

SOFTCAT GLOSSARY AND DEFINITION OF TERMS

OD065



Document Control

Version	Completed by	Date
2.3 (Archived)	Megan Creed	18 November 2021
3.0	Megan Creed	12 June 2023

The version history has been recorded and archived and is available upon request should these be required.

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1. Purpose of Document

This document describes the Terms used in Softcat's Service Descriptions and Customer Schedules. It can be used by Customers for the understanding and interpretation of these documents.

2. Glossary and Definition of Terms

- **“24x7x365”** means twenty-four (24) hours a day, seven (7) days a week, three hundred and sixty-five (365) days a year (including the 366th day in a leap year);
- **“Abortive Visit Charge”** means the charges payable by a Customer if an appointment is agreed for work at a Customer’s site and the engineer arrives within the appointment slot but is unable to carry out the work at, or gain access to, the Customer Operating Environment;
- **“Access Lines”** means a telecommunications circuit, usually an analogue PSTN line required before and overlay service such as ADSL can be delivered;
- **“Activation Date”** means the date from which Softcat considers that the Annuity Service has been sufficiently established for the Customer, (subject to the individual criteria specified within each Service Description) which in any event (where applicable) shall not predate the Certificate of Acceptance;
- **“ADSL”** means Asymmetric Digital Subscriber Line. (ADSL allows for higher downstream bandwidth and lower upstream bandwidth while enabling Customers to use the same circuit for concurrent telephony.);
- **“Advance Charge(s)”** means the committed number of Prints that the Customer agrees to pay for during the billing period;
- **“Advanced Persistent Threat”** means an adversary that gains unauthorised access to an organisation’s network and remains undetected for an extended period;
- **“Agent”** means a piece of Software that is installed on some Hardware to perform an action, working autonomously and continuously providing insights back to a centralised collector console or server;
- **“Agreement”** means the Agreement constituted by the Customer Schedule, the sales conditions of Contract for the supply of equipment, programs and services and any other documents expressly incorporated in and by these conditions;
- **“Alarm”** means a condition for outage or threshold breach which has been detected by a monitoring Platform or other similar device;
- **“Annuity Service(s)”** means the Service(s) to be supplied by Softcat to the Customer on an ongoing, renewable basis pursuant to a Contract;
- **“Asset Tag”, “Asset Tagged” or “Asset Tagging”** means a method used for tracking physical assets through the use of barcodes attached to the asset(s);
- **“Attack Vector”** means a method used to perform malicious activity to gain unauthorized access to a system, network or application;
- **“Auditing and Monitoring Tool”** means the data collection Software tool that is used by Softcat to gather data on Print Usage and to trigger Consumables ordering. It is a requirement of the Service that this Customer allows this Agent to be installed;
- **“AV/AB”** means antivirus and antitbot Software;
- **“Availability Checker”** means the mechanism provided, to be used by the Partner to check the line status and availability options offered for provision of the ADSL Service to the Customer;
- **“AWS”** means Amazon Web Services;
- **“AWS Organisations”** means an account management service that enables the Customer to consolidate multiple AWS accounts into an organisation that you create and centrally manage;

- **“Azure AD”** means ‘Azure Active Directory’, which is a cloud-based identity and access management service offered by Microsoft;
- **“Azure EA”** means ‘Azure Enterprise Agreement’, a volume licensing package offered by Microsoft;
- **“Azure Plan”** means the commerce Platform that allows partners to gain access to Microsoft Azure services at a pay-as-you-go rate for Customers under the Microsoft Customer Agreement;
- **“Azure Reservations”** means an advanced purchase of eligible Microsoft Azure services for a specified term and region (e.g. reserved Virtual Machine (VM) instances, reserved Software instances etc);
- **“BaaS Console”** means the Veeam Backup and Recovery application included as part of the cloud service;
- **“BaaS Portal”** means the Commvault-powered portal included as part of the Service that is available via: <https://cvportal.gocloudbackup.co.uk/adminconsole>;
- **“Backbone”** means the network owned and operated by the provider which includes all links, and Hardware used to transmit packets within the facilities. For the avoidance of doubt, border devices used to delineate the Backbone from End-User premises equipment are always sited in facilities operated by the provider and the Backbone is defined as starting at the connected port on this device;
- **“Backup Data Seeding”** means the initial transfer (or ‘seed’) of the Customer Backup Data to the Cloud Platform;
- **“Bandwidth”** means an amount of data traffic measured in b/s (bits per second) across the interconnect;
- **“Bare Metal”** mean a single tenant server. This means only the Customer is taking the resources of the single physical server;
- **“BGP”** means a Border Gateway Protocol which is a protocol that manages how packets are routed across the internet through the exchange of routing and reachability information between edge routers;
- **“Billing Contact”** means the name, phone number and email address of an individual at the Customer who will liaise with Softcat for any billing queries;
- **“Billing Role(s)”** means the Customer will have the ability to track usage and billing against consumption;
- **“BIOS”** means basic input/output system which is the program a computer’s microprocessor uses to get the computer system started after it is turned on. It also manages data flow between the computer’s Operating System and attached devices such as the hard disk, video adapter, keyboard, mouse and printer;
- **“Bolt-On”** means a configuration element providing functionality above and beyond basic connectivity;
- **“Broadband Services”** means the high speed ‘always on’ network access services provided in accordance with the type of tariff chosen by a Customer and supplied to the Customer’s premises;
- **“Burst”** means that some threshold has been reached or triggered. Depending on the particular technology, a ‘Burst’ can be higher or faster, and intermittent at a regular or an irregular rate;
- **“Call-Off”** means the way in which a Customer can request goods such as Products, devices or assets from a pre-agreed level of Stock;

