

## G-CLOUD 14 SERVICE DEFINITION DOCUMENT

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## 1. Our Services

InfraTech Systems offer a broad range of services that cover on-premise, cloud and hybrid environments. This document focuses the cloud services that we offer through the G-Cloud Framework.

As a leading provider of cloud IT services, we are committed to delivering innovative, scalable, and secure cloud services that enable you to accelerate growth, drive efficiency, and achieve your business objectives in today's dynamic digital landscape.

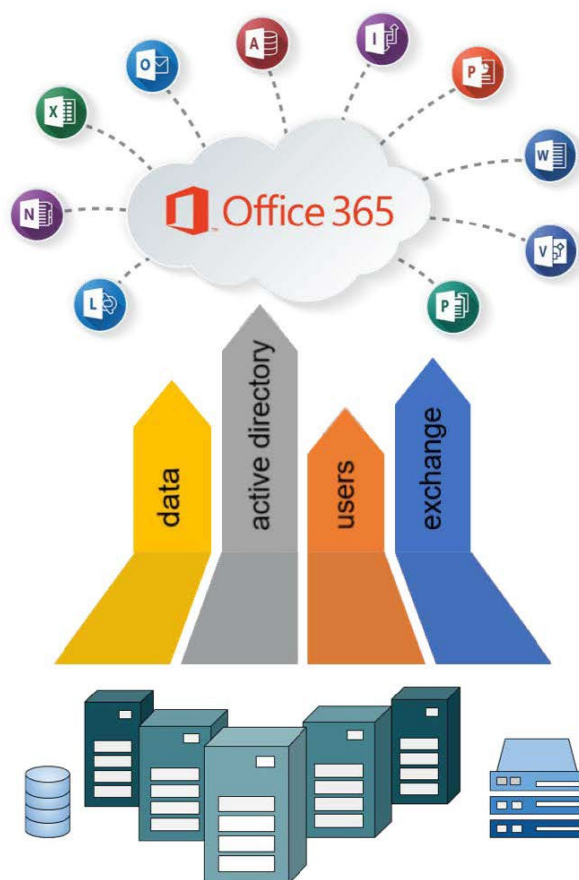
In this service description document, we present an overview of our extensive portfolio of cloud solutions, highlighting key features, benefits, and capabilities that set us apart as a preferred partner for organisations seeking to harness the full potential of cloud technology. From infrastructure and platform services to data management and application modernisation, we offer a wide range of solutions tailored to meet the unique needs of our clients.

## 2. Microsoft 365 Implementation, Migration & Managed Service

### 2.1 Service Description

Our Microsoft 365 Managed Support Service, which can deliver huge benefits for organisations who are either looking to move their messaging, collaboration and productivity services to the Cloud, or who already have a M365 tenancy and are looking to optimise their utilisation of the suite. This service can also include data analytics and Power Apps delivered through Power Platform. Our Microsoft 365 Implementation, Migration & Support Service offers end-to-end solutions for organisations wishing to adopt the latest suite of productivity and collaboration products from Microsoft. After initial implementation, there will be an ongoing process of service evaluation and improvement which includes engagement with key stakeholders to ensure that your business is making the most of your investment in Microsoft 365 both now and in the future.

*Microsoft 365 - Scalable, Secure and Available*



### *Work Anywhere, Any Time*

Times have changed. Teams are no longer tied to a physical office. They have adopted a more flexible mobile working practice. They access their data and applications wherever they are and whenever they need. You need Microsoft 365 to provide your user's secure access to their data and applications. With Microsoft 365, your teams can work from anywhere, on any device and at any time.

InfraTech Systems can help you get there faster. We can migrate your existing email systems to Exchange Online and migrate your data to SharePoint and One Drive. We provide secure and reliable Microsoft 365 solutions that allow your teams to work more efficiently and collaborate better.

### *Easy Collaboration*

Microsoft 365 makes it easy to collaborate within your team and to integrate with external organisations. Seamlessly building ideas, attending meetings and organising files using Microsoft Teams. From home, in the office or anywhere in the world, Microsoft Teams keeps your team working together.

