Redcentric Cloud

Service Definition

March 2025

redcentric

AGILE • AVAILABLE • ASSURED

Contents

1 Service Overview

Redcentric Cloud is a Redcentric provided Infrastructure as a Service (IaaS) offering that enables the customer to consume compute, storage, and network infrastructure through a simple unified platform. Redcentric Cloud is already used by many Redcentric customers to deliver Tier1 applications, all benefitting from expert infrastructure support provided by Redcentric server, storage, network, and security teams.

Redcentric Cloud allows the customer to:

- React faster and support business agility through faster delivery of new solutions
- Increase business value by focusing on the applications providing services to the business
- Manage costs, whilst replacing capital with operational expenditure
- Gracefully migrate from traditional physical infrastructure into the cloud
- Supplement on premise infrastructure capacity or meet short term project requirements

1.1 Service Description

Redcentric Cloud provides the assurance of UK hosted and managed infrastructure delivered from Redcentric ISO27001 accredited data centres. The underlying platforms are managed by Redcentric, covering design, performance, capacity, security updates, hosting, installation, refresh, and upgrades. All delivered against a published Availability Service Level of 99.99%.

Customers can choose between a managed model and self-service. Self-service customers can quickly deploy and manage infrastructure through a web portal, with the flexibility to meet scale-up and scale-out requirements. customers can provision infrastructure from pre-built Windows and Linux templates, utilise their own templates or import virtual machines. The customer controls the processor, memory, storage, network, and operating system that makes up the infrastructure.

Redcentric-managed customers will have their infrastructure fully managed by Redcentric up to the virtual machine level with Redcentric engineers provisioning and managing the network, storage, and virtual machines for the customer. Redcentric will also manage virtual machine backups for data and service recovery.

Full remote console, session and administrative access is provided to customers to manage their application workloads. Access to Redcentric Backup as a Service allows customers to protect their data and service against data loss and corruption with backup and restore.

The service is hosted across two locations in the UK, providing a premium virtual machine disaster recovery service as required.

Redcentric Cloud is delivered from the heart of the Redcentric network, allowing the customer to provision servers within their WAN or the Internet, as well as large private networks such as HSCN (N3) or Janet. Redcentric Cloud uses a secure, enterprise-class multitenant private cloud hosting platform designed and deployed in Redcentric data centres and managed end-to-end by Redcentric on a 24x7 basis. The design is wholly owned by Redcentric, and services are provided on an as-is basis with defined service levels.

The platform provides a stable and controlled environment for customers to provision virtual machine infrastructure through a self-service portal. This type of service provides strategic advantages over traditional physical and dedicated deployments.

- Simple unified approach to provisioning and managing server, storage, and network resource.
- Rapid provisioning of infrastructure allowing application and support teams to react quickly to new requirements and focus on their end users.

- Consistent, standardised, and repeatable deployment of infrastructure allowing IT to focus on the application layer upwards, that delivers real business value.

The service is a large-scale private cloud solution managed by Redcentric and consumed by multiple Redcentric customers with logical and security boundaries between customers ensuring that customers are fully segregated, with each customer operating in a discreet virtual data centre. Customers contend on shared compute, storage, and network resources.

1.2 Key Features

- Flexible scale up and scale out capabilities
- Self-service portal
- Use of Redcentric pre-built templates
- Flexible CPU, Memory, and disk configurations
- Access VMs using console, LAN, WAN Internet and HSCN
- Service resilience based on N+1 industry best practice
- Automatic VM placement across host clusters to ensure optimal performance.

1.3 Key benefits

Flexible commercial models - Reduce your CAPEX and leverage a consumption model aligned to your budget and OPEX

High Availability - Utilise a resilient IaaS environment and contracted SLAs that are proven over ten years of service delivery.

Agile environment - Flex your IaaS solution at speed while also gaining the ability to use a proven cloud; or develop a hybrid cloud approach.

Aligned To Your Needs - A choice in the infrastructure you consume from us; choose the specifics around virtual machines, scale, operating system, and environment.

Secure - Enjoy peace of mind that our data centres are accredited to government and ISO standards, including Redcentric Cyber Essentials Plus certification.

Fully managed IaaS options - Reduce your total cost of ownership through a fully managed Infrastructure as a Service that takes care of the infrastructure, upgrading, patching or management.

1.4 Service Scope

Redcentric provide both self-service (IaaS) and fully managed (PaaS) cloud services from within the platform. Where a service element in the following section is utilised by IaaS and PaaS the differences between the IaaS and PaaS options are called out.

1.5 Locations

Redcentric provisions virtual datacentres at Redcentric's ISO270001 accredited locations, as required by the customer. The service is available as a standard service with resources provisioned in a single datacentre, or with Dual-Site Replication and Recovery, which provides resources at a primary location and shadow resources in a secondary datacentre as a Disaster Recovery capability.

1.6 How users work with the service

Redcentric provides self-service portals that the customer can use to create, edit, manage and delete virtual machines and networks within their virtual datacentres. The customer can

- Provision, modify or remove virtual machines
- Upload, create and manage virtual machine templates
- Add, modify, or remove segregated VDC internal networks
- Provision and manage virtual disks
- Modify the resource configurations for their virtual resources
- Power virtual machines on and off
- Access the virtual console of the virtual machine
- Manage virtual machine snapshots

Configuration changes not supported within the self-service portal can be submitted via Redcentric's change request process where they will be evaluated by Redcentric's engineering teams.

Customer's opting for a fully managed PaaS service will have limited permissions. Standard permissions include

- Power on/off virtual machines
- Restart virtual machines
- Initiate a snapshot
- Access the virtual machine console

Redcentric will assess requests for further access upon request. Customer initiated activities that impact service availability are excluded from SLA calculations.

Redcentric will retain administration rights to Virtual Machines when providing a PaaS managed service. Customer access will be limited to user permissions unless administrator access is granted for specific time-bound purposes.

Customer templates or ISO images should contain the Redcentric Software Licensing Agent and configuration, if this is not pre-installed, it must be installed and configured as a post provisioning step. Please contact Redcentric support for the latest installation and configuration instructions.

1.7 Network access

Virtual machines on the platform can be accessed in the following ways.

Access method	Description
Session Access	Session access is used to manage virtual machine operating systems. • Windows Server session via Remote Desktop Protocol (RDP) [subject to network access] • Linux Server Secure Shell (SSH) [subject to network access] • HTTPS access to configure virtual appliances with web-based configuration interfaces.
Console Access	Console access is provided for initial container operating system configuration and fault finding when session access is not available. • Using a remote console application (download link provided) via the portal API • Using a web application within the self-service portal
LAN access	• Access from virtual and physical servers deployed by the customer on the same network segment • Physical, hosted servers deployed for the customer within the same Redcentric data center, subject to network segregation, routing, and security configuration • Servers and devices in co-located hosting racks deployed for the customer within the same Redcentric datacenter, subject to network segregation, routing, and security configuration

Access method	Description
WAN/MPLS access	• Any server or device where the customer takes WAN services from Redcentric, subject to network segregation and permitted access • Any server or device where the customer extends a WAN network connection into Redcentric datacenter, subject to network segregation and network access
Internet access	The virtual servers can be accessed from the Internet where the customer takes managed firewall and internet services from Redcentric, and appropriate network security permissions are in place
HSCN (N3)	The virtual servers can be accessed from the HSCN and N3 networks where the customer takes managed firewall and connectivity services from Redcentric

1.8 Virtual machine specifications

Customers can provision resources within the following limits. Customers can choose their own virtual machine specifications and are not limited to “t-shirt sizes” like public hyperscale cloud platforms.

Resource type	Unit	Minimum	Maximum	Notes
Processor	vCPU	2	32	Permitted configurations are multiples of 2 between 2 and 32.
Memory	GB	1	256	Allocated in 1 GB increments.
Storage	GB	1	63,488	Allocated in 1 GB increments.
Network interfaces	Items	1	10	Customers can allocate up to ten network interfaces per server

1.9 Processors

Each virtual machine is allocated two vCPUs by default, vCPUs can be added in multiples of two. Servers may need to be powered down to modify the number of CPUs, depending on the change being made and the capabilities of the operating system.

Processors over the platform typically perform at over 2GHz with variation between host specifications. Redcentric will update and refresh host hardware over the lifecycle of the platform, however processor performance between host will not show significant application performance variation.

Processor resources usage over contracted levels is only charged to the customer when the virtual machines is powered on. Processor usage is metered hourly and an average over the month is reported. The average is rounded up to the next whole number.

1.10 Memory

Each virtual machine is allocated 1GB memory by default. Additional memory can be allocated in 1GB increments to a maximum of 256GB per server.