- **“Certificate of Acceptance” or “COA”** means the certificate of acceptance to be signed by the Customer on delivery and installation of the Supported Product(s) prior to the commencement of the Service(s);
- **“Cessation Charges”** means, in relation to any Services which are being ceased, the charges due in respect of those Services for the remainder of the Initial Service Term, or any extended term;
- **“Change Management”** means the process to ensure that standardised methods and procedures are used for efficient and prompt handling of all Change Requests, in order to minimise the impact of change-related Incidents upon Service quality, and consequently improve the day-to-day operations of the organisation;
- **“Change Requests”** means a formal proposal for a change relevant to the Service(s);
- **“Check Point Support Centre”** means a Service Desk available as an escalation point to Softcat on behalf of Customer(s) who have procured Check Point supported devices through Softcat;
- **“Check Point User Centre”** means the Check Point portal for managing Products, accounts, users and services;
- **“CLI”** means calling line identity, the identifying number for a PSTN line;
- **“Client Area”** means that part of the IT partner’s data centre in which the Softcat/Customer Equipment is located;
- **“Client”** means the computer Hardware or Software that accesses a service, made available by a server;
- **“Cloud Connect Repository”** means the secure cloud repository provided to the Customer to hold their backup data on;
- **“Cloud Platform”** means the target cloud location for the cloud service;
- **“Cloud Resource(s)”** means any Resource created within a public cloud provider, such as VMs or virtual networks;
- **“Cloud Storage”** means data storage provided off Customer premises;
- **“Collector”** means a Component that is deployed onto a VM in order to carry out monitoring of the Customer’s environment, which subsequently produces data and statistics on devices and servers;
- **“Committed KW Allowance”** means the maximum number of Kilowatts (KW) a Customer is entitled to utilise under any Agreement;
- **“Component”** means a part or element inside of a Supported Product;
- **“Compute and Storage”** means technology consisting of computing resources and data storage provided to the Customer;
- **“Confidential Information”** means any and all proprietary information, know-how, ideas, concepts, trade secrets, designs, specifications, manuals, computer programs, business, financial, technical or non-technical data (howsoever recorded, preserved or communicated) which is either labelled as confidential or which should reasonably be considered to be confidential because of its nature or the manner of its disclosure;
- **“Connectors”** means Software that allows integration between different Software;
- **“Consumable(s)”** means items including but not limited to toners, drums, imaging units and such other items as are used by a Supported Product in the delivery of Printed pages, other than paper (and labels, envelopes and other media onto which printing may be applied), staples and such other finite resources as are delivered by the Supported Product to the End-User as the result of their printing request;
- **“Consumables and Monitoring”** means the delivery of managed Consumables, and monitoring the levels of these consumables via the Auditing and Monitoring tool;

