



Service Document for Professional Services v3.2



Document Control Information

Version History		
Version Number	Date Approved	Change/Reason for Change/Comments
2.4	23/08/2023	Initial document creation. Aligns to Exponential-e PS portfolio July 2023 and Exponential-e PS Service Document v2.4. Version number is to align to Exponential-e version – no earlier Vysiion version exists.
3.0	02/05/2025	Removal of data processing details. Changes to inflationary price increase provisions.
3.1	16/10/2025	Addition of definitions of different Working Hours. Amendment of Man Days to Days. Replacement of Project Co-ordinator with Provisioning Coordinator under PMO, and addition of Test Manager to Consultant Resource. Addition of Field Services and Break Fix Service.
3.2	13/03/2026	Addition of Stock Holding Service.

1. Document Purpose

This document describes Vysiion’s Professional Services and the service-specific terms and conditions that are applicable, in addition to Vysiion’s General Terms. Capitalised terms used in this Service Document which are defined in the General Terms or the Additional Terms set out in each Service Definition attached to this Service Document as a schedule shall be afforded their defined meanings throughout this Service Document. Each Professional Service provided by Vysiion is set out in a separate Service Definition attached as a Schedule to this Service Document.

2. Service Delivery

All Professional Services activities (excluding Service Desk) are scheduled within Normal Business Hours by default, unless otherwise specified on the Order Form, in which case the table below will apply.

Working Hours	Notes
Extended Business Hours	Mon-Fri 08:00AM - 08:00PM excluding public holidays
Business Days Nights	Mon-Fri 08:00PM - 08:00AM excluding public holidays
Weekend Hours	Sat-Sun 08:00AM – 06:00PM excluding public holidays
Weekend Nightshift Hours	Sat-Sun 06:00PM – 08:00AM excluding public holidays

If the Customer requests to re-schedule the activities outside of Normal Business Hours and Vysiion is able to accommodate this, additional charges shall be applicable.

3. Service Support

3.1 Complaints Procedure

Details of Vysiion’s complaints process and policy are available upon request from customerservices@vysiion.co.uk.

4. Additional Terms

4.1 Vysiion shall be entitled to increase the Annual Charges:

4.1.1 in line with any increases in costs as a result of legal and/or regulatory changes; and/or

4.1.2 in line with inflation (where any such increase shall be limited to the change in the UK Retail Price Index (or any materially-equivalent replacement index) plus two percent (2%) since signature of the Contract (in the case of the first such inflationary increase) or since any previous inflationary increase (in the case of any subsequent inflationary increases); and/or

4.1.3 in line with any increases in costs imposed on Vysiion by its suppliers.

Vysiion will provide reasonable documentary evidence to support such price increase to the Customer, upon request.

4.2 If the Contract involves the purchase by Vysiion of goods and/or services in a currency other than sterling and there is a greater than one percent (1%) change in the exchange rate between sterling and that other currency due to the weakening of sterling between (a) the date of Order acceptance and (b) the date that Vysiion pays the relevant supplier, Vysiion reserves the right to pass on to the Customer the additional costs incurred by Vysiion as a result of the change in exchange rates and the Customer agrees to pay the same.