Memory resource usage over contracted levels is eligible to charged when the virtual machine is powered on. Memory usage is metered hourly and an average over the month is reported. The average is rounded up to the next whole number.

1.11 Storage

Customers consumes storage space for virtual machines' system disks, data and application disks, snapshots, templates, and swap files. These resources are consumed even if the disk is not allocated or visible to a virtual machine.

Redcentric templates will typically have a single disk for the operating system drive. This size may vary with each template used, and the customer should check the disk size before deploying.

Virtual disks and snapshots are held on high-performance solid-state storage and customers can expect up to 10 IOPS per allocated usable GB with an average response time of 3 – 5ms, based on 70/30 read/write split and 8KB transaction size.

All data is encrypted at rest using strong industry-standard encryption methods, ensuring that the platform is secure against physical data theft and supports many compliance requirements. As a shared platform, data is logically separated between customers, but is not zero-filled after deletion. Due to the disks being encrypted at rest, zero-filling is not necessary to ensure the data is unreadable.

Storage consumption is metered hourly and an average over the month is reported and billed. This approach is equivalent to hourly reporting but without the variations associated with differences in the length of calendar months.

1.12 Network

Each server is attached to one network resource by default, with a maximum of ten connections per virtual machine.

External interfaces connect the customer's servers to other network resources, such as a customer WAN, Internet via a Managed Firewall or customer LAN within a co-located hosted rack in Redcentric's datacentre. These network resources will be configured by Redcentric as part of the service activation. Connection to the customer's network allows the servers to co-exist within the customer's IP address scheme and be fully routable & integrated into the customer's network environment. Services on this platform will require some level of connectivity for virtual machine session-based management and service access.

Network resources are defined during service delivery. Changes to the network topology can be requested throughout the lifetime of the customer's service via the Account Manager. These changes may be subject to a one-off charge, and a design and planning lead time.

Network ingress/egress charges to the cloud platform are not metered.

2 Guest Operating Systems

2.1 Managed Cloud Virtual Data Centres

Customers requiring managed virtual datacenters must subscribe to Redcentric's Managed Server as a Service offering. The applicable service description detailing supported operating systems is accessible at Redcentric Service Definitions (redcentricplc.com)

2.2 Self Managed Cloud Virtual Data Centres

2.2.1 Guest Operating Systems

The platform supports any 64-bit server operating systems currently supported by the vendor, are not end of life and are on the VMware Guest Operating System Compatibility Guide. The platform charges include Microsoft Windows Server licensing.

As of June 2024, this includes

- Microsoft Windows Server 2019, and 2022
- Major Linux distributions, for example (see vendors or linuxlifecycle.com
  - Ubuntu Server LTS 14.04 – 22.04 (see vendor)
  - CentOS 6 and later (see vendor)
  - Red Hat Enterprise 7.x and 8.x (see vendor)
  - Debian GNU/Linux 8 to 11
  - SUSE Linux Enterprise Server 12.5 and 15.5 (see vendor)
  - FreeBSD 13.2 and 13.3 (see vendor)
  - Oracle Linux 7 & 8 (contact Oracle)
  - Solaris 10 & 11.3 (see vendor)

Where new operating systems are released, there may be a delay in support until Broadcom and Redcentric have updated supporting systems. Contact Redcentric support to confirm support for Operating System versions not listed above. If Redcentric have reasonable cause to believe that a legacy out-of-support Operating System threatens the integrity of the platform then we shall be permitted to shutdown or isolate VMs running said operating system and will make reasonable attempts to inform customers in advance. The customer is solely responsible for the security posture of self-managed Virtual Data Centres, including but not limited to Operating System patching, anti-virus, firewall rules, threat detection and response. Customers are responsible for licensing, support, and maintenance agreements for all loaded software, with the exception of Microsoft Windows Server which is licensed by Redcentric.

Customers agree to install currently supported versions of VMWare Tools available for the platform is installed on virtual machines.

Customers are required to run Redcentric's License Management Agent and allow it to communicate with the License Management Server to support software license compliance processes. The agent is included in all Redcentric provided templates. Customers are responsible for licensing all software except for Windows Server, which is licensed by Redcentric's Microsoft Cloud Service Provider agreement. Please contact Redcentric support to obtain the latest installation guide for the License Management Agent.

2.3 Recommended Minimum VM Specifications

Redcentric recommend a minimum server specification as detailed below:

OS	CPU Cores	RAM	Disk
Windows Server 2022	2	4GB	100GB
Windows Server 2019	2	4GB	100GB
Ubuntu 14.04 LTS to 22.04 LTS	2	4GB	20GB
CentOS 6 and later	2	4GB	20GB
Red Hat Linux 5 to 8	2	4GB	60GB
Debian 8 to 11	2	4GB	20GB
SUSE Linux Enterprise Server 11 to 15	2	4GB	20GB
FreeBSD 11 & 12	2	4GB	20GB
Oracle Linux 4.9 to 8	2	4GB	20GB
Solaris 10 & 11	2	4GB	32GB

2.4 Software Licensing

Customers are responsible for ensuring that all software in use on the platform is properly licensed and used within the limitations on the licensing agreement. This includes ensuring that sufficient per-processor, -core, -user and -device licenses are in place and reviewed regularly to ensure continued compliance.

Redcentric can provide licenses for certain products based on customer requirements, contact your account manager for further details.

2.4.1 Microsoft Licensing

The customer must notify Redcentric of any Microsoft software that it intends to operate on the service, to allow Redcentric to identify the correct licencing method.

Redcentric recommend customers utilise the Microsoft Products and Services Agreement (MPSA), allowing the customer to manage their license requirements for Redcentric Cloud, or on-premise deployments. Alternatively, customers with active License Mobility rights and active Software Assurance can apply to Microsoft to transfer the licenses for use on Redcentric's platform within ten days of deployment. Redcentric is a Microsoft Authorised Mobility Partner.

At the time of writing, License Mobility applies only to the following Microsoft products.

- Microsoft SQL Server database server
- Microsoft Exchange server
- Microsoft SharePoint Server and SharePoint Hosting Server
- Microsoft Skype for Business Server
- Microsoft System Centre

- Microsoft Dynamics ERP and Dynamics business software

If the customer has their own subscription agreement, the customer can also provide subscriptions to license certain Microsoft products but will be required to provide proof of entitlement.

Office Pro Plus and Windows Desktop OS subscriptions cannot be used on the platform, except by prior arrangement, approval will only be provided for a limited quantity of virtual machines and will be subject to the terms of the applicable license agreement. Contact your account manager for further details. Redcentric can also provide these subscriptions if required.

Redcentric provides Microsoft Windows Server licences across the platform for all customer virtual machines deployed. The licence agreement restricts usage rights to current and current -1 releases for new deployments and newly migrated servers. Redcentric will only support older versions of software where the customer has purchased and maintained a valid Extended Security Update and an active support plan.

2.5 Software Licensing Compliance

Customers must agree to installation of Redcentric's software license management agent as a prerequisite for using any commercial software licenses. Redcentric will supply license reports to the nominated customer representative or team responsible for software license compliance monthly.

Customers are required to provide evidence of license entitlement at contract commencement and when the license agent detects the installation of additional licensed software. If the license entitlement is not supplied within 10 working days Redcentric reserve the right to disable or uninstall the software from managed virtual machines or disable the VM for self-service instances if no proof of entitlement has been provided, or where the customer has committed to providing such proof within a further grace period of 10 working days. License entitlements must be backdated to the point of installation.

Redcentric do not require evidence of entitlement for software subscriptions that are dependent upon regular confirmation of entitlement to remain functional as these are typically licensed via the software suppliers' own cloud-based licensing engines.

Should a customer wish to move or clone a Virtual Machine to another environment, or end their VMware licensing agreement, Redcentric supplied software must be removed unless the customer can demonstrate that alternative arrangements to license the supplied software are in place and that transition to associated license keys has completed.

2.6 Backup and recovery

Backup options are available using Redcentric's BaaS service, during the service design phase Redcentric will agree with the customer the backup schedule, areas to be backed up and frequency.

The applicable service description detailing supported operating systems and applications is accessible at Redcentric Service Definitions (redcentricplc.com)

3 Onboarding and Offboarding

3.1 Getting started

Redcentric will enable logon to the Redcentric Cloud self-service portal for specified customer contacts as part of the initial service delivery. By default, this will include the identified customer contact on the service agreement but can include additional customer contacts identified during service activation.

Redcentric will setup network resources as part of the service activation. This will include identification of IP addresses, default gateways, firewall configuration, etc.

Upon service activation, the customer will be able build their infrastructure within the self-service portal. The customer will be able to build a new server using a Redcentric provided template.

