Cloudreason
Service Description v1.1

1) Service Description:
We design, build, and run your infrastructure, working as your partner to ensure the continued operation of your solution. The service is fully managed up to the operating system and includes patch management and engineer resource to analyse any issues the customer may have under normal operation.

2) Design: We work with you to understand your business requirements, and then design a cloud solution bespoke to your needs. Using the standard tools, we will collaboratively design a solution which meets the best practices and performance requirements of your workloads.

3) Cost modelling: During the design phase we will model the expected operation costs of your Cloud service. To ensure the service meets your budget requirements, this allows us to demonstrate the ongoing cost of the solution depending on the platform sizing.

4) Build: We build your Cloud service and help you migrate your data into the Cloud. This includes the configuration of IaaS platforms, security groups, firewalls, and load balancers. The solution is documented and shared with your teams. We also configure monitoring of your service and applications. After the on-boarding process Cloudreason will sit down with you and talk through the findings. During this next stage we will make recommendations based on best practice on how to improve the environment.

5) Operate: We support and operate your infrastructure on a day to day basis. This includes the following services:

- **Management**: Our people are experts on leading Cloud technologies; IaaS, Analytics, Security, and load balancing
- **Optimised**: We make sure your systems are available to optimum levels by detecting and fixing problems quickly and being your remote hands in the data centre.
- **Security**: We ensure maximum system integrity giving you total peace of mind. Managing Cloud and software failures, capacity planning, change control and OS Patching service.
- **Simplified**: You have access to a pool of technical expertise and resources to help you ensure your company stays ahead of your competitors.

6) Continued optimisation: We will work consultatively with your teams to ensure your environment is continuously optimised. This means taking advantage of new and existing technologies to ensure you are achieving the best value in terms of price and performance. As our management fee isn't tied directly to your infrastructure service charge, our interest is in ensuring you are using the most appropriate amount of resource necessary, in the most cost-effective manner.

7) Pricing: Our charges are fixed monthly and fully based on the work required to ensure your solution meets the demands of your business. This ensures ongoing charges are fully aligned to the value your infrastructure is providing your business, and not to commodity components.

8) Monitoring: Cloudreason will monitor performance on agreed key data indicators. Our online monitoring and reporting system can provide the following functionality:

- **Monitor:** Cloudreason use monitoring tools to check the availability of key services and pass specified results to the monitoring platform.
- **Alert:** On detection of a fault our operation teams will be alerted, categorise the event and react accordingly.
- **Analysis:** Backed by Cloudreason engineers, data can be analysed to drill down on events to discover potential causes by looking across a wide selection of data indicators.
- **Proactive:** Where available resource / capacity can be monitored, and alerts triggered at defined usage levels to ensure corrective action can be carried out before it becomes service impacting.

9) Cloudreason Support: Cloudreason provide a 24/7 year-round support service backed by UK based in house Support Engineers. Support is available by telephone and e-mail. Classification and response targets are outlined below:

Issue Classification	Target Resolution
General Guidance	< 4 hours
System Impaired	<2 hours
Production system impaired	<1 hour
Production system down	<15 minutes

10) Independence: We are your support partner and operate independently of any infrastructure provider. You are contracted directly with us, and directly with your Cloud provider. If you discontinue services with Cloudreason, you will be able to take full control of your Cloud infrastructure to either support internally, or with another 3rd party. This ensure that you are never in a position where you are forced to migrate your data and services to a new technology platform at the end of a service contract.

11) Training: At the beginning of your service, and once a quarter we will spend time with your teams helping them to understand the solution, and new developments in Public Cloud services which are available to improve the service.

12) Account management: Every 3 months we will commit to spending a half day with your key stakeholders. This time can be used to discuss the solution, future business developments, and any changes which need to be considered for future planning. We're also available more frequently and on an ad-hoc basis if required.