- **“Consumables Contact”** means the individual at the Customer who is located at or near each of the Supported Products and is responsible for managing the replacement of Consumables for that Supported Product. All Consumables will be addressed for the attention of the Consumables Contact when delivered;
- **“Contract Start Date”** means the date specified as such in the Customer Schedule;
- **“Contract”** means the transaction-specific Agreement, written or oral, between the Customer and Softcat, comprising the Customer Schedule and Service Description;
- **“Cost Per Page”** means the cost of the Managed Print Service to the Customer per print. Paper is not provided under this Service, therefore the cost/number of sheets of paper used is excluded from this calculation;
- **“CSP”** means ‘Cloud Solution Provider’, a company authorised by Microsoft to sell and support Microsoft Online Services;
- **“Customer”** means the company (and the persons of the company) identified as such in the Customer Schedule;
- **“Customer Backup Data”** means the copy, or backup, of Customer Data, including file system, application, and virtual server data;
- **“Customer Contact(s)”** means the persons who shall be permitted to log Incidents and Service Requests with the Service Desk. Customer Contacts are agreed with the Customer as part of the Key Information;
- **“Customer Data”** means all data supplied by or on behalf of a Customer in connection with the delivery of the Service;
- **“Customer Hosted Equipment”** means any Customer Site Equipment relocated to be hosted by Softcat, or an IT Partner, but controlled, or to be controlled by the Customer;
- **“Customer Premises Equipment”** or **“CPE”** means any terminal and associated equipment that enable consumers to access providers' communication services. It is located at a Customer's premises and connected with a carrier's telecommunication circuit at the demarcation point;
- **“Customer Provided Access”** or **“CPA”** means any connectivity/device not procured as part of the Service, therefore falling outside of the responsibility of that Service's Terms and conditions;
- **“Customer's Operating Environment”** means the Customer's computing environment (consisting of Hardware, Software and telecommunications networks) that is to be used by the Customer in connection with its use of the Service(s), but excluding the Customer Site Equipment;
- **“Customer Schedule”** means the document setting out the agreed Products and/or Services, the Fees and all other information relevant to the Contract;
- **“Customer Site Equipment”** means any equipment located or to be located on a Customer's premises but managed or to be controlled exclusively by Softcat as part of the provision of the Annuity Service;
- **“Customer Site Survey Form”** means the document completed by the relevant Customer Contact in relation to collecting the Key Information for each Customer Site, specifically in respect of any Supported Product which is to be connected to the Customer's Operating Environment;
- **“Customer Site”** means any premises occupied by the Customer at which it receives the Service, as detailed in the Customer Schedule;
- **“Customer Success Management”** means a function within Softcat that provides strategic recommendations, best practices, or industry insights and who is committed to providing value at every interaction;

- **“Data Controller”** means as defined in the Data Protection Laws;
- **“Data Processing Agreement”** means the document required by Article 28(3) (and equivalent provisions) of the General Data Protection Regulation (Regulation (EU) 2016/679, with effect from 25 May 2018. It shall be a separate Agreement to the Contract (and no liability shall arise (i) under this Contract in respect of the Processing, or (ii) under the Processing Agreement in respect of the remaining aspects of providing or using the Annuity Services);
- **“Data Processor”** means as defined in the Data Protection Laws;
- **“Data Protection Laws”** means the Data Protection Act 1998 and, with effect from 25 May 2018, the General Data Protection Regulation (Regulation (EU) 2016/679), and any amendment, re-enactment and replacement enforceable in the UK from time to time, any law, statute, subordinate legislation regulation, order, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements of any regulatory body which relates to the protection of individuals with regard to the processing of Personal Data to which a Party is subject including the Data Protection Act 2018 and the GDPR;
- **“Data Retention”** means the continued storage of Customer Data, for compliance or business reasons;
- **“Data Subject”** means as defined in the Data Protection Laws;
- **“Default Backup Schedule”** means data is backed up once per day;
- **“Delegated Administration”** means when Softcat administers a Customer’s account on their behalf. As a delegated administrator, Softcat may perform tasks such as adding users, resetting passwords, and adding domains;
- **“Deployment Service”** means the activities required to set up a Service as detailed in the Service Description and the Customer Schedule;
- **“Distributor(s)”** means an entity authorised to distribute and license Products and Services;
- **“DLP”** means Data Loss Prevention technology;
- **“Documentation”** means any written material relevant to the Products or Service(s);
- **“DocuSign”** means a system that provides electronic signature technology and digital transaction management Services for facilitating electronic exchanges of contracts and signed documents;
- **“DoA”** and **“Dead on Arrival”** means where a Hardware component or item is damaged or has a defect at point of being received by the End-User;
- **“Downstream”** means the transmission of data from the provider’s internet Backbone to the End-User;
- **“Dual Stack”** means a technology that allows an ISP or device to process IPv4 and IPv6 data traffic simultaneously;
- **“Dynamics 365”** means the Product provided by Microsoft in that name;
- **“eCat”** and **“eCat Portal”** means Softcat’s e-business Platform which a Customer has access to purchase Products and/or Services as well as administer activities such as reporting, order tracking etc;
- **“EEA”** means European Economic Area;
- **“Effective License Position”** means an overview of a Customer’s Software licensing estate showing entitlement versus deployment;
- **“EM&S”** means the Product provided by Microsoft in the name ‘Enterprise Mobility & Security’;