The customer may choose to engage with Redcentric Professional Services to:

- Migrate physical server infrastructure
- Import or create a new server build template specific to the customer's needs
- Import a server image from the customer's hypervisor platform
- Deliver virtual machines on the platform with a choice of managed service wrappers

The target lead time to complete service delivery is detailed in the table below, for each service element. This is subject to the timescales of delivery of the specific connection mechanism used to connect the customer to IaaS, such as delivery of Ethernet access circuits, HSCN (N3) connection, Internet address allocation via RIPE, firewall configuration, options selected, etc.

Service Element	Service Activation Timescales
Redcentric Cloud	Target completion within 20 working days

3.2 Offboarding

3.2.1 End of contract data extraction

On termination or expiry of the Service Agreement, customers are responsible for the extraction on any data required beyond the end of the contract.

3.2.2 End of contract additional assistance

Where the customer requests additional transitional assistance, Redcentric shall provide such assistance as an additional service. The additional transitional assistance shall be chargeable at the Redcentric prevailing time and materials consultancy day rates.

3.2.3 Resource Deletion

The customer is responsible for deletion of self-service resources. Redcentric will delete managed resources at the end of the contract unless an extension has been requested. In either case, consumed resources will continue to be charged at the contracted rate until deleted.

4 Associated Redcentric Services

The tables below provide details of other Redcentric services.

Service Name	Service Summary
Access as a Service	**Access as a Service** provides a secure internal / external network connection. It meets compliance standards and various Redcentric services such as internet and security can be overlayed over this single connection into the Redcentric Network. This service is compatible with **DDoS Mitigation Service, Managed Firewall Service. Managed LAN Switch Service, Meraki Connectivity and Security Service, Managed SD-WAN Service. Managed Wireless LAN Service, Wireless Guest Access Service**
Backup as a Service	**Backup as a Service (BaaS)** is a cloud based, data protection, and disaster recovery solution that supports a wide array of applications, data types, and workloads, including endpoints. It also provides vulnerability scanning, patch management, remote desktop, and health reports, along with next generation AI-based protection against malware via an easy-to-use customer portal and interfaces. This service is compatible with **Cyber Security Services, Disaster Recovery as a Service, Infrastructure Recovery, Physical Workplace, Redcentric Cloud, Storage as a Service**
Database as a Service	**Database as a Service** is an ITIL aligned standard, repeatable database infrastructure, provisioning, and administration service for SQL Server database management systems. Priced on a per instance basis for the service element and consumption and licensing costs for infrastructure and provisioning. The product is delivered remotely using standard processes, tools, and automation. The service is compatible with **Disaster Recovery as a Service, Storage as a Service, Managed Public Cloud AWS, Managed Public Cloud Azure, Monitoring as a Service, Managed Server as a Service, Redcentric Cloud, Redcentric Sovereign Cloud**
DDOS Mitigation Service	**DDoS Mitigation Service** consists of three services. DDoS Essentials and DDoS Essentials Plus, ensures customer protection within 60 or 15 minutes respectively, upon attack notification. DDoS Pro offers comprehensive management with instant detection and automated response. Monitoring at the ISP level enables pro-active attack identification, enhancing network security measures. The service is compatible with **Access as a Service. Managed Firewall Service, Meraki Connectivity and Security Service. Managed SD-WAN Service.**
Managed Firewall Service	**Managed Firewall Service** The service is delivered on virtual firewalls on a shared platform or on one or more dedicated hardware firewall appliances. The firewalls control traffic between devices on different networks and provide perimeter protection. The firewall is configured by our staff to meet customer's requirements. Firewalls are monitored for alerts. The service is compatible with **Access as a Service, DDoS Mitigation Service, Meraki Connectivity and Security Service, Managed SD-WAN Service, Two Factor Authentication Service.**
Managed Server as a Service	**Managed Server as a Service** will manage servers provided on the Redcentric Cloud, hosted physical server services, or managed public cloud infrastructure Managed Public Cloud AWS and Managed Public Cloud Azure. The service provides access to our support capability, technical skills, and economies of scale, to manage the customer's server operating systems. The service is compatible with **Redcentric Cloud, Managed Public Cloud AWS, Managed Public Cloud Azure.**
Monitoring as a Service	**Monitoring as a Service** is a cloud-based monitoring for cloud and on-premises infrastructure encompassing overall health, performance, and availability of systems, resources, and applications. The customer is provided with standard dashboards and the capability to configure alerts. The customer has near real time information using LogicMonitor cloud-based software delivering modern, informative, and concise metrics. The service is compatible with **Disaster Recovery as a Service, Database as a Service, Storage as a Service, Managed Public Cloud AWS, Managed Public Cloud Azure, Managed Server as a Service, Redcentric Cloud, Redcentric Sovereign Cloud**

Service Name	Service Summary
Cyber Security Professional Services	**Cyber Security Professional Services** Redcentric offers a wide range of Cyber Security Professional Services from strategy to implementation. Aligned to the NIST Cyber Security Framework, our qualified industry professionals will support you in overcoming your cyber security challenges around governance, InfoSec compliance, security testing, vulnerability management, business continuity, disaster recovery, data breach and Incident Response. The service is compatible with **Vulnerability Management Service**
Managed Public Cloud AWS	**Managed Public Cloud AWS**, Redcentric, a next-generation cloud services provider, offers end-to-end lifecycle management. From AWS to Modern Workplace and Azure. We optimise cloud investments. Our expert engineers across multi-disciplines; SRE, SysOps, DevOps, NetOps, FinOps, SecOps and platforms, design multi-cloud strategy; 24/7/365 access to cloud expertise to reduce AWS infrastructure management burdens. The service is compatible with **Modern Workplace 365, Disaster Recovery as a Service, Database as a Service, Storage as a Service, Managed Public Cloud Azure, Managed Server as a Service, Redcentric Cloud, Redcentric Sovereign Cloud**
Managed Public Cloud Azure	**Managed Public Cloud Azure,** Redcentric, a next-generation cloud services provider, offers end-to-end lifecycle management. From Modern Workplace to Azure and beyond. We optimise cloud investments. Our expert engineers across multi-disciplines; SRE, SysOps, DevOps, NetOps, FinOps, SecOps and platforms, design multi-cloud strategy; 24/7/365 access to cloud expertise to reduce Azure infrastructure management burdens. The service is compatible with **Modern Workplace 365, Disaster Recovery as a Service, Database as a Service, Storage as a Service, Managed Public Cloud AWS, Managed Server as a Service, Redcentric Cloud, Redcentric Sovereign Cloud**
Modern Workplace 365	**Modern Workplace 365** services represents the future of work, where complexity and risk are minimised, and productivity and collaboration are maximised. This service extends beyond the traditional Managed 365 offering, encompassing a comprehensive modernisation service with digital workspaces and dedicated end-user support. The service is compatible with **Managed Azure, Disaster Recovery as a Service, Database as a Service, Storage as a Service, Managed Public Cloud AWS, Managed Server as a Service, Redcentric Cloud, Redcentric Sovereign Cloud**
Vulnerability Management Service	**Vulnerability Management Service** enables organisations to identify, prioritise, and remediate software vulnerabilities affecting their digital infrastructure, applications, and services that can be exploited by a cyber attacker to cause harm to their business. We will perform regular vulnerability scanning of your internal and external (internet-facing) assets. The service is compatible with **Cyber Security Professional Services**

5 Service Levels and Service Credits

5.1 Incident Priority Definitions

The Sovereign Cloud Services for Official use the following criteria for prioritisation of incidents

Priority	Contact Method	Criteria (Meets One or More)	Examples (Not a Definitive List)
P1	By Phone only	Severe unusable. Severe disruption of service or business functions, possibly with revenue loss. Critical Systems Unit failed or severely impaired. No workaround(s) exist. Affects Critical business unit, users, or functions.	Multiple server failures affecting key operational areas. Severe performance degradation. Financial systems affected in a close period. Security issue such as malware, virus.
P2	By Phone only	Causes major business disruption. VIP user(s) or Business Unit with significant reduction in system performance. No workaround(s) exist. Potential to cause or become a P1.	Slow response of key business application for one or more users. Security incident.
P3	email or customer portal	Impacts system availability or operation of services. Affects users within a single function. Workarounds may be in place. Business operations impacted but not severely.	Equipment failures which are covered by redundancy/ resiliency. Server or infrastructure device identified as not having current patch/pattern files within 5 days of a patch being uploaded to the distribution servers by Service Provider.
P4	email or customer portal	Minor disruption or usability issues. Affects single user or function. Workaround is available. Does not impact business operations.	Incident queries relating to Data Centre Services.