### *Always Up To Date*

With Microsoft 365, you remove the burden of costly and time-consuming upgrades from your IT department. With Microsoft 365, you are always on the latest supported platform, updates are managed seamlessly without the enduser even knowing.

### *Advanced Security*

Microsoft provide a comprehensive set of security, privacy and compliance products for Microsoft 365: Microsoft Sentinel is an SIEM solution which delivers security analytics and threat intelligence across an enterprise. We can implement this to collect data, detect and investigate threats and respond to incidents rapidly; Microsoft 365 Defender can be used to configure security and alerting policies; Data classification and information protection policies can be implemented to protect data and help organisations to meet their compliance obligations; Advanced Threat Protection monitors and analyses user activity and information access; Mobile Device Management and Mobile Application Management through Intune allows secure management and enforcement of compliance requirements across remote devices; Data Loss Prevention can identify and protect sensitive information across many locations including Exchange Online, SharePoint, OneDrive and Microsoft Teams.

### *Reduced Spend*

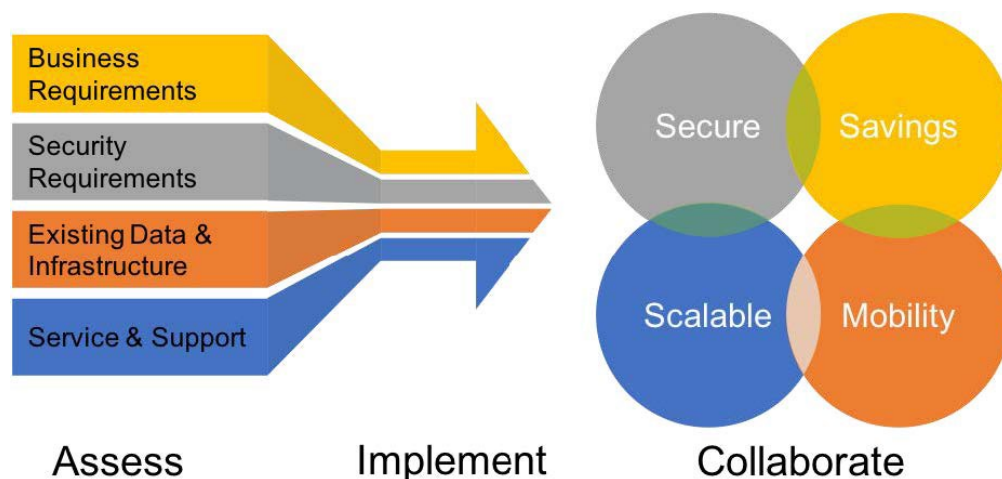
Paying for costly hardware and infrastructure that your IT department needs to maintain will often make no sense when compared to the Microsoft 365 license model. Each user has a license assigned which gives them access to exactly what they need. This gives businesses the ability to flex their license consumption as they react to changing business demand. All the licensing complexities will be handled by us, leaving you to get on with running your business.

### Multiple Devices

Each Microsoft 365 license allows you to install it on five devices. These can be your user's business laptop, desktop, tablet, mobile phone or personal device. Having access to your data and applications this way can greatly improve productivity. Even if you don't have a licensed device with you, you can access web-based versions of Microsoft 365 applications from any web browser, including Outlook, SharePoint, One Drive, Word, Excel and PowerPoint.

### Let Us Guide You

During the **Assess** stage, our Microsoft 365 experts will engage with you to understand your business requirements and the challenges you face. We then offer solutions and recommendations, to help design your Microsoft 365 solution. Whilst in the **Implement** stage, our consultants will design, develop and implement your Microsoft 365 solution. This includes migration of email and data from your current providers. During this stage, we will identify any training requirements for your IT staff. When your Microsoft 365 solution is in production, we don't stop here. We **Collaborate** with your IT department and your users to ensure they have up to the date training and information on how to make the most of Microsoft 365.



