



# SERVICE DESCRIPTION

## PARTNER SUCCESS DELIVERY MANAGER

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## 1. General Description

Success is a partnership. This service gives you access to a Partner Success Delivery Manager who will continuously assist you to get the most value from your services investments.

The goal of 'The Partner Success Delivery Manager' is to deliver the customer satisfaction through reporting on service attributes as well as driving continual service improvement. This service includes the provision of a Partner Success Delivery Manager as a primary escalation contact, service management reporting and service reviews.

The Partner Success Delivery Manager function will be structured to support the customer's requirements. The output of this service will input into the customers' Capacity Management, Contingency Planning and Availability Management processes.

The Partner Success Delivery Manager function is included in Westcon-Comstor Proactive Care services and for this service, is governed by the Proactive Care Statement Of Work applicable to the service purchased.

Outside of Westcon-Comstor Proactive Care services, if a Partner Success Delivery Manager is purchased by the customer for a service (typically Partner Success Delivery Manager is recommended for certain cases of Engineer To Site and Westcon-Comstor Assist), the Partner Success Delivery Manager scope will include the Westcon service for which it is purchased primarily and, with agreement of Customer, will be extended to the other Westcon support services (Care Support, Engineer To Site, Assist) as well as to Westcon-Comstor Professional Services delivered to Customer.

## 2. Service Variants / SKUs:

SKU	Material Description	Deliverables
WGSS-xxx-BSC-SDM - 1MTH*	Westcon-Comstor Basic Partner Success Delivery Manager monthly charge for vendor xxx	<ul style="list-style-type: none"> <li>■ Primary escalation contact (Partner Success Delivery Manager) during normal business hours.</li> <li>■ <b>Annual</b> service review meeting (including Standard Reporting as per Definitions section) via conference call.</li> </ul>
WGSS-xxx-STD-SDM - 1MTH*	Westcon-Comstor Standard Partner Success Delivery Manager monthly charge for vendor xxx	<ul style="list-style-type: none"> <li>■ Primary escalation contact (Partner Success Delivery Manager) during normal business hours.</li> <li>■ <b>Quarterly</b> service review meeting (including Standard Reporting as per Definitions section) via conference call.</li> <li>■ Management of customer expectations and experience in line with contracted service</li> <li>■ Ownership of escalations that may arise from service performance issues</li> <li>■ On-going analysis of performance and trends, appropriate and timely recommendations, and identification of risks to both customer and business</li> <li>■ Implementation of Service Improvement Plan (SIP) as required to address any risk relating to delivery of service in line with schedules, service levels, and management of all activities through to resolution</li> </ul>

SKU	Material Description	Deliverables
		<ul style="list-style-type: none"> <li>Continual Quality and Customer Satisfaction following ITIL Best Practice</li> </ul>
WGSS-xxx-ADV-SDM - 1MTH*	Westcon-Comstor Advanced Partner Success Delivery Manager monthly charge for vendor xxx	<ul style="list-style-type: none"> <li>Primary escalation contact (Partner Success Delivery Manager) during normal business hours.</li> <li><b>Monthly</b> service review meeting (including Standard Reporting as per Definitions section) via conference call.</li> <li>Management of customer expectations and experience in line with contracted service</li> <li>Ownership of escalations that may arise from service performance issues</li> <li>On-going analysis of performance and trends, appropriate and timely recommendations, and identification of risks to both customer and business</li> <li>Implementation of Service Improvement Plan (SIP) as required to address any risk relating to delivery of service in line with schedules, service levels, and management of all activities through to resolution</li> <li>Continual Quality and Customer Satisfaction following ITIL Best Practice</li> </ul>

XXX – Vendor

\*Minimum duration of service = 12 months

### 3. Customer Responsibility

- Customer to provide primary contact for service reviews.
- Customer to agree dates for service reviews.

## 4. Pricing Methodology

Pricing is based on the level of service management required; fees will be monthly.

