

Cloud Consultancy and Migration Service Definition

G-Cloud 14

The background of the page features a dark blue color with a pattern of light blue gears and a network of thin lines connecting various dots, creating a technical or digital aesthetic.

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Cloud Consultancy and Migration Services

More and more buyers are adopting cloud-based computing services for their key business applications and looking to deploy quickly and easily.

Traditional WANs are difficult to change without costs and delays. FluidOne Cloud Consultancy and Migration offers a fully cloud-connected Hybrid WAN solution, which incorporates the need to connect resiliently to AWS and Azure clouds and the Internet. This is combined with the ability to operate more traditional WAN services through the same private connectivity circuits, as well as connecting to other SD-WAN and Hybrid WAN services as and where appropriate.

Included within this service, is a transformation programme that would enable buyers to migrate all sites and services over to the new platform simply and quickly, with minimal disruption to day-to-day operations.

Designs are built around new, lower cost, multi-access services that will deliver cost savings to the buyer, whilst also re-using and leveraging investments already made.

All costs are managed by FluidOne as a single, one-stop managed service for all services, both for the transformation and ongoing services, which negates the need for buyers to contract with multiple carrier parties. It also removes the potential commercial or technical restrictions of only dealing with a single vendor or cloud provider.

In summary, the service allows buyers to transform from older technology to new cloud-connected application-centric services, drive down costs and protect existing capital investments, whilst minimising any disruption to the business.

Commercial Features

Business Benefits

- Reduction in Total Cost of Ownership over contract term
- Seamless transformation programme, which will follow a structured and pre-agreed timetable, replacing old circuits with new technology
- Full resilience, utilising the existing investment in infrastructure
- Re-use of existing router equipment where possible
- Direct, resilient connections to Azure, AWS and Internet facing access to O365 – all incorporated within the platform
- One commercial framework – incorporating the cost of change, minimising dual- running costs, refreshing of the whole estate and consolidation of other services etc.
- No interruption to normal service - systems will operate undisturbed throughout the transformation programme

IT Support Team Benefits

- A Cloud-enabled / Cloud-connected Hybrid WAN platform from day one (VPLS, MPLS, Internet access, AWS, Azure and O365 are plumbed in to the fabric)
- Main and Branch sites will all have multi-use, active/active circuits - (VPLS, MPLS, internet, hybrid and SD-WAN etc.)
- Re-use of the existing Cisco routers
- Future phases to enable the evolution of the WAN to support SD-WAN, security and firewalls, management of VPN connections, hosted services, third party access via Platform One, 4G and Wifi back-up options, all managed in a hosted cloud environment

1.1. Primary Support Service Hours

Two levels of service availability.

	Business Days	365*24
7:00 to 19:00 weekdays excluding bank holidays	✓	✓
Extended to 24-hour cover, Everyday	✗	✓

1.2. Service Hours

The availability of the services described in this document varies according to service contracted.

Service	Service Hours
Monitoring, Alerting and Buyer Reporting Portal	365*24
End to End Ticket Management	365*24
Software Diagnostics – P1	365*24
Software Diagnostics – P2-P4	Business Days
Hardware Replacement Management	Dependant on Maintenance contract
Problem Management	Business Days
Configuration Management	365*24
Change Management	Business Days

Changes required outside of Business Days may be chargeable.

2. Service Layers

2.1. Monitoring, Alerting and Buyer Reporting Portal

FluidOne's monitoring capabilities combines our management connection infrastructure and our monitoring platforms.

2.1.1. Management Connectivity

FluidOne has several multi-Gigabit connections directly into multiple Carrier's private networks as well as via the internet for public connections giving us the necessary access to manage a Buyers' network. The servers that host the monitoring applications are based on virtualisation software and reside in a secure tier 3+ data centre. FluidOne may also provide a dedicated management link into a network where appropriate or necessary.

2.1.2. Standard Monitoring

All devices are proactively monitored, detecting the status of interfaces and other signs of life. Management information is collected from the device giving the capability to track performance indicators, such as processor, memory and port utilisation. This reduces the risk of failure in network components and allows for detailed reporting.