5.2 Incident Response and Resolution Targets

Incidents are responded to, resolved, and reported, according to the Key Performance Indicator (KPI) specifications as listed below

	Type	Service Level	Target	Measure
Response Time	KPI	Priority 1 (Critical)	15 min	From the time the ticket is logged to the time it is electronically accepted by the resolving team.
	KPI	Priority 2 (High)	30 min	From the time the ticket is logged to the time it is electronically accepted by the resolving team.
	KPI	Priority 3 (Medium)	60 min	From the time the ticket is logged to the time it is electronically accepted by the resolving team.
	KPI	Priority 4 (Low)	2 hrs.	From the time the ticket is logged to the time it is electronically accepted by the resolving team.
Resolution Time	KPI	Priority 1 (Critical)	4 hrs.	For each Priority 1 (Critical) Incident, from the time the Ticket is logged in the Ticket Management System, to the time that the Incident is resolved.
	KPI	Priority 2 (High)	8 hrs.	For each Priority 2 (High) Incident, from the time the Ticket is logged in the Ticket Management System, to the time that the Incident is resolved.

	Type	Service Level	Target	Measure
	KPI	Priority 3 (Medium)	4 business days	For each Priority 3 (Medium) Incident, from the time the Ticket is logged in the Ticket Management System, to the time that the Incident is resolved.
	KPI	Priority 4 (Low)	10 business days	For each Priority 4 (Low) Incident, from the time the Ticket is logged in the Ticket Management System, to the time that the Incident is resolved.
Updates	KPI	Priority 1 Incident	every hour (24x7)	A Redcentric service desk incident assignee will contact the customer named contact by phone every hour with an update on incident status.
	KPI	Priority 2 Incident	every 2 hours (24x7)	A Redcentric service desk incident assignee will contact the customer named contact by phone every 2 hours with an update on incident status.
	KPI	Priority 3 and 4	every 24 hours Mon-Fri	A Redcentric service desk incident assignee will email the customer named contact every 24 hours Monday to Friday with an update on incident status.
Reports	KPI	Priority 1 and 2	within 4 business days of incident resolution	The Redcentric Service Manager will formulate an incident report and present it to the customer service owner.

6 Guaranteed availability

The Service Level applicable to IaaS is as follows

Service Level: Availability Measurement Period: Month	
Service Level	Not less than 99.99%

This service level applies solely to infrastructure running customer workloads. Portal and other tooling is excluded from downtime calculations.

6.1 Approach to resilience

Redcentric has designed the platform with redundancy built-in from generator-backed, diverse power sources to redundant TOR and core switching, clustered resources, dual network ports, to redundancy within the individual host, and operates the platform on at least an N+1 basis. This is an industry best practice standard.

All software and hardware are actively monitored. In addition, the following table provides additional detail on service resilience implemented within Redcentric Cloud.

Section	Commentary
Virtual server host maintenance	Redcentric will perform a live migration of customer virtual machines, without service disruption, from a virtual server host before planned maintenance without notification. The customer virtual machines will be distributed automatically between available hosts within the cluster.
Virtual server host failure	In the event of a host failing, the customer virtual machines will be automatically redistributed and restarted on available virtual server hosts within the cluster. The recovery process is automated, but due to the unplanned nature of a virtual server host failure, the customer virtual machines suffer disruption and will be restarted.

Section	Commentary
	In exceptional circumstances, this may result in data loss or service disruption. This should be planned against by the customer through highly available service design.
Virtual server workload balancing	Redcentric will automatically live migrate virtual machines between available virtual server hosts, to balance resource consumption within the cluster to provide a consistent level of service. This does not disrupt service and will not be notified in advance.
Virtual machine affinity / anti-affinity	Customer virtual machines are placed across the available virtual server hosts, within the cluster in the data center, at power-on and during normal operation based on available physical resources. At power-on, virtual machines are assigned to a host. Where more than one virtual machine is providing a highly available service design, there is a risk that the virtual machines in the HA group are placed on the same host. The customer is responsible for setting anti-affinity rules in the web portal to prevent this occurring.
Maintenance	Redcentric reserve the last weekend in every month to carry out planned maintenance, in the unlikely event that a maintenance activity requires an outage, Redcentric will provide three weeks notice, the duration of the planned maintenance window, and any activities that the customer must take in advance of the activity commencing.
Emergency maintenance	Emergency maintenance activities are defined as those that protect the integrity of the cloud platform if not implemented immediately. Redcentric will use reasonable endeavors to notify customers of any emergency maintenance that falls outside of the defined maintenance window. In the unlikely event that an activity requires customer outages, Redcentric will advise any activities should be performed to maintain availability in advance of implementation. Customers shall have a minimum of four hours to complete the advised activities.

7 Lifecycle Management and Maintenance

Redcentric aim to provide 5 working days notice for standard changes that do not have the potential to impact performance or cause temporary loss of resilience for customer cloud assets.

Whilst the N+1 architecture for the production components is designed to eliminate any outages, some components may be offline whilst scheduled maintenance is carried out, in which case Redcentric will provide 14 days notice. Should a maintenance activity impact availability or performance of cloud assets consumed by customer applications, it will be scheduled on the 2nd and/or 3rd weekend of each calendar month between 11pm on Saturday and 5am on Sunday.

Maintenance for management tooling will be scheduled during normal office hours, any impact to availability of tooling will be advised in the change notification.

In the event of a high impact security or otherwise critical patch being released, Redcentric reserve the right to implement within 48 hours to protect the integrity of the service. An emergency notification will be provided in such circumstances. Redcentric will be the sole arbiter on the criticality of such emergency changes based on reasonable evaluation.

Redcentric will use reasonable endeavours to accommodate requests to defer planned changes where doing so would lessen the impact on the customer's business operations.

8 Responsibilities and Accountabilities

8.1 High Level Redcentric Responsibilities

Redcentric monitors and manages the platform up to and including the hypervisor and control layers, including hardware, network, and management services.

8.2 High Level Customer Responsibilities

The customer is responsible for managing the hosted virtual server operating systems and applications and also:

- must install, support, patch and upgrade their applications(s)
- must ensure their O/S and application licences are compliant with the customers vendor-specific agreements
- must allow Redcentric administrator access within the virtual server to carry out audit activities
- shall not operate Microsoft Windows Desktop OS
- must allow Redcentric to install a License Management Agent to enable software license usage reporting.

9 Service Management

Service management activity	Customer responsibility	Redcentric responsibility
Provision and deliver resources sufficient to provide compute and storage resources to customers	No	Yes
Platform capacity management: compute, storage, and network resources.	No	Yes
Ensure availability of hosts, hypervisors, and management interfaces	No	Yes
Build and manage physical network infrastructure.	No	Yes
Network security and segregation between customers.	No	Yes
Network security and segregation within a single customer network	Yes	No (*unless Redcentric is providing firewall services)
Build and manage virtual hosts and hypervisor software, including management interfaces	No	Yes
Provision and manage virtual machine containers	Yes	No*
Provision, monitor and manage guest operating system	Yes	No*
Capacity planning and trending within operating systems	Yes	No*
Ensure availability of applications and customer services, including high availability design	Yes	No*
Provision of disaster recovery service, replication of data, etc	No	Yes (if subscribed to)

Service management activity	Customer responsibility	Redcentric responsibility
Monitoring and incident management of disaster recoverability	Yes	No*
Configuration and monitoring of backups and success reports	Yes	No*
Testing of DR and backups	Yes	No*
Creating and maintaining security of virtual machines on the platform	Yes	No*
Antimalware provision within virtual machine operating systems	Yes – compulsory	No*

*unless Redcentric is providing a managed service

10 Business Continuity & Disaster Recovery

10.1 Business Continuity

Redcentric under its ISO22301:2019 Business Continuity certification, operates and maintains a robust Business Continuity Management System (BCMS). The BCMS scope includes;

- Data Centers
- Managed Services
- ICT technologies and systems
- Staff and business functions

and is externally assessed by the BSI annually to ensure continued effectiveness in line with BSI published standards.

Our Business Continuity Policy Plan (BCP) is fully supported by the Board and is designed to enable a return to normal operations in the shortest practical time, with minimum disruption. The primary objective is to restore and deliver continuity of key services in the event of a critical incident.

Our overall Business Continuity strategy is to provide resilience for all systems that support critical processes, by having data backed up to alternative Data Centers, or dual site services configured as active-active.

We use the same cloud backup service (Acronis BaaS) for our own IT and services as we do for our customers, ensuring fully secure, encrypted data is available off-site when needed. Departments and services are required to test backup and restore annually.

Testing

Our BCP is routinely tested annually, and as Redcentric is a provider of critical services to the NHS (Peering Exchange and Consumer Network Service Provider), is independently witnessed by a member of NHS England.

Disaster Recovery plans underpinning the BCP have been developed for each Department and Service and these are externally audited and tested annually.

