirements.

Integrate

We recognise it can be difficult to implement a new solution and make it work with your existing IT environment. We integrate your existing IT with the minimum of disruption.

Activate

Our technical teams draw on our extensive expertise to help project manage your technology deployments to ensure you meet your project timescales and success criteria.



The support and flexibility to evolve

We support true business solutions that enable you to work free from the worry of outages, continually evolve your solution to overcome challenges and seek opportunities to grow.

Support

We deliver Support that is built on three main principles that guide how we deliver technology services to you: Access, Ability and Action let you work free from worry.

Evolve

Flexible contracts that allow for the addition of new elements as more resources are required. We believe this gives your business the flexibility now and in the future to be unlimited.

Pulsant Service Specifics

Cloud Services

Enterprise Cloud

Using enterprise-class hardware platforms, combined with proven cloud delivery and management tools, Pulsant's Enterprise Cloud delivers the same experience as a dedicated hosting platform but with the benefits of cloud scalability and flexibility.

Many of our customers choose to host their services with Pulsant rather than doing it themselves, so they are more secure and resilient, as a result of our experience in delivering mission-critical IT-driven business services.

Pulsant combines years of Cloud management expertise with the very best of server, network and storage hardware and the latest in server virtualisation to create a Cloud platform ready to be relied upon for critical business applications. Pulsant manages every aspect of the Cloud platform allowing you to either directly consume virtualisation resources and manage their own servers or have Pulsant manage those virtual servers for them.

Virtualisation is undoubtedly a great thing for businesses but where those platforms are critical they have their own particular challenges simply through being fairly complex combinations of technologies themselves. Updating the hardware and software platforms that create cloud platforms without interrupting the customer services running on them must be highly planned and tested and such activities may not be comfortable tasks for the majority of business. Pulsant Enterprise Cloud is continuously evolved and renewed without customer impact and has been running successfully, delivering highly available services, for many years.

Enterprise Cloud Portal

Our Enterprise Cloud portal allows you to perform basic infrastructure functions such as restarting Enterprise Cloud VMs or accessing the local console on VMs, as well as complex virtual infrastructure builds.

Customers that use managed servers on Enterprise Cloud will not be given access to the Enterprise Cloud portal by default as Pulsant perform available functions on your behalf. You can however request access to enable some direct control over your Enterprise Cloud VMs though we do recommend a conversation with Pulsant to discuss the need for access as such efforts need to be carefully coordinated as part of a managed service. For instance, if you restart a managed VM, Pulsant's monitoring systems will detect this as an unexpected failure and potentially trigger an emergency support response.

The Enterprise Cloud portal functionality includes:

- Create, delete, start, stop, edit virtual machine hardware

- Create, delete virtual networks
- Modify virtual firewall access lists, NAT rules and create VPN tunnels
- Insert virtual DVDs into VMs
- Access VM local consoles (should network access be disrupted)
- Snapshot and clone VMs

Storage Services

Pulsant provides storage on a flexible capacity allocation basis from our Enterprise storage systems. These systems provide you high levels of reliability and performance but customers are able to purchase only the capacity they need.

Large, resilient storage systems tend to attract very high entry costs but consuming storage as a service from Pulsant removes the capex burden and allows you to consume storage flexibly including linear scaling, short term requirements and performance bursting.

Consuming storage requires connectivity and our storage connectivity options follow the same flexible approach.

You subscribe to only those ports that are required to reach your desired storage from the devices you wish to connect. Several options are available, including iSCSI over our Customer Connect - Cloud Fabric service. Cloud Fabric is able to service mixed and hybrid environments spanning multiple services including Enterprise Cloud, Private Cloud, Managed Hosting (including Dedicated Server) and even Colocation.

Backup Services

Pulsant's Managed Backup services provides you with complete flexibility over your consumption model, storage type, replication and devices protected.

Likewise, the location of the protected systems is completely open and hybrid environments mixing multiple types of protection are completely possible and very simple to implement.

Designed as an agentless protection system, deployments can vary from the client application being installed on an existing server to having a dedicated local appliance to protect a larger estate. The backup client application collects data from protected servers then compresses and de-duplicates the data prior to sending it to the Pulsant backup storage platform. The client application holds all configuration, protection and security data which enables complete configurability locally, but with Pulsant managing the off-site storage location.

Professional Services

Pulsant has over 20 years of experience in delivering IT Solutions worldwide across a wide variety of industries and technologies. Our emphasis is on supporting clients to bridge the gap between IT and the business.