2.1.3. Availability Alerting

When a device is unavailable the monitoring platform will send alerts to either the Service Desk or the buyer depending on the Service Level. With **Portal Access** emails are sent to the buyer. With **Proactive Management** the alerts will go to the FluidOne Service Desk.

The buyer may also wish to receive an alert to a group email so that multiple people are aware there is a fault.

2.2. Standard Reporting Portal

FluidOne will make available to buyers access to a web portal that provides estate and device level reporting including:

- **Estate Summary**
The landing page of the Unified Dashboard provides the buyers' IT team a high-level view of the entire estate, along with its status. (Figure 1)
- **Real-time Service Monitoring**
Instant viewing of device availability, response times and recording of Key Performance Indicators to improve system fault resolution and management reporting. (Figure 2)
- **Historical Reporting**
A range of standard reports detailing performance and change management over several time periods.
- **Online Fault Reporting**
The buyer can log or monitor faults via a web interface.

Some examples of the reporting functionality are shown below:

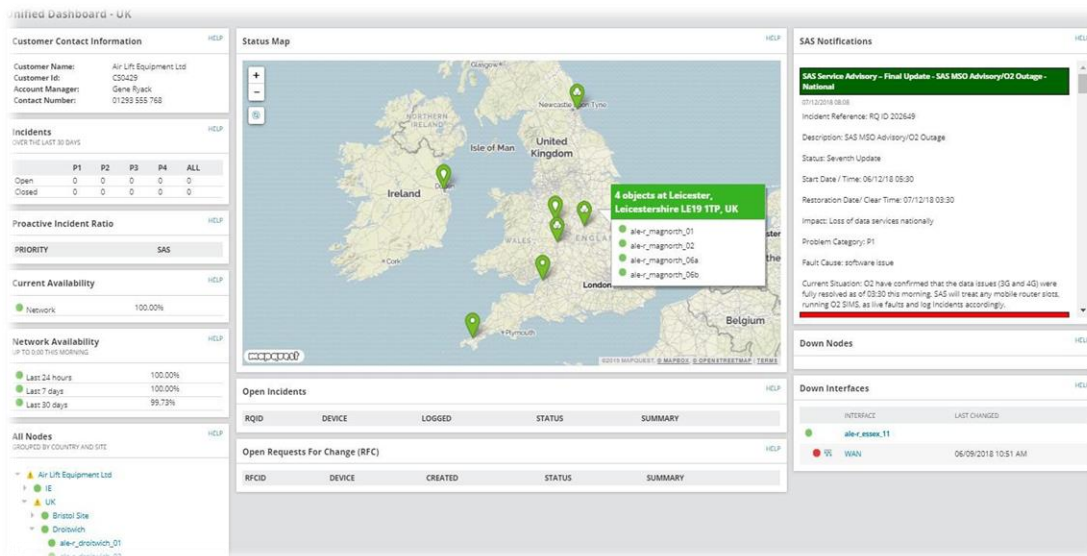


Figure 1 – example of a home page

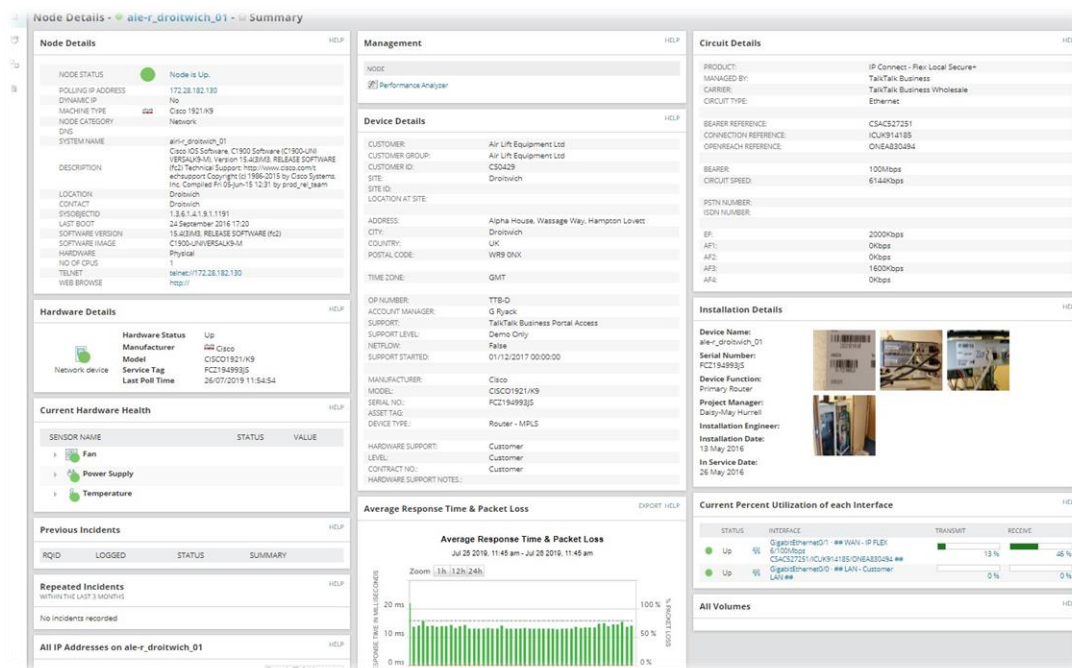


Figure 2 – example of a device page

Below is a list of some of the commonly used areas of information.

Report Name	Further detail if needed
Current Average Response Time & Packet Loss	Current round-trip response times measured in milliseconds and % packet loss.
Average CPU Load & Memory Utilisation	Measured as a %.

Historical Average Response Time & Packet Loss	Detail of last 24 hours, 7 days or 30 days.
Min/Max Average CPU Load	Detail of last 24 hours, 7 days or 30 days.
Bandwidth % utilisation	Measured against the port speed set within the router.