Network resilience

Our network has been designed and engineered to deliver highly available, stable connectivity to maintain business access to critical applications. To maximise resilience, multiple carriers provide the core connectivity and routing, and switching devices are used from market leaders Cisco

Systems. The network design and build are geographically resilient providing a minimum of 99.99% availability (to resilient end points).

The Redcentric highly resilient, high-capacity core has connections to several carriers providing multiple options for our internal business operations and critical services, and customers wishing to access cloud services, applications, and data:

- Geographically resilient connectivity to multiple tier-1 Internet transit providers and Internet exchanges.
- Geographically resilient connectivity directly into the inner core of the HSCN network.
- Core network engineered to withstand multiple concurrent failures and to re-route around a failed transit path in under a second.

10.2 Disaster Recovery

10.2.1 Overview

Redcentric provisions virtual datacentres at Redcentric ISO270001 accredited locations, as required by the customer. The service is available as a standard service with resources provisioned in a single datacentre, or with Dual-Site Replication and Recovery, which provides resources at a primary location and shadow resources in a secondary datacentre as a Disaster Recovery capability.

Customers can apply Disaster Recovery (DR) to one or more Virtual Machines (VMs) within their Redcentric Cloud estate. This service replicates VMs to the alternative Redcentric data centre, enabling recovery to specific points in time as defined during service setup or when enabling DR on a VM.

10.2.2 Capacity and Storage Usage

Resources consumed by the addition of Disaster Recovery are subject to charges. Including:

- Reserved capacity for recovering VMs in the DR site.
- Storage usage is charged based on consumed space, including a full copy and incremental storage for each recovery point maintained. This storage usage is not visible to the active VM but can be viewed in the Redcentric Cloud portal.
- Charges are applied hourly through automated billing.
- More retained recovery points or longer retention periods result in higher storage consumption.

10.2.3 Recovery Time Objective (RTO)

- The RTO target time is 4 hours for VMs with DR enabled up to a maximum of 100 VMs. Every VM beyond 100 extends the SLA RTO by 2 minutes.
- RTO is measured from Redcentric's acknowledgment of a failover requirement to the time the VM starts at the secondary site with an operational OS.
- For self-managed VMs, RTO applies from when the customer initiates recovery.
- Factors end-to-end RTO include:
  - Time taken to recover vs. restoring at the primary site.
  - Establishing secure network connectivity.
  - Business process activities.
  - DNS change propagation.
- Customers can initiate recovery for self-managed VMs at any time but are responsible for the process and outcomes.
- Customers are responsible for defining workload dependencies that require VMs are started in a specific order.

- Full application recovery time beyond a working OS remains the customer's responsibility.

10.2.4 RTO Service Credit Policy

If Redcentric fails to meet the RTO SLA, the following service credits apply:

RTO Missed By (%)	Service Credit (% of Monthly Recurring Charges)
1% to 49%	30%
50% to 99%	40%
100% to 199%	60%
200% or more	100%

Note: Service credit eligibility requires the customer to have conducted a failover test within the preceding six months, documented any issues encountered , and completed remediation for them.

10.2.5 Recovery Point Objective (RPO)

- The customer defines an RPO based on factors such as business criticality, acceptable data loss, and cost of data protection.
- Different applications may have different RPOs depending on their importance.
- The SLA aligns with the RPO for each VM, determined by the storage snapshot frequency set by the customer.
- Redcentric facilitates recovery to the required point in time, with an RPO as low as 30 minutes.
- Customers are responsible for defining the protection schedule for each VM with DR enabled.
- For self-managed VMs, the customer is also responsible for implementing and monitoring the protection schedule.

10.2.6 RPO Service Credit Policy

If Redcentric fails to meet the RPO SLA, the following service credits apply:

RPO Missed By (%)	Service Credit (% of Monthly Recurring Charges)
1% to 49%	30%
50% to 99%	40%
100% to 199%	60%
200% or more	100%

The customer is responsible for availability of sufficient bandwidth when replicating into their own premises into Redcentric Cloud. RPO SLAs do not apply when replication bandwidth is not sufficient to maintain the RPO.

10.2.7 Service Credit Payments

- Redcentric provides service credits for failures to meet either Server Availability SLA or RTO/RPO SLAs, but not both in the same month.
- If both failures occur, the higher service credit value will be applied.
- Service credit claims must be submitted within 60 days of service restoration.

10.2.8 Disaster Recovery Testing

Redcentric recommend that all disaster recovery testing is carried out in a sandbox environment isolated from the customer production network to avoid disruption to customer operations. If required, a jump-host can be used to facilitate user testing, resources consumed by that jump-host are chargeable at the prevailing hourly rate.

Disaster Recovery for Managed Virtual Machines will be executed and is chargeable at standard Redcentric engineer rates in half-day increments (3.5 hours). This includes activities to document and/or maintain disaster recovery run-books, planning a DR test, executing the test, and clear-down activities. DR testing is executed during standard business hours. Further charges apply for testing outside of standard business hours.

Issues identified during a test that need remediation are also subject to additional charges, but may be waived at Redcentric's sole discretion.

Customers who choose to commit to a number of days per calendar year to execute testing will benefit from a discount on the then current daily rate.

Identifying issues that may prevent a successful invocation is a valid outcome of a successful test and will neither be grounds for service credits nor a zero-charge re-test.

10.2.9 Disaster Recovery Plan Maintenance

Amendments during the course of a contract will be charged at Redcentric's prevailing engineer rates in half-day increments. Redcentric may, at its sole discretion, waive a charge when it does not require significant effort – for instance switching the association of a single VM to a different pre-defined schedule.

Extensive remediation work will be chargeable as a separate project.

Amendments to fine-tune configurations following a test will be included in the invoice for the scheduled test.

10.2.10 Exclusions

Customer is responsible for all activities beyond the boundaries of Redcentric Cloud unless associated to a Redcentric provided service that the customer has subscribed to. Activities to complete those activities are excluded from the RTO calculations that apply to the Redcentric Cloud disaster recovery service feature but may be subject to discreet SLAs under the terms of that subscription.

Documentation of a recovery plan for resources not managed by Redcentric unless the customer engages Redcentric to build and maintain those plans, subject to a discreet statement of work and associated charges.

11 Data Processing

11.1 Data Processing Scope

- Redcentric does not access, alter, or use any application data that is running on the IaaS Service except as specifically stated below.
- Redcentric will access Operating System and other system data when managing VMs on a customer's behalf, accessing application data is not within the scope of the service.
- While using the self-service portal, data relating to operations are passed between services using APIs. It is the customer who issues these commands, as this is an unmanaged service. These APIs only build new VMs and no API access to application data is possible.
- No data is backed-up by or as part of this Service – see paragraph 7.5 below.

11.2 Data Storage and Unencrypted Data

- The Virtual Machine (VM) that is the platform provided by this service consists of CPU cores, GB RAM, network access and working storage for application data that is being processed.
- During normal operations, the platform generates operational data such as log files. Redcentric has access to this data because it has administrator rights to the VM. This operational data does not contain customer specific application data, including Personal Data.
- The VM will be using local working memory to process application data, and Redcentric has access to this data because it has administrator rights to the VM. During normal operations Redcentric has no reason to, and will not, access this data except while providing support, which will be at the request of and in conjunction with the customer.

11.3 Data Processing Decisions

- In the normal course of business Redcentric does not make any data processing decisions in relation to the Service. Processing is automated and instigated by the customer.
- Redcentric Support can be asked by the customer to intervene in the event of an issue with the Service. In such a case Redcentric may make decisions that affect data processing, but such actions will only be undertaken at the request of and in conjunction with the customer.

11.4 Service Configuration with Respect to Data

- The service configuration will be done by Redcentric as requested by the customer.
- The service configuration does not involve customer data.

11.5 Data Backup

- No data is backed-up by or as part of this Service.
- If the customer uses the Redcentric Backup as a Service (BaaS), then the Data Processing section of the BaaS Service Definition applies; if the customer does not use BaaS, then no data is backed up by Redcentric (and the customer is responsible for its own backup arrangements, and all backed up data).

11.6 Customer Access to Data

The customer has login rights to the VM that enables it to access, copy, process and back up data as it wishes.

11.7 Security arrangements and options

- The virtual machines (VMs) are hosted at Redcentric's data centres with physical data centre security and cyber security measures (e.g. Firewall) in place to protect the back-end systems and platforms.
- Customers have access via a portal to manage the configuration and access the virtual machine console of their own provisioned VMs.
- Customer access to the portal uses role-based access controls (RBAC), authentication is integrated with Redcentric's user directory service.