Service Type	Description	Price
WGSS-xxx-BSC-SDM -1MTH*	Westcon-Comstor Basic Partner Success Delivery Manager monthly charge	\$125 per month
WGSS-xxx-STD-SDM -1MTH*	Westcon-Comstor Standard Partner Success Delivery Manager monthly charge	\$525 per month
WGSS-xxx-ADV-SDM -1MTH*	Westcon-Comstor Advanced Partner Success Delivery Manager monthly charge	\$1575 per month

XXX – Vendor

\*Minimum duration of service = 12 months

## 5. Assumptions

None specifically defined.

## 6. Exclusions and limitations

- Any travel this is a remote only service.

## 7. Common Features / Definitions

- **Business / Working Day:** Business day or working day means 09:00 hours to 17:30 hours local time Monday to Friday, excluding public holidays. Local time and public holidays apply to where the device is located.
- **Escalation Management:** The formal process to ensure management and / or technical awareness of incident / issue to enable rapid resolution.
- **Onboarding:** The process to transition from existing state to new state (Westcon-Comstor Supported).
- **Root Cause Analysis (RCA):** Identifying and documenting the main reason for a service level failure or breach. A root cause analysis will be provided by the Service Delivery Manager for outlining events which lead to an issue or a problem. It will also provide the customer with a complete breakdown of the steps taken to rectify and prevent the issue or problem arising.
- **Operational Services Guide (OSG):** The Westcon-Comstor customer facing documentation that details the agreed process the customer will follow to access and use the services from Westcon Comstor during delivery of the support contract.
- **Service Description:** Defines the specific deliverables of a service. In general, a Service Description will act as a supplementary document to a contract, describing the functional attributes of the service to be consumed, its limitations, pricing structure, service levels (and penalty schemes if appropriate) giving customers a clear understanding of exactly what will be delivered under the terms of their contract when a purchase order is signed.
- **Service Improvement Plan (SIP):** The plan designed to record and monitor the status of specific initiatives identified to improve the service or processes based on the results of service reviews and process evaluations.
- **Standard Reporting:** The reports provided by Westcon-Comstor SIGMA Portal, as extended, and enhanced from time to time, at Westcon-Comstor sole discretion. Standard Reporting aims to provide consolidated view of the performance of services that are being delivered by Westcon-Comstor. This may include, but is not limited to:
  - All tickets raised and broken down by priority
  - SLA Performance
  - Meantime to repair (MTR)
  - Fault resolution type
  - Out of Scope tickets
- **Service Review Meetings:** The regular meetings (as per level of service) that the Westcon-Comstor Service Delivery Manager will conduct with the customer and stakeholders to review the service being provided. Typical agenda as follows:
  - Year to date support dashboards and reports overview
  - Support contract – period highlights
  - Support contract – period lowlights
  - Review new support orders
  - Projects review
  - Service Improvement Plan (SIP) update
  - Action Log
- **Single Point of Contact (SPOC):** The provision of single point of contact (SPOC) for incidents and requests.
- **Statement of Work" (SoW or SOW):** A legal document that adds specificity to a particular piece of work over and above the provision made in the contract. A SoW may be for a specific project or a program that is delivered by the parties. Usually it is significantly more operational in its nature and very specific in its definitions, including roles and responsibilities of all parties. Activities beyond those listed in the SOW may require a change order

## 8. Legal terms and conditions

This Service Description is subject to Westcon Group European Operations Ltd's standard terms and conditions located at <https://www.westconcomstor.com/global/en/legal/terms-and-conditions.html> "Terms and Conditions".

In the event of a conflict with this SD and the Terms and Conditions, this SD shall take precedence. Notwithstanding the foregoing, the Terms and Conditions do not apply where you have agreed to separate terms with us in which case those terms shall prevail to the extent that the terms herein are not otherwise covered and further provided that those terms have not expired or otherwise been terminated.

## 9. Document History

Document Title	Version Number	Issue Date	Author
SD Westcon-Comstor Partner Success Delivery Manager	1.0	May 2022	Jon Dawson
SD Westcon-Comstor Partner Success Delivery Manager	1.1	July 2022	Jon Dawson (updates to new logo).

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