

iOCO

Cloud Managed Services

01 May 2024

PROPOSAL



G-Cloud



- Immersion Day
- Solution Provider
- Digital Workplace Services Competency
- Amazon EC2 for Windows Server Delivery



Solution overview

Executive summary

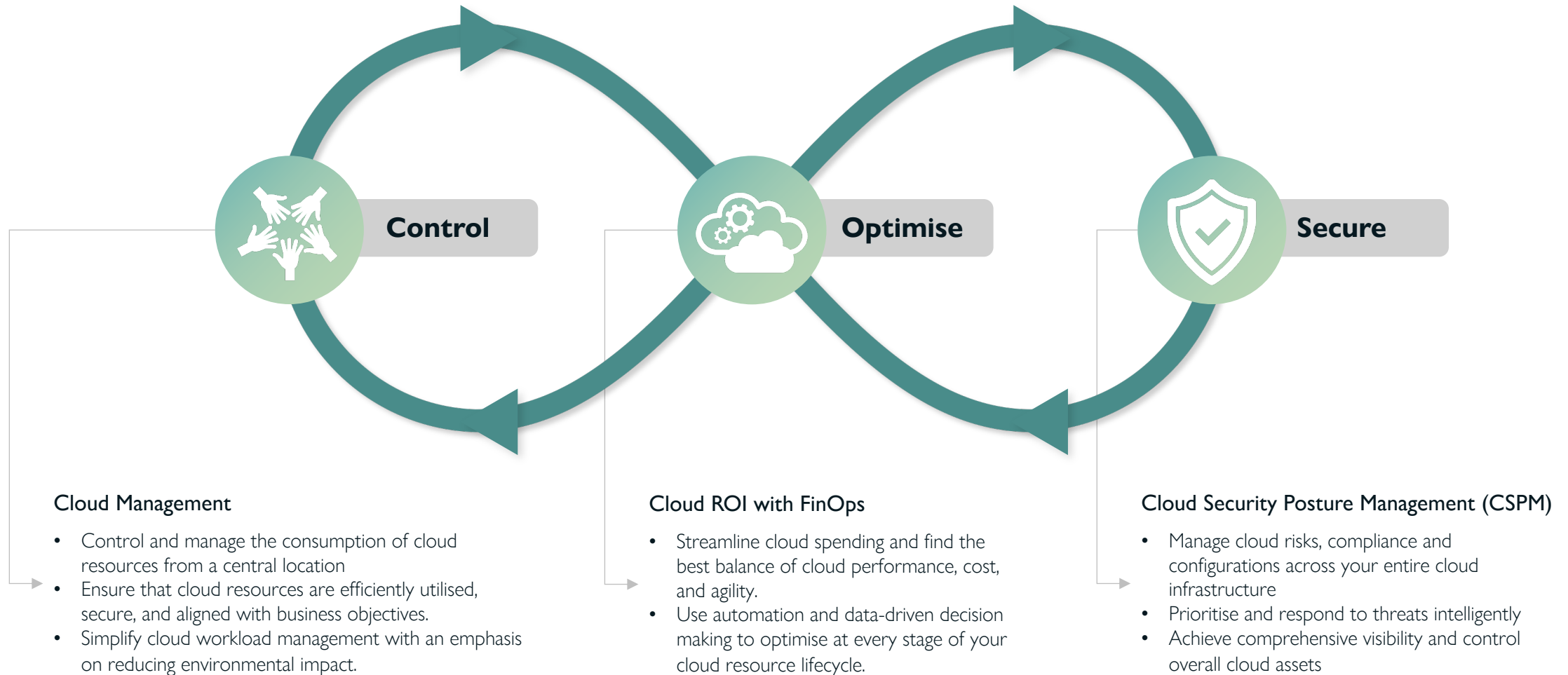
The consolidation of cloud services into iOCO's managed service will result in:

- Access to iOCO's hyperscale team of engineers and architects
- Proactive alerting and management of the existing cloud platform
- 24/7 service portal, fully supported by specialist operational teams
- Incident response and troubleshooting technical issues, resolving performance problems and ensuring a smooth operation
- 8/5 management for business-critical issues
- Monitoring service offering a comprehensive suite of tooling, ensuring optimal performance, reliability and experience
- Backup and disaster recovery
- Cost management and optimisation, as part of the monthly fee, when iOCO is the billing partner of record