Availability statistics	Today, yesterday, last 7, last 30, this month, last month, this year.
Event Summary	List of the events in the last 24 hours
Support Details	Account Manager, support class etc.
Device detail	Router type, software level, IP address etc.
Circuit details	Circuit references, type, bearer size, port speed, class of service etc.

2.3. Advanced Reporting

Advanced Reporting is delivered by an application aimed at IT decision makers who want better business intelligence on their managed IP infrastructure.

It helps buyers make informed decisions on capacity planning and hardware, software and circuit upgrades without having to wade through swathes of raw data, exported and consolidated from a multitude of sources. Information appears as a single view alongside the buyers' existing standard reporting portal and allows buyers to set their own reporting timeframes, include or exclude devices or sites, and drill down into what is important to them.

Below are some of the features provided within the advanced reporting module:

- **Summary dashboard**
Shows live tickets and incident severity, recently added or deleted devices and a summary of device types and sites.
- **Utilisation reports**
Show utilisation of the WAN ports and circuits.
- **Availability reporting**
Shows when, and for how long a device has been down.
- **Analysis of incident types**
Helps buyers identify problem sites and recurring events, reported by month, quarter, six months or year.
- **Live inventory reporting**
Provides up-to-the-minute views of devices and circuits.

2.3.1. Monthly Executive reports

A monthly executive report is produced each month and available through Insight. The last 15 reports are available at any one time.

2.4. Network Traffic Analysis

The Network Traffic Analysis module identifies which users, applications and protocols are consuming the most bandwidth. Historical and current data can be analysed.