### Our Approach

It is imperative that correct planning is put in place when deciding to move to Microsoft 365. What authentication method will you use? Federated or Cloud? Which version? Our consultants work with you to get to the detail before meticulously implementing a scalable, secure and supportable Microsoft 365, which will benefit your business for years to come.

### Our Experience

Our consultants have worked on some of the biggest IT systems in Europe. We excel at transforming IT infrastructure projects and delivering solutions that make a difference to your business. We have a 100% success rate in all our Microsoft 365 deployments and email migrations.

## 2.2 Service Key Features and Benefits

This section sets out the key features and benefits of our Microsoft 365 Implementation, Migration and Support Service.

### *Service Features*

The list below sets out some of the key features of this service. This list is by no means exhaustive. Please get in touch to discuss any aspect of this service.

- Microsoft 365 Azure tenant provisioning and configuration.
- Assessment of the existing environment with readiness planning.
- Security solutions including EMS, ATP, AIP and MFA.
- Email migration to Exchange Online from your current email service.
- Implementation of infrastructure to support federated logon and SSO.
- Active Directory synchronisation to Azure AD.
- Configuration and data migration to SharePoint/OneDrive services
- Teams/Skype/Audio Conferencing setup and provisioning.
- Mobile Device Management (MDM) and Intune design and configuration.
- Backup solutions to ensure you can recover/restore your data.
- Introduce Microsoft Power Platform to maximise the value of your business data

### *Service Benefits*

The range and scale of benefits that each organisation is able to realise from this service will differ, depending upon factors such as the scope of the implementation, the size of environment plus the age and state of repair of the systems being migrated from. After discussing your requirements and analysing your existing systems and infrastructure, we will be able to determine how your organisation could benefit. The list below is a starting point and most organisations should expect to realise some, or all of these:

- Microsoft Partner with a range of Microsoft 365 experts
- Proven migration methodologies for Microsoft 365 and Exchange Online
- Accelerated Microsoft 365 rollout and adoption
- Cost efficiency using Microsoft 365 compared to traditional licensing
- Increased security and adherence to industry specific controls
- Utilise the Power Platform suite for data analytics
- Included Backup and Recovery solution
- Improve teamwork and collaboration with Microsoft Teams, SharePoint and Yammer
- Increased mobility of workforce
- Ongoing engagement with key stakeholders and user groups to ensure service is meeting both current requirements and any expected changes
- Flexibility to introduce new features in response to changing business demand

## 3. Citrix Cloud, Virtual Desktop and Application Migration Service

### 3.1 Service Description

Our Citrix Cloud, Virtual Desktop and Application Migration Service offers end-to-end solutions for any Citrix or End User Computing implementation being hosted either completely or partially in the cloud. Whether you are looking for a new Citrix solution or to migrate an existing service, we can tailor a package to meet your exact requirements.

### 3.2 Reduce IT Costs, Improve Business Continuity and Manage Complexity with Citrix Cloud

#### *Citrix Cloud – A Brief Overview*

Citrix Cloud helps to deliver an integrated digital workspace by seamlessly uniting all Citrix services and technologies into a single platform. Citrix Cloud also provides the services for operations, service administration, resource management, update management, user experience monitoring and security analytics. The entire platform is delivered as Software as a Service (SaaS) on a subscription-based model, giving flexibility to scale up and down on demand and lower initial capital expenditure. All the core services can be combined into Citrix Workspace, which is a complete digital workspace solution that allows you to deliver secure access to the information, apps, and other content that are relevant to a person's role in your organisation.

#### *Secure Access to User Desktops and Apps*

Secure access to desktops and applications is provisioned through the Citrix Gateway service (formerly NetScaler Gateway Service). The Citrix Gateway service allows VPN-less secure access to your corporate environment when correctly configured. At InfraTech Systems, we have years of experience configuring Citrix Gateway. We know how to secure the platform to achieve an SSL Labs A+ rating, giving you piece of mind that access to your systems is well protected.