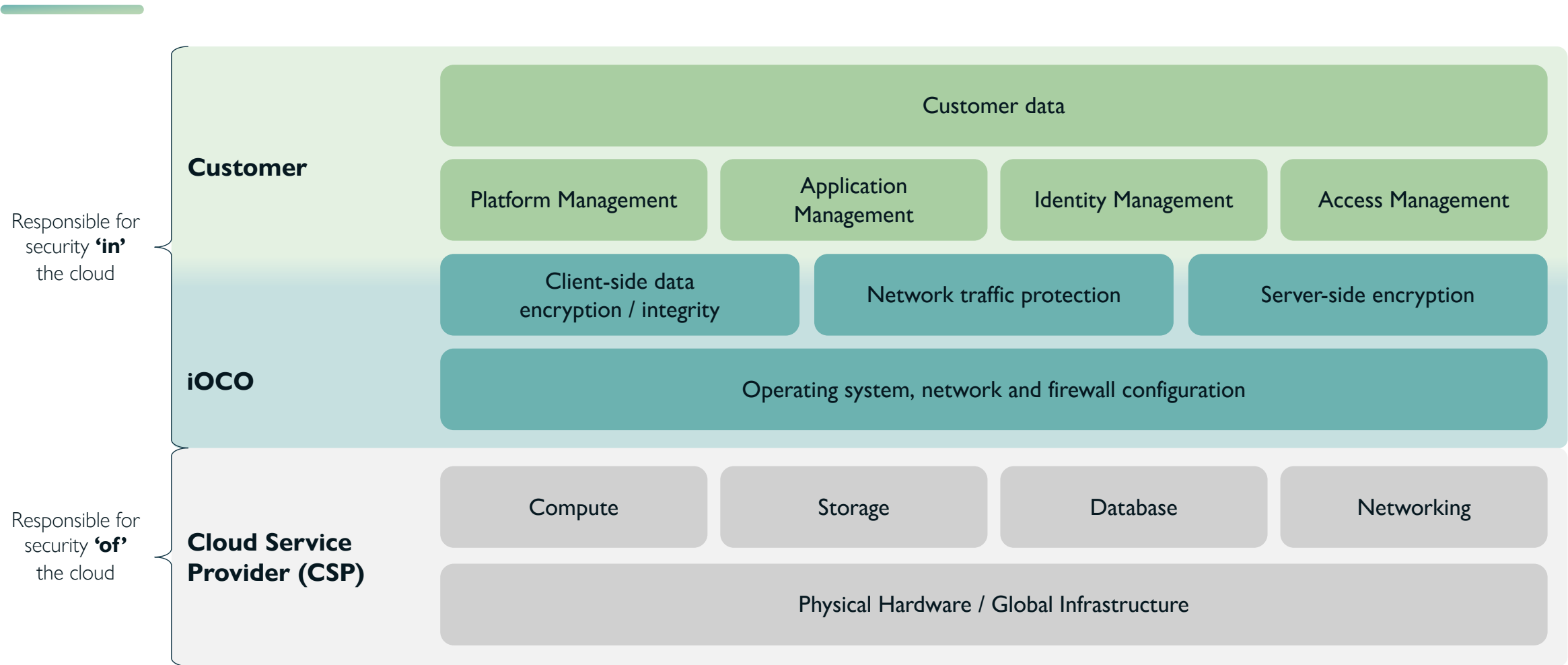
Taking care of your workloads

iOCO

iOCO's next-gen managed services approach tailored regional market specifics and global standards.



Shared responsibility model



Benefits



Enjoy seamless, around-the-clock support and service delivery that aligns with global market operations, minimising downtime and enhancing your business continuity across diverse geographies.



Depend on top-tier compliance, data security, and risk management protocols for unwavering operations.