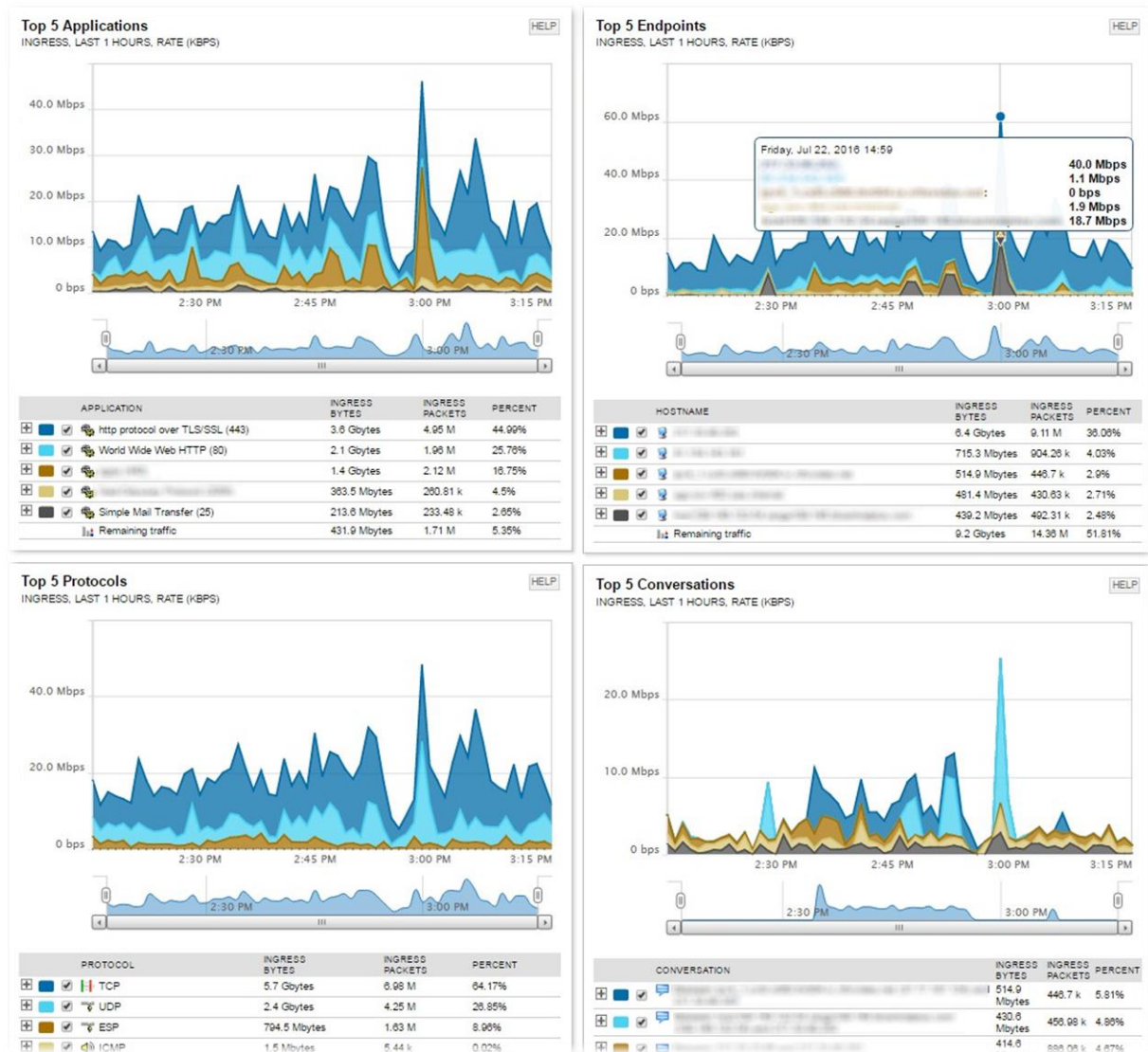


Figure 3 – Network Traffic Monitoring

2.4.1. VoIP and Network Quality Monitoring

This service allows you to monitor, alert and troubleshoot VoIP network quality issues.