#### *End User Resources*

Citrix Cloud provides the infrastructure for secure access to your applications and desktops, but not the hosting of them. A key element of our service is moving your applications and desktops to the cloud, where appropriate. Your end user resources can be located in the public cloud, private cloud, hybrid cloud or on-premise. During the design phase, we will determine the best place for your user resources to reside, considering any regulatory or corporate requirements. Our consultants have implemented multiple Citrix sites and migrated many applications to run on Citrix based solutions. We have never encountered an application that we were unable to migrate, including large statistical analysis and data management systems, video playback and softphones from leading vendors such as Avaya.



### Performance Improvements Through Optimisation

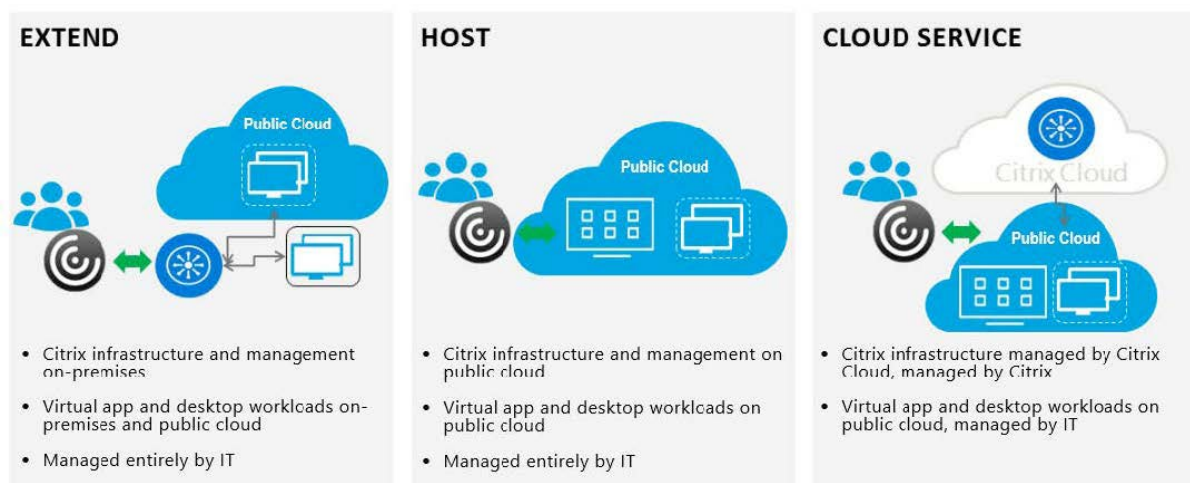
System and logon performance are paramount to delivering a productive user experience. Our implementations are focused on delivering systems providing stable, fast logons and highly performant applications. This is achieved through a combination of techniques and solutions, including, accurate sizing of desktops resources, User Profile Management and Workspace Environment Management. Testing and monitoring tools are used throughout the delivery to verify the performance of the system using simulated user load. We believe that performance testing should be performed as early as possible in the delivery phase and continuously throughout, this ensures that any potential issues are identified and rectified as soon as possible.



### Thin And Zero Clients

Since Citrix Cloud resources are securely accessed via the public internet, you are not tied to using any specific device. Almost any device can be used including corporate workstations/laptops, user owned devices (BYOD), thin and zero clients. Thin and Zero clients are small devices containing minimal hardware, frequently with no moving parts. They operate using a significantly reduced operating system and are designed with the sole purpose of accessing hosted applications and desktops. They are reliable to run, easy to manage and cheaper than conventional PC based user workstations. InfraTech Systems have significant experience implementing thin and zero clients from leading manufactures such as Dell, HP and IGEL. With our help, you can make significant cost savings from reduced capital expenditure, support and ongoing maintenance.

