



Workplace Hub Management – Statement of Services for Demonstration or Evaluation [Company]

Original Author: Patrick Lemelin

Owner: Patrick Lemelin

Document #: MS NOC- WPH Management SoS v1.0

Published Date: 4/10/2020

CONTRIBUTORS

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Published Date: 4/10/2020

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Date	Author	Comments
4/10/2020	Patrick Lemelin	v1.0

All Covered Workplace Hub Management Services for Demonstration or Evaluation

All Covered's Workplace Hub Management Services for Demonstration or Evaluation provide reactive management of a client's WPH server and the host OS.

Workplace Hub Demonstration or Evaluation Unit

The Workplace Hub is a Konica Minolta platform running on an HPE server. It comes in two form factors, the Workplace Hub where the server resides inside an MFP. The second which is called the Edge is just the HPE server. All devices will be setup in client mode, where the WPH is a node in client's existing network, and they have their own firewall acting as the gateway.

Service Elements

Workplace Hub	Demonstration/ Evaluation only	
Service Desk	<i>Reactive support</i>	For issues related to WPH host OS, please summarize the issue you are experiencing and send an email to wphsupport@allcovered.com for a service request. A WPH service SME will respond in a timely manner with the understanding we will work on demo and evaluation units in a best efforts response time. In the event WPH issues cannot be addressed in a timely manner, remote re-kitting may be possible resulting in complete loss of data.
HPE Server		
HPE Support/Vendor management	<i>Reactive support</i>	For server HW related issues, please summarize the issue you are experiencing and send an email to wphservice@allcovered.com for a service request. KM will reactively work with the vendor to diagnose and rectify hardware issues with the WPH server.

WPH Internal Components

Host OS

The Workplace Hub is based on the Ubuntu Linux Operating system. It uses containers to run different applications that make up the platform. This also includes the KVM Hypervisor as well as databases.

Service	Service Element	Description
Demonstration or Evaluation	Remote version update	The Host OS will be updated in a timely manner based upon availability of AC SME team.

KVM Hypervisor

The Workplace Hub utilizes KVM as its hypervisor to host virtual guests.

Service	Service Element	Description
Demonstration or Evaluation	Initial VM creation	If applicable KM will create the VMs during initial kitting process. This may be billable.

		Ongoing monitoring & management of the VMs will be the responsibility of the dealer/customer.
	Issues related to VM on hypervisor layer	The Hypervisor can be rebuilt upon request and will be chargeable.

Managed Backup

Acronis is the tool used to backup and manage the backups on the WPH. It comes with onsite to a NAS as well as backup to the cloud. The managed backup Statement of Services is a separate document.

Service	Description
Demonstration or Evaluation	Backup services not included.

Firewall

The Workplace Hub includes a firewall. It is a Sophos XG firewall. In Gateway mode it protects the client's environment including the WPH. In Client mode it protects only the WPH OS.

Service	Description
	Client Mode
Demonstration or Evaluation	Firewall is only used for WPH internal components. Monitoring/management/ update not included.

Wireless Controller

The Sophos Firewall has a built in Wireless controller. In the WPH there is also a built in Wireless Access Point. The Edge does not come with an access point.

Service	Description
Demonstration or Evaluation	Management services on wireless controller is not included.