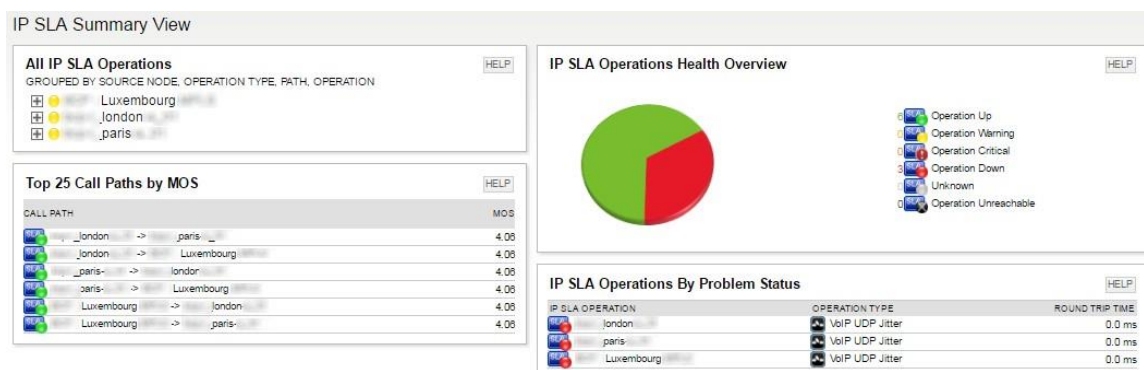


Figure 4 – IPSLA Summary showing any current problems

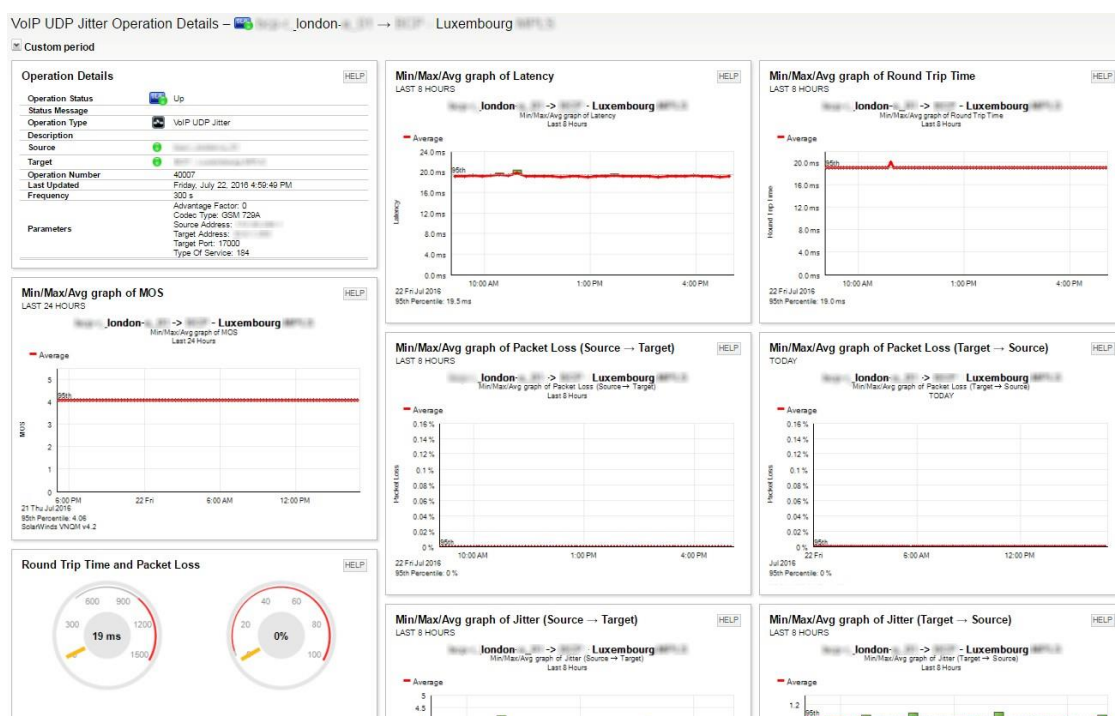


Figure 5 – current and historical data of a call from London to Luxembourg

3. Incident Management

3.1. End to End Ticket Management

For Proactive Management, in the vast majority of cases whereby an event has a serious effect on the service the buyer will be informed by the Service Desk themselves before they are aware of any issues. However, on occasion, there can be issues that cause degradation rather than complete loss of the service or the issue may be intermittent. In this instance buyers should

contact the Service Desk by email or phone to report the fault for the Service Desk to investigate. In urgent circumstances FluidOne advise contact by phone.