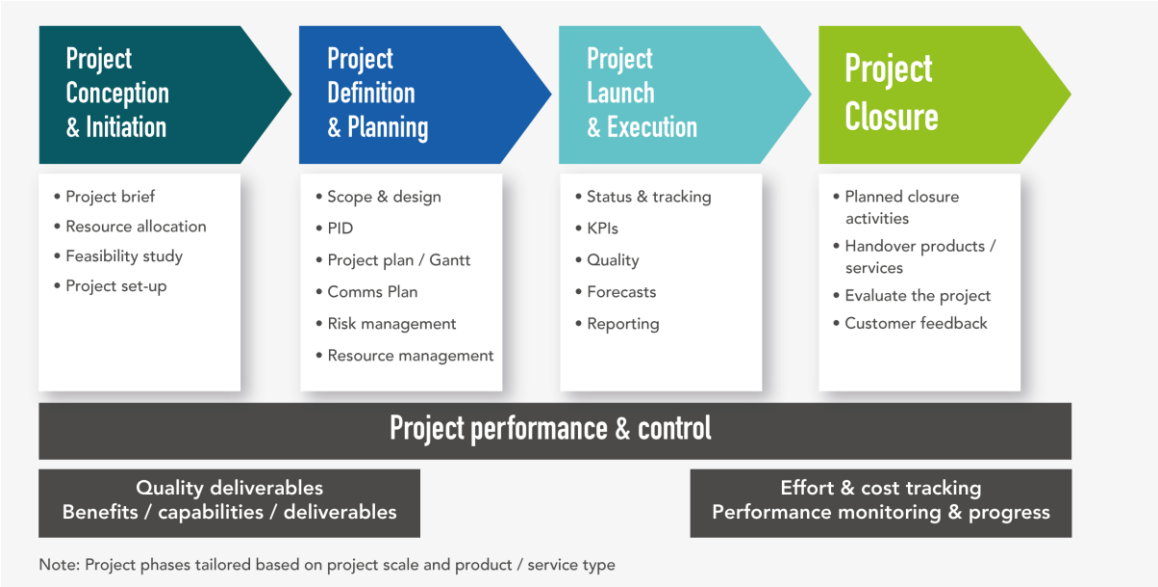
12 Project management

We understand you need to be confident we can deliver projects successfully and without risk to you or your customers. We know collaboration and communication with you is the key to successful project delivery, and the best way to ensure we can deliver the business value you expect from us.

Redcentric uses a hybrid project approach based on PRINCE2 and Waterfall methodologies, that is strengthened by ITIL project best practise. Our approach has been honed to foster a close working relationship between you and the dedicated project team that will be responsible for the onboarding of your new services.

The 4 phased approach that will steer your project delivery is:

- **Phase 1 – Conception and initiation**
- **Phase 2 – Definition and planning**
- **Phase 3 – Execution**
- **Phase 4 – Handover and closure**



We recognise the importance of making sure your project and programme of work is delivered on time and meet your quality and cost considerations. Our highly skilled team of project managers have years of project management and solutions expertise which enables us to provide you a clear understanding of when your solutions will be delivered in preparation for a seamless handover into live service.

You will benefit from our experience of managing a very broad spectrum of complex projects across our range of solutions for customers in a variety of sectors including highly sensitive sectors such as healthcare where disruption to BAU might result in a risk-to-life, or commercial sectors for example, retail or legal, where any disruption would have a significant impact on operational or commercial outcomes for the customer.

To meet your individual needs, we understand we need to be flexible to ensure we can deliver results quickly and with the expected outcome for the project. To achieve this, we will work closely with you to understand your needs and learn how issues impact your business. This will provide a clear insight into working together to resolve any challenges.

The main advantage of our meticulous approach is the handover process at each stage of the project. Risk is a key part of the agenda, which in turn promotes the continuity of risks and the identification of assumptions, issues and dependencies. This early and continuous detection of risk means we are able to promptly and effectively mitigate any challenges as early as possible.

Quality assurance processes are embedded throughout the delivery lifecycle, underpinned by our ISO 9001, 14001, 20000, 22301 and 27001 certifications and supported by our centralised programme management office.

12.1 The project toolbox

We will use a suite of project tools designed to ensure your project delivery is seamless, transparent, managed effectively, and delivered to your agreed specification. Each device has been refined over time based on our experience and as our knowledge evolves with the introduction of new technologies.

- Project initiation document to develop a detailed scope of your requirements
- Comprehensive project plan to refine the delivery approach
- High level solution design
- Low level solution design
- RAID Log to identify, control and govern project risks
- Site audit report to help identify issues and challenges at each project location

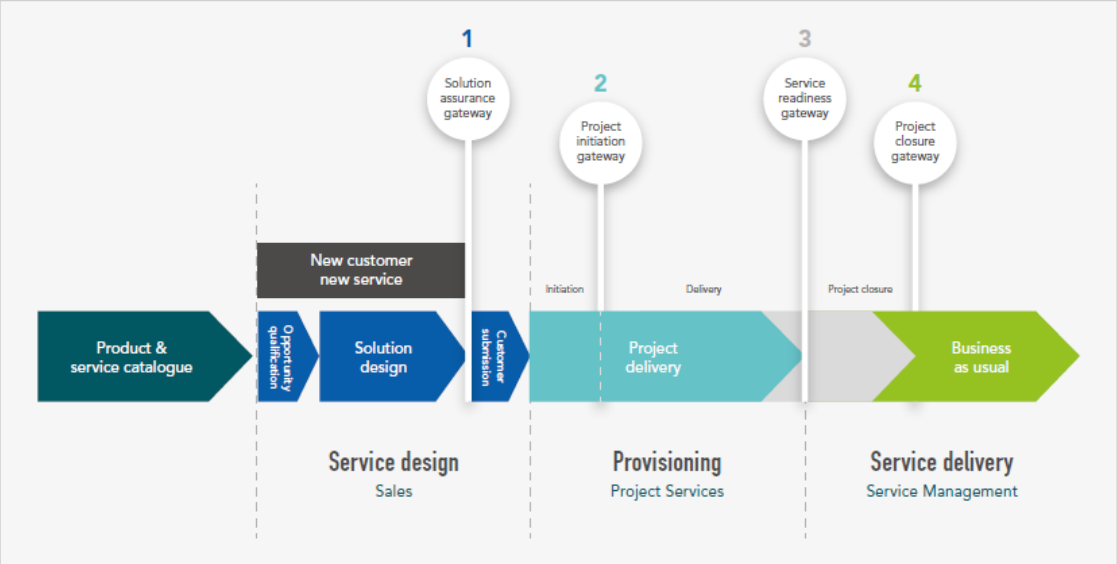
- Test plan to minimise disruption to your business operations
- Communications plan that defines what information to share and with whom
- Site implementation tracker to record the migration progress
- Weekly highlight report providing project updates
- Customer Service Pack
- UAT Test Report – per site (Word)
- Project Closure Report (Word)

12.2 Transition management

It is important to Redcentric that you experience a seamless and smooth transition into your service management team. With an established and proven approach to transitioning customers from solution design, through to projects and into your support team. Redcentric are confident you will feel supported and comfortable for the project team to step back, to let the service management team take over.

Using an effective project delivery approach throughout your transition journey, will ensure:

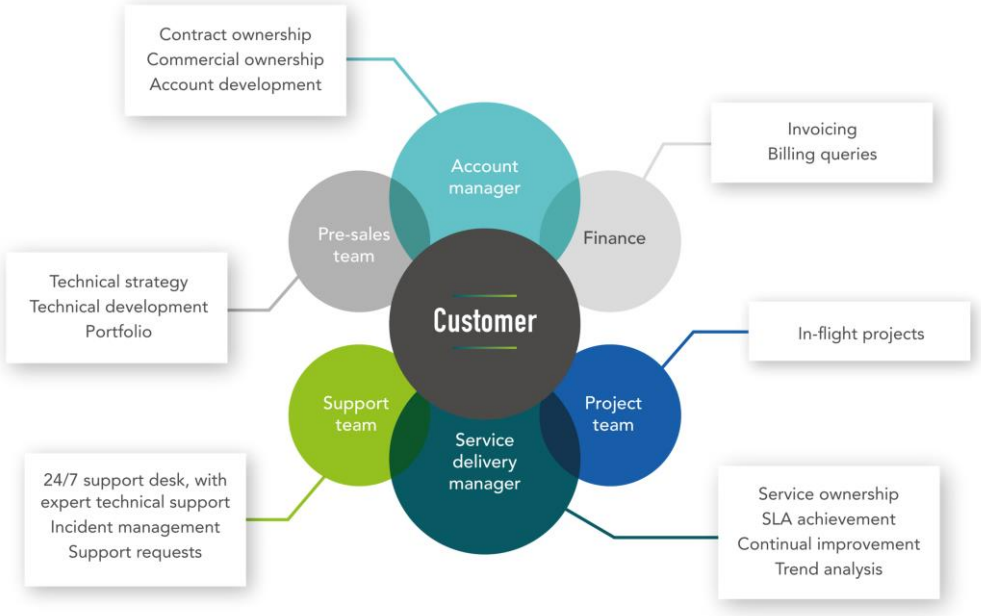
- Technical delivery is achieved on time and to specification
- The support model is fit for purpose and available at service commencement
- You will experience a ‘soft landing’ with minimal disruption to service.