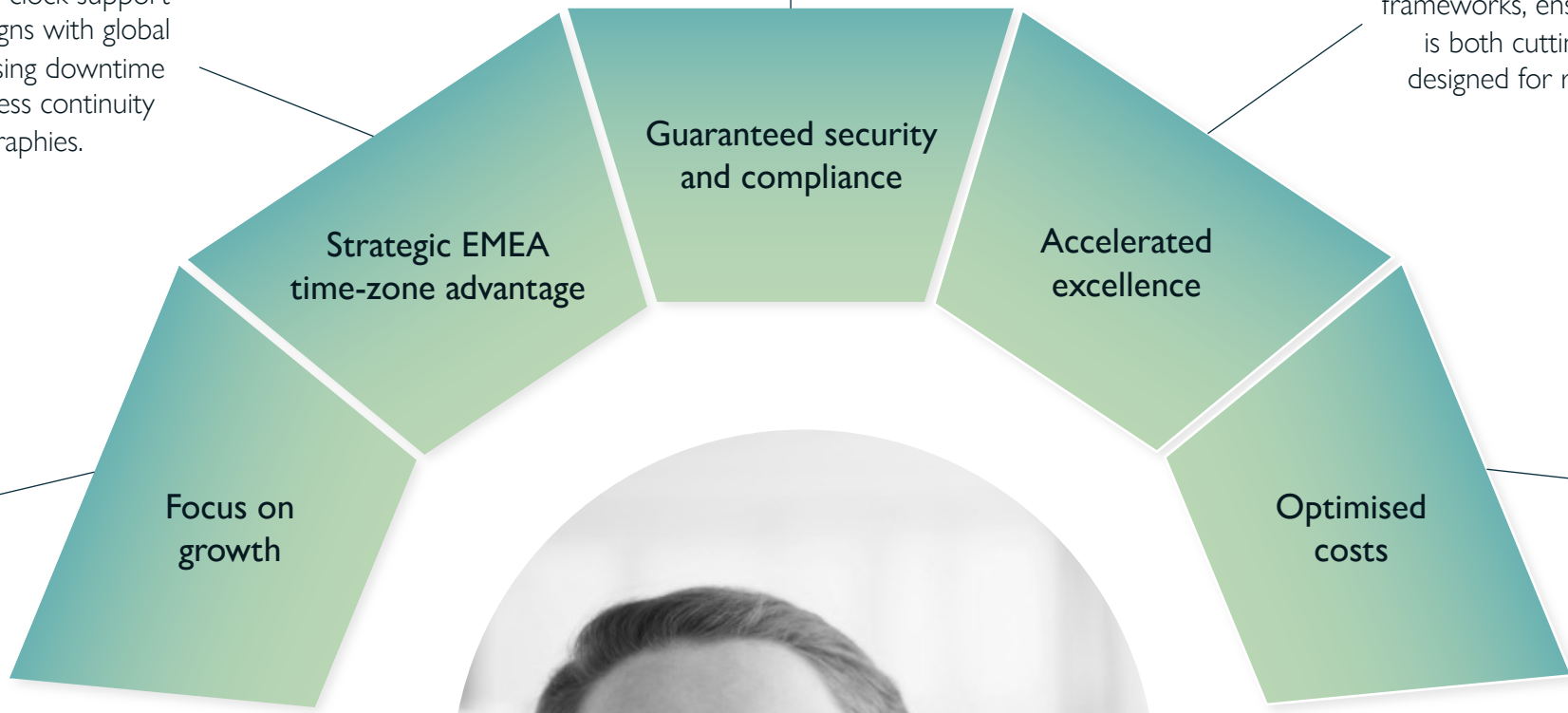
Benefit immediately from well-architected frameworks, ensuring your infrastructure is both cutting-edge and optimally designed for resilience and efficiency.



Redirect your valuable internal resources towards core business activities, with the confidence that your hyperscale services are managed by experts.



Cost-effective, flexible, and scalable alternative to direct employment, reducing your total cost of ownership and accelerating your return on investment.



Standard Service Level (SLA) Agreement



Jointly managed, drawing from both the SLAs provided by AWS and iOCO’s standard SLA.

	Description	Mean time to respond	Mean time to repair
Priority 1 <i>Urgent incident</i>	<ul style="list-style-type: none">Major outage – business is severely impacted – Cloud services to multiple users unavailable	30 minutes – 8/5	4 office hours
Priority 2 <i>Priority incident</i>	<ul style="list-style-type: none">Major degradation – Cloud services to many users unavailable	2 office hours	6 office hours
Priority 3 <i>Medium incident</i>	<ul style="list-style-type: none">Minor business impact – individual users affected onlyMajority of end-user incidents will be assigned this priority	4 office hours	8 office hours
Priority 4 <i>Request</i>	<ul style="list-style-type: none">Scheduled services / changes	4 office hours	Scheduled / 40 office hours
Priority 5 <i>Miscellaneous</i>	<ul style="list-style-type: none">New customer onboardingRequest for informationApprovals of new workloads and changes to resources in Cloud Manager	4 office hours	60 office hours

Terms and Conditions

Assumptions and caveats

- All pricing excludes VAT
- Subject to a term contract to be agreement by both parties.
- Pricing is valid for 14 days from date of proposal.
- It is the client's responsibility to ensure that they are fully compliant for all their software licenses.
- Cancellation notice needs to be provided on a company letterhead stipulating exactly which services need to be concluded.
- Errors and omissions are excluded.
- Services are subject to the Standard Terms & Conditions of iOCO Solutions.

Disclaimer

- This proposal, its attachments and any rights attaching hereto are, unless the context clearly indicates otherwise, the property of EOH Group Limited and/or its subsidiaries ("the Group"). It is confidential, private and intended for the addressee only, and may only be used by the addressee for the particular purpose for which the proposal has been requested. The addressee shall furthermore treat all personal information that comes to its knowledge or into its possession as confidential and shall not disclose it. Should you not be the addressee and receive this proposal by mistake, kindly notify the sender, and delete it immediately. Do not disclose or use the proposal in any manner whatsoever. Views and opinions expressed in this proposal are those of the sender unless clearly stated as those of the Group. The Group accepts no liability whatsoever for any loss or damages, whatsoever and howsoever incurred or suffered, resulting or arising from the use of the information in the proposal or its attachments. The Group does not warrant the accuracy of the contents of this proposal.