

Managed Services Offerings

Windup brings value with a focus on flatlining cost while simplifying virtual infrastructure maintenance. Achieve successful outcomes and reduce operational strain on your organization today.

Service	Essential	Premium	Premium Elite
Environment Monitoring set up throughout infrastructure	✓	✓	✓
Monthly Reporting emailed to the customer	✓	✓	✓
Troubleshoot Incidents for on-prem and cloud infrastructure (cases per month)	5 cases	10 cases	Unlimited
Severity 1 Incident response times	90 minutes	45 minutes	15 minutes
Proactive Health Checks throughout infrastructure	✓	✓	✓
Quarterly Review ¹ of your business objectives, develop a project timeline, measure success, and recognize value in existing endeavors	✓	✓	✓
Proactive Cumulative Updates ² installed in Citrix environment		✓	✓
Virtualization Platform Maintenance ³ on datacenter components		✓	✓
Configuration Guidance with general infrastructure and virtualization components		✓	✓
Prioritized Support with direct access to an Engineer for quicker resolution of incidents		✓	✓
Supportability Review each quarter of environment and operations to curtail downtime with identified risks and recommendations		✓	✓
Scheduled Change Management ⁴ hours to provide implementations, migrations, and updates		20 hours	40 hours
Discretionary Hours ⁵ Scheduled available for consulting, staff augmentation, or additional support as needed by the customer (quarterly hours)		○	24 hours
Proactive Windows Server Patching of Citrix or VMware servers		○	✓
24x7 Support ⁶ for Severity 1 cases		○	✓
Unlimited Incident Support cases via phone, web, and text		○	✓
Image Maintenance ⁷ providing updates to image including OS patching, application updates, and publishing to Machine Catalogs		○	✓
Third Party Handling of cases that require support and involvement from other vendors to resolve issues		○	✓
Assigned Technical Account Manager with a working knowledge of your environment and business objectives to expedite support		○	✓
Tailored Add-on options designed specifically for your business			✓
Assigned Resource for assistance with daily tasks as needed			✓
Critical Case Management with Executive level contact to ensure prompt handling of severe issues			✓

- ✓ Included
- Optional add-on

Disclaimers and Terms

Windup Managed Services (WMS) provides a complete overview of offerings in the relevant Statement of Work. Windup reserves the right to change offerings and requirements at will, as adjustments may be required by the business. Relevant information will be updated on the Windup website.

Quarterly Review¹ – Available upon request and scheduled two weeks out.

Cumulative Updates² – For customers using LTSR products, WMS will proactively upgrade customer Citrix environments to the latest Cumulative Update as required by Citrix for maintaining contract support compliance.

Virtualization Platform Maintenance³ – Virtual OS updates/patching on datacenter hosts (VMware ESXi or Citrix Hypervisor). Hardware must be owned by the customer and be used to support virtualized delivery of resources in a Citrix or VMware environment. A current support agreement must exist between the customer and hardware manufacturer and hypervisor provider. Access tools such as iDRAC or ILO must be available to patch the host(s) remotely. Windup does not warranty hardware or software, and all work is done on a best effort basis. Additional cost for travel if onsite work is required. Onsite service is only available if customer data center is located within 50 miles of Windup's office or the service technician's starting location. Hardware maintenance as a term is further defined in the Managed Services Scope.

Scheduled Change Management⁴ – This offering provides general guidance and assistance during software installation, refreshes, moves, upgrades, or configurations. Customers who require additional assistance for personalized design, migrations, and implementation assistance can use Windup Consulting for fee-based engagements. Hours do not roll over to the following month. Additional purchase of hours is available if the customer needs extra time for projects such as refresh, moves, and upgrades.

Discretionary Hours⁵ Scheduled – Customers with this service receive 24 hours per quarter to be used in a manner that fits their needs. Time must be scheduled at least two weeks out. Optional add-on for Premium customers.

24 x 7 Support⁶ – 24/7/365 support is available for Severity 1 cases only. All other issues will be addressed during normal business hours (8AM – 5PM CST). Premium customers can purchase this feature as an add-on.

Image Maintenance⁷ – Provides maintenance on up to two golden (base) images and includes publishing to production or testing Machine Catalogs. Counts against Change Management hours.

Pricing – Windup Managed Services pricing is calculated by the number of users in a virtual environment. This metric will be determined by Windup on a case-by-case basis depending on how licensing is handled and users are defined in each environment. Customers must use WMS for 100% of all users in a specific environment.

Ex: A customer's enterprise has 2,000 total employees, but their Citrix environment consists of 500 users. WMS will adjust pricing based on the 500 users who function within that product line.

Contract Terms – Essential and Premium customers can receive service on a month-to-month basis with a Master Services Agreement. Premium Elite customers will be asked to sign a 6-month commitment with a Master Services Agreement.

Intellectual Property – Rights in all documentation, preexisting works and derivative works of such pre-existing works, as well as developments made, conceived, created, discovered, invented, or reduced to practice in the performance of the managed or consulting services are and shall remain the sole and absolute property of Windup Solutions, subject to a non-exclusive license to you for internal use.

Product Supportability – WMS will provide service on products until they reach their End-of-Life date or the support agreement with the vendor expires, whichever occurs first.

Visit windupsolutions.com/services for more information.



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