With 30 years of track record of delivering projects, Redcentric’s knowledge and approach to mitigating risk during the project transition phase is based on experience. Their mature and proven approach is employed as a standard risk management framework which flows from initial bid stage through to project delivery, and into live service.

13 Account management

We appreciate the nature of your business demands an exceptional service. We recognise you need to be supported by a team who are not only competent and highly skilled, but also passionate about delivering the right outcome, every time. In our experience, this is achieved by aligning our expertise from the very beginning to create a single, cohesive, and focused team.



Your Account Manager will build an understanding of your current and long-term strategy and ensure that the wider Redcentric team understands your needs. They are responsible for the day-to-day commercial relationship between the customer and Redcentric. Our aim is to develop a long-standing partnership with you.

Sharing Technology advancements with you

A key role of your Redcentric account manager is to understand your business and to keep you proactively informed on the technology and industry developments that may be of strategic benefit to you. As part of your monthly service reviews, we will discuss our product and services roadmap and where required involve our technical design resources to better understand your requirement and provide guidance.

Our technology roadmap review forms part of the service delivery programme. Our aim is to ensure you are fully informed of the wider developments that we are planning to introduce and allow us to discuss any requirements you would like us to consider for the future.

Working in partnership to drive continuous improvement.

We fully embrace the continuous service improvement and will work with you to develop a continuous service improvement plan (CSIP). At the simplest level your CSIP will act as a way of prioritising and tracking minor improvement initiatives such as tweaking process to better suit your need but is equally used to drive technology enhancements and innovations to align evolving business requirements, including technology refresh, changes and upgrades throughout the contract period.

14 Service management

Redcentric will provide a centralised service management model for all services we deliver to you. Our proven model will ensure you receive service management and support services that is easily accessible and effective.

Our mature processes are based on the ITIL framework, fully supported by Gartner-referenced service management tools and process automation which ensures you receive a best-in-class user experience.

The proposed solution is inclusive of our support and account management service, which include

- Genuine 24/7/365 service desk which is manned, monitored and maintained using as mature ITSM tool
- Best-in-class secure management and monitoring tools, designed to ITIL guidelines.

Our service is underpinned by comprehensive, yet agile, documented processes that include major incident management. We have recently introduced enhanced SLAs within our support services, this means we will respond to you quicker and we are committing to faster fix times.

Service Reviews are an opportunity for us to collaboratively evaluate service performance and ensure it is effective and aligned to your needs. The service reviews seek to understand how we can work in partnership with you and your teams and to identify how we can improve performance. We work proactively to propose solutions to problems and suggest the best way to resolve any issues.

What happens at the monthly service review?

- Review service delivery using performance data and provide this in a graphical format
- Analyse support tickets to identify patterns that indicate we need to explore further to identify the root cause
- Review service availability, service exceptions, significant incidents and related trends
- Build operational relationships between our customers and the wider Redcentric team
- Seek to align internal resources within Redcentric to ensure effective service delivery
- Identify areas for improvement and include them in the service improvement plan
- Seek your input on how we can evolve our services to suit your future objectives
- Share our vision to demonstrate how we can support your future strategic aims
- Create and hold formal records in Redcentric's document management system

The monthly service pack provides a basis for discussion. It can be tailored to meet specific customer reporting needs as part of the onboarding process or within the lifetime of the contract. As standard, we provide a service pack that includes up to 12 months of data extracted from the support system and service monitoring systems. We analyse current and previous months' performance and identify any trends.

We operate a Service Management System which meets the requirements of ISO/IEC 2000, which means we have a tried and trusted model for service delivery that provides a consistent approach.

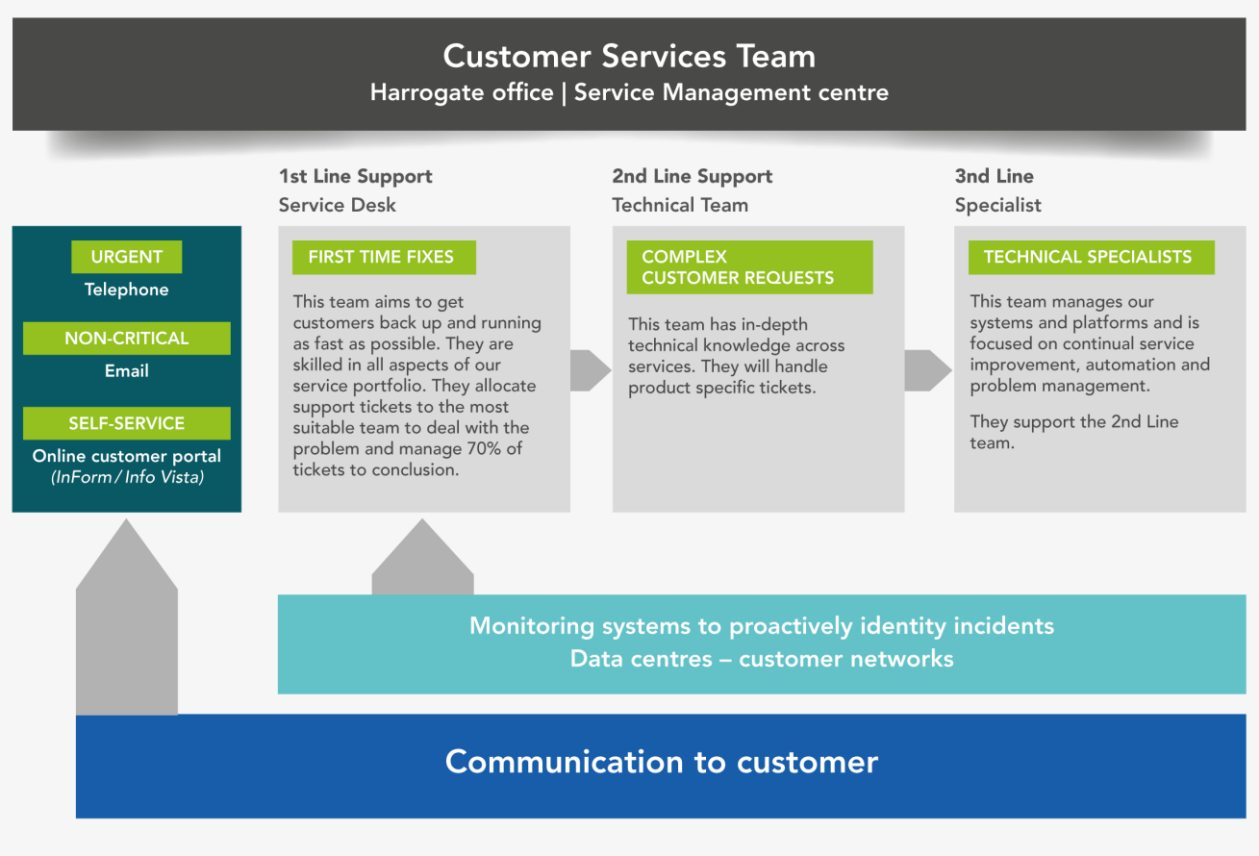
15 Support Services

We understand that our customers trust the Redcentric team to ensure that our services meet your needs. Our relationship with our customers goes beyond just complying with contractual SLAs and meeting industry standards.

- We seek to understand the importance of service delivery to your organisation and work with you to provide the support that leads to the rapid resolution of any issues.
- We take a pro-active approach to supporting you so you can be sure that the services which your business relies on are in safe hands.
- Our support operations meet the highest industry standards, and service management processes are based on the ITIL framework.
- We have thoroughly documented the major incident and customer service plans, which detail how we operate in business-as-usual scenarios and during major incidents.
- We use best-in-class secure monitoring tools to manage the services we provide to you actively. We use Gartner-referenced service management tools and process automation, which allow us to work smarter.

Our support function is structured to ensure fast resolution of incidents with timely escalation where appropriate.

The service journey you experience is important to us. Every interaction is monitored by our customer services team, who are highly experienced in handling customer interactions, and understand the importance gathering accurate and timely information to ensure the correct resources are allocated to reach a rapid conclusion.