- **“Emergency Change”** means a change that needs to be evaluated, assessed and either rejected or approved in a short space of time to address an immediate issue. Documentation is provided retrospectively of the implemented change once approved;
- **“End of Life”** and **“EOL”** and **“End of Sale”** and **“EOS”** and **“End of Availability”** and **“EOA”** means the time at which a device, Software, Platform or other Product is no longer sold new by the vendor;
- **“End of Service Life”** or **“EOSL”** means the time at which a device, Software, Platform or other Product is no longer supported by the vendor;
- **“End-User”** means the person using the Software, Hardware or Product;
- **“Engineer Response SLA(s)”** means the time taken for an engineer to arrive on a Customer Site or for an engineer to begin working on an issue remotely, as per the contracted Service Levels;
- **“Entitlement(s)”** means a way in which a Customer can consume or access prepaid services drawing down from an agreed level of Entitlements;
- **“EULA”** and **“End-User Licence Agreement”** means the End-User Licence Agreement applicable to the relevant Product, as stipulated by the Manufacturer of that Product;
- **“Event”** means a change of state that has significance for the management of an IT Service or other Supported Products;
- **“Excused Outage”** means any outage, unavailability, delay or other degradation of an Annuity Service related to, associated with or caused by: planned maintenance or downtime events, any other Service not supported by Softcat interacting in any way with the Customer Operating Environment, any third party plugin or ancillary equipment not supplied by Softcat, a Customer application running on a server (virtual or physical) which is not supported by Softcat, the Customer actions or inactions or those of any third party (excluding any employee or subcontractor of Softcat) directly involved in the use, performance, operation or maintenance of the Annuity Service;
- **“Fees”** - The sums payable by the Customer to Softcat pursuant to a Contract;
- **“Fix SLA(s)”** means the Service Levels within which Softcat shall be expected to have rectified the relevant Incident or provided a workaround;
- **“Fix”** means a workaround or direct fix of an Incident;
- **“Fixed Price”** means a Contract (or part thereof) that allows for a fixed outcome (as per the relevant Statement of Work, Customer Schedule and/or Service Description) for a Fixed Price;
- **“Force Majeure Event”** means an event occurring or a set of circumstances arising after the date of this Agreement which is beyond the reasonable control of the affected party;
- **“GDPR”** means General Data Protection Regulation in accordance with the UK government; means Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation);
- **“Get-Well”** means the remediation advice following the outcome of an assessment Service;
- **“Good Industry Practice”** means the degree of adherence which it is reasonable to expect of a typical provider of services similar to the services being provided under the relevant Contract; or means standards, practices, methods and procedures conforming to the Law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged within the relevant industry or business sector;

- **“Grey” or “Grey Market”** means an unofficial market in goods that have not been obtained from an official supplier;
- **“Hardware Solution”** means Hardware and infrastructure to be supplied to the Customer as specified on an Order Form;
- **“Hosted”** means the implementation of Software on infrastructure and/or co-location;
- **“Hybrid On-Premise Appliance”** means a backup appliance onsite to support faster recovery and provide additional resilience;
- **“Incident Response”** means the approach and process used to manage the aftermath of an Incident;
- **“Incident”** means an unplanned interruption to, or reduction in quality of a Supported Product and/or Service;
- **“Indicators of Compromise” or “IoC”** means file hashes, URLs, domains, IP addresses, as well as a sender or recipient that indicate a potential threat;
- **“Initial Term”** means the original Term of the Contract specified in the Customer Schedule, measured from the Contract Start Date;
- **“Installation Charges”** means any charges associated with the installation of the Supported Product and / or Service(s);
- **“Integration Manager”** means a tool that allows interaction between different Software;
- **“Intellectual Property Rights”** means rights of any nature whatsoever, whether registered or unregistered, including any patent, right in a design, copyright, trade mark, utility model, design right, Service mark, database right and other intellectual property right whether or not capable of registration as may exist anywhere in the world, now or in the future; all intellectual property rights, including patents, trademarks, logos, brand, company names, rights in databases, rights in designs, inventions, discoveries, know-how and copyrights (including rights in computer Software) (whether or not any of these is registered and including applications for registration or rights to claim priority of any such thing) and all rights or forms of protection of a similar nature or having equivalent or similar effect to any of these which may subsist anywhere in the world “Intellectual Property Rights” means any and all worldwide rights in and to any patents, patent applications, copyrights, data rights, trademarks, trade names, Service marks, trade secrets, or other similar right;
- **“Internet Engineering Task Force” or “IETF”** means the body that defines standard Internet operating protocols such as TCP/IP;
- **“Internet Service Provider” or “ISP”** means an Internet Service Provider. This is an organisation that provides services for accessing, using, managing, or participating in the internet;
- **“Inventory Data Collector”** means a tool for collecting inventory data;
- **“iRules”** means a feature within F5 BIG-IP local traffic management system that can be used to manage a Customer’s network traffic. The iRules feature enhances the Customer’s ability to customise their content switching;
- **“ITAM”** means IT asset management;
- **“IT Partner”** means a supplier or affiliate of Softcat in the delivery of Services;
- **“Jitter”** means the variation or difference in the end-to-end delay between received packets of an IP or packet stream;
- **“Key Information”** means the minimum information which Softcat requires from the Customer to be able to provide the Service;
- **“Key Performance Indicator” or “KPI”** means a measurable value that demonstrates how effectively a company is achieving key business objectives;