We work directly with you to perform needs assessments, project management, design integration and custom solutions development to ensure you receive unrivalled results. The Pulsant talent pool of experienced professionals has a strong culture in providing client services focused on creating innovative solutions, solving critical problems and maximising your technology investment. Our expert cross-technology teams provide you with access to the right skills required to achieve your business and technology goals. Our results driven delivery approach provides services and solutions to clients at an optimum level of quality, delivering increased productivity and ensuring costs are continually managed.

Server Management

Pulsant server management is a service added onto either our Cloud Services or physical Dedicated Servers. Server management comes in multiple shapes and sizes depending on requirements.

Managed Operating Systems

Towards the bottom of the application stack is the operating system running on the server. Pulsant provides support for most popular server operating systems and hypervisors and within that service provide patching and health monitoring of the operating system environment and the logical resources provided by the server.

Support services include the operating system itself in minimal form as well as core OS roles and associated modules.

Managed Applications

For higher up the application stack Pulsant provides support for specific named applications or platforms. Applications with their own specific support service are normally more complex applications such as databases or applications that are delivered across multiple servers. These applications frequently come with application specific monitoring which can monitor the specific metrics of an application rather than relying on general server health indicators that can sometimes miss application issues.

Network Management

Networks are the glue between infrastructure services and their users. As single networks tend also to support multiple business services they are often seen as the most critical part of any infrastructure. Pulsant provides many types of network service to suit every need.

Access Services

Pulsant can supply and manage most types of access circuit connecting remote locations in to managed network services. These services start as simple as a regular business ADSL connection and range up to large

managed WANs combining many types and speeds of connectivity.

Pulsant can provide:

- Business ADSL including Private DSL WANs
- Business FTTC (Fibre to the Cabinet)
- Ethernet First Mile (EFM)
- National Ethernet Services

Connectivity Services

Pulsant, having an extensive UK wide network of its own, also provides managed network services inside of and between its facilities and points of presence. These services include providing Internet connectivity, inter-datacentre network failover solutions and backbone services as part of a managed WAN. Available in speeds from 100Mbps to 10Gbps as well as providing direct fibre optic connections across our network, we have solutions for every requirement.

Pulsant fully manages these services and can provide full fault diagnostics, performance and availability guarantees and bespoke configurations.

Security Services

Security is at the heart of Pulsant network services and we can provide many different options for differing requirements. Managed firewalls are a staple of all customer solutions including configuration of secure remote access to customer infrastructure.

Network security services can be expanded to including DOS mitigation technologies, intrusion detection and threat assessment services and log management and analysis.

Where enhanced security is required Pulsant can tailor a managed network solution to suit.

Managed Hardware and Equipment

Pulsant provides various types of hardware from our datacentres. Each of these comes with full hardware support cover including breakfix however each is provided in subtly different ways.

With all hardware services Pulsant fully manages the hosting environment in which the hardware sits and you need not worry about the physical cabinet, racking, connecting, powering and cooling of the device.

Dedicated Server

Physical servers form the basis of more traditional hosting infrastructures and well as being the building blocks of private cloud environments. Pulsant provides physical servers with full hardware cover for spares, break fix and general physical health monitoring. If hardware e.g. a disk, fails, Pulsant automatically replaces the faulty device. In the unlikely event of a catastrophic failure Pulsant will even replace an entire server if required. Our engineers, in consultation with you, will determine the best course of action to give a timely and effective fix based on each particular failure scenario.

Dedicated Storage

Dedicated storage systems are treated in a similar fashion to servers in that Pulsant provides full hardware level support. More commonly however storage systems have particular methods of monitoring so normally include a higher degree of general health monitoring than a server though this does vary depending on the particular storage systems in use.

It is more common for storage systems to require firmware than servers and as part of providing the dedicated storage system Pulsant reviews firmware updates and deploys these as part of the service. The frequency and applicability of those updates varies with the exact system deployed with smaller, simpler systems generally having fewer updates with a higher element of impact and larger systems having more frequent updates but with near-zero impact of the update process.

Dedicated Network Appliances

Physical network appliances often form the backbone of an infrastructure service and are by their role normally one of the most important components. Network devices, being more specialist than general servers, are only provided on a managed basis where Pulsant provides full hardware cover as well as management of the device configuration also. Managed network devices each have their own service specifications based on their capabilities which describes the functionality Pulsant supports.

A lot of networking devices provide resiliency by, where specified, being deployed in pairs. In these configurations a single device can fail without service disruption. Pulsant will determine the best course of action based on the type of failure and, whilst staying in communication with you, restore the devices to health in the most appropriate manner.

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