Our incident management process has been engineered to be customer focused and designed to ITIL guidelines. We follow a proven process for incident management, with clear steps marked out for each team to ensure you are supported in the most effective and organised manner.

16 Information assurance

Certifications

Redcentric are ISO 20000-1 certified, demonstrating that we adhere to ITSM (IT Service Management) best practice, and ITIL (Information Technology Infrastructure Library) provides advice on ITSM best practice.

ITIL v4 is at the heart of Redcentric managed service operation and support. Redcentric believes that to deliver a high quality, professional service it is necessary to invest in training people, empowering them to be strong ambassadors of our service model.

Redcentric has provided managed services to the UK public and private sector for over 30 years. As a highly accredited business, we are proud of the standards and processes for which we are certified.

Our data centres and all supporting operations are fully UK Sovereign and are congruent with;

- The Government's Security Classification Policy ('Official-Sensitive')
- The Government's previous Protected Marking Scheme classification (BIL4 - Confidential)

Note – Redcentric can also support information and assets classified above the GSCP level of 'Official-Sensitive'.

ISO

- ISO 27001:2013 Information Security Certified
- ISO 9001:2015 Quality Management Certified
- ISO22301:2019 Business Continuity Management
- ISO 14001:2015 Environmental Management System Certified
- ISO 20000-1: 2018 – IT Service Management System Certified

NHS standards

- Registered HSCN CNSP (Health and Social Care Network, Consumer Network Service Provider)
- DSPT (Data Security and Protection Toolkit) assessed as exceeding standards
- NHS Certified Commercial Aggregator
- NHS Business Partner
- Authorised to transmit, process and store Person Identifiable Data (PID)
- NHS England IGSoC Compliant Commercial Third Party (NACS code: YGMAP)
- NHS England accredited Service Provider (Network Access Agreement number: 0740).

HMG / other standards

- PCI-DSS Compliant for physical hosting and managed firewall services within our data centre locations
- Cyber Essentials Plus Certified
- Data Centres are externally certified to attest they have the necessary physical security measures to process HM Government 'Official-Sensitive' classified data
- Main data centres are certified as Police Assured Secure Facilities
- Full alignment with the Security Policy Framework
- All services are designed, built, implemented, and supported using all relevant and appropriate NCSC GPGs, Cabinet Office and NHS England standards

Networks Connectivity

- The Public Internet via Private or Public IP VPN
- The HSCN Peering Exchange
- PSTN
- PSN (Public Sector Network) certified as one of the few DNSPs (Direct Network Service Provider)
- PSN Gateway Access for both PSN-Assured and PSN-Protected
- JANET (Joint Academic Network)

Further information with regards to the Redcentric assurance and governance framework can be found within the Redcentric customer security pack which consist of the following documents:

- Cloud Security Principles (aligned with the NCSC 14 principles)
- Security Management Plan
- Security Statement
- Accreditations and Mappings (lists all business accreditations and relevant controls and standards utilised for Redcentric G-Cloud services)
- Security Control Framework

Copies are available under NDA upon request.

17 Professional services

The Redcentric Professional Services team is drawn from across the organisation, bringing together a unique mix of experience, know-how and talent to help deliver substantive value to its consulting assignments.

Strategists, designers, developers, technicians, engineers, analysts, security specialists and project managers from the worlds of infrastructure, networks, applications, communications and mobile can come together to deliver expert, targeted, outcome-driven assistance where it's needed.

The common denominator in every professional services engagement is that we are responding to a specific client need. We provide tailored responses to your requests for assistance, whether that's for help of a strategic or tactical nature, short or long-term, on premises or off, single vendor or multi-vendor environment, in a lead role or in support.

Redcentric provide Professional Services using either our in-house team or approved third parties. Professional Services are not part of the service unless so specified in the customer's order.

Professional Services require a separate order or change control procedure and are defined and priced upon application

Available services

- IT strategy
- Project management
- Change management
- Design integration
- Staging and installation
- Integration design
- Service migration
- Optimisation and performance tuning
- Physical lift and shifts
- Audits and compliance
- Application development
- On premise and/or remote access support.

18 Company profile

Redcentric is a managed service provider, delivering highly available network, cloud and collaboration solutions that help public and private sector organisations succeed.

We provide:

Assured availability – Delivering highly available solutions that organisations can rely on to improve productivity and performance

Organisational Agility – Helping organisations to address operational, financial and regulatory challenges at speed

Smarter Working – Enabling and empowering organisations to connect, communicate and collaborate

Our aim is to work in partnership with you to improve efficiencies, drive transformation and enhance the services you provide to your citizens, patients, students and tenants and our services are provided in line with the most stringent public sector standards.

We are here to support you, whether that be with traditional infrastructure or making the move and taking advantage of what the cloud and hybrid environments have to offer.

Today we can offer a rich end-to-end solution portfolio covering the full spectrum of cloud, network and collaboration designed and delivered by our own highly skilled teams from our privately owned, UK based multi-million-pound infrastructure.

Our ethos is one of collaboration; our aim is transformation: helping clients secure desired outcomes, substantive gains, and a measured route forward for the future.

Our assurance comes from a long track record across both the private and public sectors, characterised by deep domain expertise, continuous innovation, proactive management, and an enduring commitment to business improvement through better IT. We'd like to think that there are hundreds of organisations out there where Redcentric has already made a significant and lasting difference.

- Multiple wholly owned UK data centres
- Serving over 800 customers across the UK
- Health and Social Care Network approved CN-SP
- NHS Digital approved N3 Aggregator since 2014
- Accredited to connect and supply over Janet
- Authorised to process HM Government data marked 'Official-Sensitive'
- Accredited to store patient data
- HSCN Peering Exchange Provider
- Accredited to connect and supply over Public Services Network (PSN)
- Accredited and experienced G-Cloud supplier
- 15+ years of N3 experience
- Fully aligned with ITIL Service Management Standards
- ISO 9001, 14001, 27001, 22301 and 20000-1 certified
- Cyber Essentials and Cyber Essentials Plus certified
- PCI Compliant for physical hosting services
- Services designed, built, implemented and supported using appropriate NSCS GPSs, Cabinet Office and NHS Digital standards
- Fully approved HSCN connectivity to Azure and AWS environments.

19 Why choose Redcentric?

Owned infrastructure

We believe that service quality is dependent on end-to-end control and capability, which is why we've spent the past three decades building our own infrastructure and skills base: a UK-wide MPLS network, UK-based data centres, Voice and IaaS platforms, Network and Security Operations Centre, and a large ITIL-based support operation.

Expert guide

We are not about the provision of one-off IT commodities but rather helping clients over the short, medium and long-term through the strategic alignment of our services to organisational requirements. We guide you on your journey at whatever speed and in whatever direction the need dictates

Customer-centric culture

It is the 'can do' attitude of our teams that we are most proud of and which our customers most value and often comment on. We invest in our staff and work hard to develop and preserve a culture that prioritises staff satisfaction and motivation. We believe that the happier, more engaged, and dynamic we are as a team, the more we can achieve together, ensuring we deliver the best results for our customers.

Open-minded and innovative

We pride ourselves on being an innovative service organisation which means we are always willing to think and do differently and to go beyond norms and conventions. We are always reviewing our proposition, introducing new proven technologies that dovetail with our existing offering; and bringing these opportunities for further gains to our customers. But equally this spirit of innovation may be seen in our flexible approach to project management, and it extends to all aspects of how we work with our customers**.**

Breadth of services

Our great strength is our ability to be a single unifying partner who can deliver a comprehensive range of IT and Telecoms services across multiple sites with confidence.

Security and integrity

We invest in our systems and processes, that in turn allow us to attain the highest standards of certification and accreditation. These are not badges of honour, but hard-earned evidence of our commitment to quality, security, and integrity, and this supports our aim to be a 'trusted partner'.

Outcomes focused

We believe we have an important role to play in ensuring you have the IT infrastructure and services to help you to achieve your goals. We help you to meet new challenges and to stay agile so that you can respond to change and at the same time keep your data and systems highly secure.

Our teams

We have highly skilled staff, whose average tenure is more than 10 years bringing a huge wealth of experience and a depth of knowledge on which you can rely. We also invest in the development of new team members who bring new or enhanced skills to Redcentric and the training of existing staff to ensure you benefit from a consistent, high-grade delivery of services and support day in, day out.

Continuous Service Improvement

We are committed to investing the most that we can to build a sustainable, successful business that can deliver genuine IT outcomes for our customers. We are continually refreshing our core systems or adding capacity and capability, to the tune of many millions.

Proactive

We think and act quickly

Inspired

We create excitement through innovation

Trusted

We do what we say we will

Collaborative

We work together to deliver a common goal

Transparent

We are open, honest and fair

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