- **“Latency”** means the period of delay while one Component of Hardware system is waiting for the action to be executed by another Component;
- **“Laws”** means any statutes, Laws, regulations, ordinances, executive orders and the like, including, but not limited to, any bribery, corruption, data protection, export or environmental laws of the applicable jurisdiction;
- **“LDAP”** or **“Lightweight Directory Access Protocol”** means an open, vendor-neutral, industry standard application protocol for accessing and maintaining distributed directory information services over an Internet Protocol (IP) network;
- **“Legacy Device(s)”** means a Customer’s device which may be accepted by Softcat as a Supported Product under a Service;
- **“License Manager Interface”** means the interface for accessing the Product and reporting features;
- **“Local”** means the implementation of Software on Customer Infrastructure;
- **“Log Collection”** means Softcat receives and Parses the logs that a Customer has sent to a tool;
- **“Log Sending”** means the action of sending logs from a Customer’s Operating Environment to a tool;
- **“Maintenance/Major/Minor Release”** means a release of Software;
- **“Managed Service”** or **“Managed Service Provider”** or **“MSP”** means an ongoing Service provided by Softcat that remotely manages a Customer’s IT infrastructure and/or End-User system(s) and Service(s);
- **“Management Information System”** or **“MIS”** means the data information management system that schools use to capture, report on and assess information;
- **“Marketplace”** means online store that offers Products and services direct through the vendor’s marketplace or its technology partner;
- **“Master Services Agreement”** or **“MSA”** means Softcat’s Master Services Agreement, or the current version as applies at the Contract Start Date, available in either case via: <https://www.softcat.com/master-Services-Agreement.pdf>;
- **“Master Payer”** means the master account in which a Customer will be responsible for managing the accrual of all charges;
- **“Maximum Storage”** means the upper limit of storage capacity expected;
- **“Media Agent”** means a target server for Commvault backups either on premise or in the IT Partner’s datacentre;
- **“Microsoft Cloud Agreement”** or **“MCA”** means the Microsoft Cloud Agreement, in Microsoft’s then-current version, available via this link: <https://www.microsoft.com/licensing/docs/CustomAgreement>
- **“Microsoft Licence(s)”** means a license allowing a specific End-User Microsoft User Account to use the Services offered by Microsoft;
- **“Microsoft Online Services”** means for the purposes of a Service Description, any one or more of Microsoft Azure, Microsoft Dynamics 365, Microsoft EM&S and Microsoft Office 365 Services purchased via the eCat Portal through Softcat as the CSP;
- **“Microsoft Product Terms”** means the Microsoft Product Terms document which is released on a monthly cadence and is referenced in the Microsoft Cloud Agreement;
- **“Microsoft User Account”** means the facility that Microsoft provides to the Customers to which Microsoft Licences for Microsoft’s Online Services offerings can be stored;
- **“Multiprotocol Label Switching”** or **“MPLS”** means a routing technique in telecommunications networks that directs data from one node to the next based on labels rather than network addresses;