On receiving the fault, the Service Desk will allocate a unique reference number to each fault, which will be used in any subsequent discussion or correspondence. The buyers' own reference number can also be recorded and associated with the fault or problem.

FluidOne will expect faults and issues on the buyer estate to be reported through the buyers' own Support Desk or IT contact, rather than end users directly contacting FluidOne. Prior to reporting a fault, FluidOne would expect the buyer support desk to make a reasonable assessment to ensure that a fault or problem is attributable to the FluidOne service, rather than a local issue.

To enable the fault to be logged accurately, the buyer Support Desk should be ready to provide the following information:

- Site location
- Contact number
- The date and time the problem occurred
- Fault details including its nature/extent
- Impact of problem on live operations, based on the classifications set out below
- Access times

Incidents can be reported by the methods shown below and will be dealt with 24 hours * 365 days a week.

Method	Contact Details
Telephone	+44 345 868 7848
Email	support@fluidone.com

3.2. Call Severity Classification

Fault Level	Description	Notification Frequency
P1	Severe impact or loss of entire service that cannot be circumvented and needs immediate corrective action. E.g. a total loss of service to a site.	Every hour, or as agreed with the buyer
P2	Serious problem where service is partially interrupted or impaired or can be circumvented.	Every four hours, or as agreed with the buyer
P3	Problems that do not significantly impair the functioning of the system and do not significantly affect service to buyers. The fault is causing inconvenience to	Daily, or as agreed with the buyer

	business operations, resulting in increased workload or reduced productivity.	
P4	A fault has no observable impact on production and causes minimum inconvenience and general enquiries.	Daily, or as agreed with the buyer

3.3. Network Performance Issues

Network performance issues will be analysed by the Service Desk together with the buyer and resolved as soon as possible.

3.4. Software Configuration Diagnostics

If the issue is software related, this will be routed through to 2nd or 3rd Line Support to resolve.

3.5. Hardware Replacement Management

If hardware replacement is required FluidOne will send an engineer to site with the replacement hardware as per the warranty Service Level Agreement. The engineer will load the last known working configuration on the device.

4. Problem Management

Problem management analyses the causes of incidents.

For a priority P1 incident FluidOne will use its reasonable endeavours to provide an Incident Report which will detail the following:

- Summary of events
- Root cause analysis
- Corrective action taken
- Recommended further action

5. Configuration Management

Copies of current and previous device configurations are kept by the FluidOne Service Desk to help with service restoration. The service includes:

- Router device configurations managed by FluidOne Network Configuration Manager
- Device management access secured using TACACS
- All configurations archived daily
- All configuration files are securely stored for the duration of the contract

FluidOne produces the required configurations for the FluidOne Managed WAN service based on buyer requirements within the parameters of the service. FluidOne owns the intellectual property rights (IPR) to all device configurations. To ensure the security is not compromised and buyer service is maintained, read/write access to the device configuration and tables by the buyer or any other 3rd party is not permitted. The configuration is protected by an FluidOne secure password system which changes access passwords on a regular basis and is only available to a limited number of FluidOne engineers.

6. Change Management

6.1. Service Maintenance

FluidOne may need to undertake Planned Engineering Work (PEW) on the devices. In some cases, this may cause disruption to the buyer solution; however, every attempt is made to ensure any disruption is kept to a minimum.

6.2. Buyer Instigated Service Amendments

Additions or changes to the service are managed using the FluidOne Network Change Management Process.

Any changes made to the service are verified and tested before implementation, with the ability to roll-back to the previous configuration if the change does not meet their requirements or expectations.

Changes are classified as Standard – Free of Charge or Non-standard. Standard changes are low risk, straightforward to analyse and implement and do not require buyer input. Non-standard changes are defined as anything that is not a Standard Change. Non-Standard changes are chargeable.

The target-time for the implementation of a Standard Change is two Business Days. This time starts upon receipt of a completed Request for Change form and ends upon sign-off as complete by the buyer. Non-standard changes have a lead-time agreed on a case by case basis.