- **“Network Scanning”** means a scanning process using port scans, ping sweeps, and other tools on external and internal infrastructure, with an intended purpose of returning details about an IP address. This is used to identify vulnerabilities in these systems;
- **“Network Terminating Equipment”** means any apparatus, Software embodied therein, systems, cabling, site documentation and associated facilities provided by or utilised by the provider at the end of the communication path to the site to provide a data connection from the Customer to the provider’s network;
- **“Near-miss”** means an unplanned event that did not result in breach of security or personal injury but had the potential to do so;
- **“Notice”** means the concept describing a requirement that a party be aware of legal process affecting their rights, obligations or duties. Types of Notice include public notice, actual notice, constructive notice, and implied notice;
- **“Onboarding Period”** means the period between the Contract Start Date and the Activation Date;
- **“Operations Centre”** means the dual located technical facility that houses Softcat’s Service Desk and technical Support teams;
- **“Operating System”** or **“OS”** means the Operating System and Software that manages computer Hardware, Software resources, and provides common services for computer programs;
- **“Optional”** and **“Optional Add-On”** mean a chargeable extra. Where chosen by the Customer, this is confirmed on the Customer Schedule together with associated costs;
- **“OS Layer”** means the open systems interconnection model (OSI model) which is a conceptual model that characterizes and standardizes the communication functions of a telecommunication or computing system without regard to its underlying internal structure and technology;
- **“OSPF”** means Open Shortest Path First which is a routing protocol for Internet Protocol networks;
- **“Orchestration Plane”** means the management layer for the SD-WAN network allowing Softcat to manage the entire estate;
- **“Out of Band”** or **“OOB”** means out-of-band management which involves the use of management interfaces (or serial ports) for managing and networking equipment. Out-of-band management allows the network operator to establish trust boundaries in accessing the management function to apply it to network resources;
- **“Overage”** means the use of Technical Resource on the Cloud Platform over that which has been Contracted;
- **“Page Coverage”** means the area of the Print that is covered by ink/toner, calculated as a mean average across the number of Prints;
- **“Parse”** means to analyse a string or text into logical syntactic Components;
- **“Particular Losses”** means without limitation, pure economic loss, loss of profit, loss of revenue, loss of data, loss of business and/or depletion of goodwill, or anticipated savings, legal costs and any indirect, consequential, special or punitive loss;
- **“Parts Only”** means a Component or replacement of a Supported Product;
- **“Party”** or **“Parties”** means either of Softcat, IT Partner or the Customer or all together become the Parties;
- **“Personal Data”** means the ‘personal data’ (as defined in the Data Protection Laws) over which the Customer is the Data Controller;
- **“Platform(s)”** means the basic Hardware and Software on which Software applications can be run;

- **"Print(s)"** means a standard coverage, single-sided printed page up to A4 size paper. Prints or Prints taken on paper larger than A4 size are charged as two Prints;
- **"Print Assessment"** means the process carried out by Softcat to understand a Customer's current Print/copy/scan/fax estate and pre-managed Print Service devices and Print Usage. As a minimum, this must include a current asset list and accurate Print Usage statistics obtained by use of Auditing and Remote Monitoring Tool;
- **"Print Management"** means Software that allows End-Users to Print to a shared Print queue, roam and release their Print job from any enabled output device;
- **"Print Usage"** means the numbers of pages printed by the Customer, as evidenced by the data gathered by Auditing and Remote Monitoring Tool;
- **"Processing"** is as defined in the Data Protection Laws (and Process & Processed shall be interpreted accordingly);
- **"Product(s)"** means the Software and/or Hardware identified in a Customer Schedule and licensed or purchased by a Customer;
- **"Professional Services"** means a Service available through Softcat using Technical Resource that is allocated to achieving a specific outcome or on a time and materials basis;
- **"PSTN"** means public switched telephone network;
- **"Public Cloud Tenancy"** means the use of a public cloud;
- **"Quote"** means an estimate of price to deliver a Product or Service to the Customer prior to agreeing to enter into a Contract;
- **"RACI"** means the responsibility assigned matrix clarifying and defining key roles and responsibilities in cross functional processes the most typically used are: Responsible, Accountable, Consulted and Informed;
- **"Recovery Point Objective"** or **"RPO"** means the maximum targeted period in which data might be lost from an IT Service due to a major Incident;
- **"Recovery Time Objective"** or **"RTO"** means the targeted duration of time and a Service Level within which a business process must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in business continuity;
- **"Recurring Monthly Charge(s)"** means the recurring monthly charge payable by the Customer in respect of a Service, as specified on (or calculated in accordance with) the applicable Customer Schedule;
- **"Regulated"** means, in respect of an IT Partner or Customer, that it is a financial services business subject to law by a regulator;
- **"Regulator"** means any or all of the Financial Conduct Authority and the Prudential Regulation Authority, or any replacement of either of them;
- **"Remote Desktop Protocol"** or **"RDP"** means a proprietary protocol developed by Microsoft which provides a user with a graphical interface to connect to another computer over a network connection;
- **"Remote Hands"** means the name for a service offered by colocation providers that allows Customers to delegate IT management and maintenance tasks within a colocation facility to technicians provided by the supplier;
- **"Remediation Testing"** means the tests carried out on the work that the Customer has completed, following Softcat's recommendations. For example, tests could include patch management review, gold build review or vulnerability scanning;
- **"Renewal Term"** means a period of time as an extension from the expiry of the Initial Term;
- **"Replacement Request"** means a request for the replacement of a Component;

- **“Reserved Instance(s)” or “RIs”** means a billing discount that allows the Customer to save on their cloud usage costs;
- **“Response SLA” and “Response Service Level(s)”** means a contractual Service Level to respond to the Customer’s Incident or Service Request within a target time. The Response Service Level is deemed to have been met where an individual record has been created and a reply to the requestor is provided (in the form of an email or telephone call) by the resolver group that is working on the Ticket;
- **“Resource”** means a physical or virtual IT-related Product that can be either Software based, such as a VM, virtual network or application, or Hardware-based such as a physical server or device;
- **“Restoration Event”** means an event which gives rise to the Customer desiring to obtain the Customer Data stored pursuant to the Service, whether for the purposes of a restoration if circumstances compelled, or for the purposes of testing the Customer’s resilience in the event of such circumstances arising;
- **“Retail Price Index” or “RPI”** means a measure of inflation published monthly by the Office for National Statistics. It measures the change in the cost of a representative sample of retail goods and services;
- **“RMA”** means a Hardware Returned Materials Authorisation, the instruction by the Customer to remove a Supported Product (or a Component within a Supported Product) and replace it;
- **“Rule Base Assessment”** means a technical assessment of the firewall rules by Softcat of the Supported Product covered by the Service. The Rule Base Assessment will audit the existing firewall rule base against manufacturer standard guidelines for the Operating System;
- **“Savings Plan”** means a pricing model offered by a cloud provider that provides discounted prices on regular on-demand instances when a Customer commits to one (1) or three (3) years of use;
- **“Security Controls”** means the mitigations put in place to avoid, detect, counteract, or minimise security risks to protect things that are of value to an organisation such as information, computer systems, or other assets;
- **“Security Log Management”** means the log management and storage of received logs, where the logs have been sent to the agreed location by the Customer;
- **“Service”** means a method to deliver value to Customers by facilitating outcomes a Customer wants to achieve without the ownership of specific costs and risks;
- **“Serial Number(s)”** means the serial numbers of all Supported Products;
- **“Service Credit(s)”** means any agreed payment to be made to the Customer as a result of a proven failure of Softcat to meet the Service Levels, as set out in a Service Description (or elsewhere in the Customer Schedule);
- **“Service Description”** means a document which describes the scope and obligations of the Service to be delivered to the Customer;
- **“Service Desk”** means the single point of contact within the Operations Centre for the Customer on a day-by-basis for Service Request fulfilment and Incident Management;
- **“Service Downtime”** means the period of time a site experiences a complete outage. Service Downtime starts when a trouble Ticket is created automatically or manually, and ends when the site returns online;
- **“Service Level Guideline(s)”** means a non-contractual metric for measuring the performance of the Service;

- **“Service Level”** or **“SLA”** means the agreed contractual metric for measuring the performance of the Service;
- **“Service Delivery Management”** means the Softcat function who manage the delivery of the Service, or the activity to manage the Service and a point of escalation;
- **“Service Option(s)”** means a specific service as detailed in the Service Description that is an option for the Customer to add as an extra or option within the Customer Schedule;
- **“Service Product Backlog”** means the list of features and service improvements that will be reviewed and prioritised for inclusion in the Service;
- **“Service Request”** means a query by a Customer in respect of, or request by a Customer of anything in relation to the Service that is not an Incident;
- **“SDS”** or **“Microsoft School Data Sync”** means a free service in Microsoft Office 365 for Education that reads the school and roster data from a school's Student Information System (SIS);
- **“SMTP”** or **“Simple Mail Transfer Protocol”** means a communication protocol for electronic mail transmission;
- **“SNOW Integration Manager”** means a tool that is provided by SNOW Software which allows the use and integration of multiple connectors;
- **“SOC”** means Security Operations Centre which is a centralised unit that deals with security issues on an organisational and technical level;
- **“Software”** means Operating Systems, Software programs and other applications subject to third party licenses to be supplied to the Customer as specified on the Customer Schedule;
- **“Software Asset Management”** or **“SAM”** means the business practice that involves managing and optimising the purchase, deployment, maintenance, utilisation, and wiping of Software applications within an organisation;
- **“Software Recognition Service”** means a SNOW Software Product feature that automates several of the key Software Asset Management (SAM) processes;
- **“Solution(s)”** means all Hardware Solutions, Software Solutions or Resources to be supplied to the Customer (if any) as set out in the Customer Schedule;
- **“Specification”** means the summary of the technical abilities, functionality and limitations of the Product and/or Service (for a Service, this document may be in the form of a ‘Service Description’ or ‘Scope of Work’);
- **“SSL Certificates”** means a small data file that digitally binds a cryptographic key to an organisation's details. When installed on a web server, it activates the padlock and the https protocol and allows secure connections from a web server to a browser;
- **“Stateful Zone-Based Firewall”** means a firewall that uses zones as logical areas in which the devices have the same trust level and no traffic is allowed from one zone to another unless the inspected packets match an existing rule in the firewall;
- **“Statement of Work”** or **“SoW”** means the document which defines project-specific activities, deliverables and timelines for Professional Services engagements;
- **“Stock”** means a supply of goods available to Call-Off as part of a Service Request;
- **“Subscription”** means an Agreement for use of Resource(s) and/or Products on a consumption basis;
- **“Super Users”** means a group of End-Users, as selected by the Customer and agreed with Softcat, who Softcat/IT Partner train to a higher technical level to carry out more on-site operations;
- **“Support”** means the assistance, workaround and resolution Service(s) for Supported Product(s), as described in a Service Description;

- “**SupportCat**” means the online portal through which Service Requests and Incidents can be raised by the Customer. SupportCat is available via: <http://support.softcat.com/>;
- “**Supported Application**” means an application that is supported by the Service;
- “**Supported Backup Target**” means any physical server, virtual server, or file system storage device that is supported and included under the Service;
- “**Supported Problem**” means a problem with the supported Product which is covered by this Service;
- “**Supported Product(s)**” means a device, Platform or other Product which is supported by the Service;
- “**Supported VMs**” means Supported Virtual Machines where these machines are the Supported Products;
- “**Technical Assistance Centre**” and “**Cisco TAC**” means the 24x7x365 technical Support Service provided by Cisco for their Products and technologies;
- “**Technical Resources**” means the vCPUs, random access memory (RAM) and storage on the Customer Operating Environment;
- “**Tenancy**” means the online environment specific to the Customer that houses their services;
- “**Term**” means together, the Initial Term and any Renewal Terms;
- “**Ticket(s)**” or “**Case(s)**” means the record raised by the Service Desk in response to and to track a Customer Incident or Service Request;
- “**Tier 1 Vendor(s)**” means the key Software vendor(s) a Customer uses;
- “**Tier 2 Vendor(s)**” means all of the low cost, low risk, low-volume Software that Customers use outside of the Tier 1 vendor(s);
- “**Tor Exit Nodes**” means the final node that routes Tor traffic to a destination. Because some Tor traffic can be malicious, the Customer can use the Tor Exit Node Blocking service to block inbound Tor exit node traffic;
- “**Tote Box**” means a box or tray for storing, handling, and transporting materials;
- “**Traceroute**” means a generic term for a number of different Software tools capable of providing network path diagnostics;
- “**Underlay**” means the underlying physical connectivity for delivering packets across networks above which overlay networks are built. In most cases this will be a broadband or MPLS connection;
- “**Upstream**” means the transmission of data from the End-User to the provider’s internet Backbone;
- “**User Account**” means the authorised identity of an individual user;
- “**Veeam Agent**” means the backup Agent designed to ensure the availability of the Customer’s Microsoft Windows workloads by providing backup and recovery for physical and cloud-based servers and workstations, as well as endpoint devices that belong to remote users;
- “**Veeam Backup & Replication Product**” means a Software Product to back up, restore and replicate data on VMs;
- “**Virtual Machine(s)**” or “**VM(s)**” means the virtualisation or emulation of a computer system;
- “**Vulnerability**” means a cyber-security term that describes a weakness in a system that can be exploited and used by an attacker to perform unauthorized actions within a computer system. An attack on a vulnerability is known as the attack surface;

- **“Windows Autopilot Programme”** means a programme available to Customers with a Microsoft 365 Subscription and is a collection of technologies used to set up and pre-configure new devices, getting them ready for productive use;
- **“Working Day(s)”** means Monday to Friday excluding public holidays in England, Scotland and Wales;
- **“Working Hours”** or **“UK Working Hours”** means the hours of 09:00 to 17:00 (GMT/BST) during a Working Day;
- **“XOD”** means Xporter on Demand, it is a data extraction tool that allows schools to transfer data from the MIS to other systems;



Softcat