### Citrix Migration Options



### 3.3 Service Key Features and Benefits

#### *Service Features*

- End to end Citrix Cloud migration – planning, design, implementation and consultancy.
- Public, private and hybrid cloud end user computing (EUC) resources.
- Secure remote access controls enabling users to work from anywhere.
- Standardisation of desktops and applications with improved patch compliance.
- Integration of collaboration tools such as Microsoft Teams and Skype.
- Scalable infrastructure that can grow or shrink, based on your workforce.
- BYOD and thin/zero client implementation.
- Citrix Workspace, Virtual Desktops, Virtual Apps, ShareFile.
- Citrix Application Delivery Controller (ADC/ADM, formerly NetScaler).
- Citrix App Layering, WEM, Windows 10, Office 365.

#### *Service Benefits*

The range and scale of benefits that each organisation is able to realise from this service will differ, depending upon factors such as the scope of the implementation, the size of environment plus the age and state of repair of the systems being migrated from. After discussing your requirements and analysing your existing systems and infrastructure, we will be able to determine how your organisation could benefit. The list below is a starting point and most organisations should expect to realise some, or all of these:

- Citrix and Microsoft partner with certified engineers.
- Fast, secure user access to user desktops, applications and data.
- Only pay for resources you need for your current workforce.
- Focus on cloud-based application services (PaaS) to achieve savings.
- Simplified application and Windows update management.
- Cost savings from the removal of redundant applications, services and hardware.
- Cost savings from Thin Client adoption.
- Centralisation of desktops, applications and data.
- Reduced IT maintenance costs.
- Optimised performance of applications and desktops with Citrix Cloud.

## 4. Remote Working And Business Continuity Solutions Service

### 4.1 Service Description

Our Remote/Home Working and Business Continuity Solutions Service offers secure and reliable access to business systems and applications for users working remotely. As organisations embrace the advantages for mobile working, end-users need secure, reliable access to critical applications and data from any location, at any time, using the device of their choice. For any organisations, who have hastily implemented a remote working solution, the next step is to think strategically about how to make it work efficiently and securely.

Our secure remote access solutions allow mobile and home workers to access your network from any location, providing flexibility for your workforce and business continuity should a disaster happen. Advances in technologies allow organisations and their staff to remotely collaborate in real-time, from virtual meetings to sharing and editing documents in real-time. Taking advantage of Citrix's latest technologies, including Cloud Workspace and Application Delivery Controllers, InfraTech Systems will deliver a flexible solution that will allow your staff to access applications and services from either corporate device or user owned devices.

Our remote working solution is flexibly designed to allow users to not only access the organisation's systems securely from anywhere, but also using any device. By implementing a bring your own device (BYOD) solution, InfraTech Systems will ensure that any user-owned device meets an organisation's specific security requirements before access is allowed. This can be the version of anti-virus software installed or the operating system being used. Not all organisations will want to introduce a BYOD solution. InfraTech Systems' remote working services can restrict access, so that only corporate owned devices can be used to access your systems. This includes laptops, mobile devices, desktops and thin client devices.

### 4.2 Service Key Features and Benefits

#### *Service Features*

- Complete installation and configuration of Citrix NetScaler/ADC in the cloud.
- Options for Citrix Workspace design and implementation (including Microapps).
- Configuration of Citrix Gateway and/or Unified Gateway.
- Fully configurable end-point analysis to control access from devices.
- Secure remote access ensuring SSLabs A+ rating.
- Allows disaster recovery and business continuity.
- Option to include migration of existing applications and desktops to the cloud.
- 99.5% uptime SLA.

### *Service Benefits*

- The range and scale of benefits that each organisation is able to realise from this service will differ, depending upon factors such as the scope of the implementation, the size of environment plus the age and state of repair of the systems being migrated from. After discussing your requirements and analysing your existing systems and infrastructure, we will be able to determine how your organisation could benefit. The list below is a starting point and most organisations should expect to realise some, or all of these:
- Citrix and Microsoft partner with certified engineers.
- Increased flexibility allowing the workforce to work from anywhere.
- Increased security, access management and monitoring.
- Protection from security threats with dynamic analytics and challenge response.
- Reduced capital expenditure and support costs.
- Improved Teams and Skype performance and quality.
- Productivity improvements.

## 5. Managed Service Provider (MSP) Service

### 5.1 Service Description

Our MSP service provides organisations with access to specialised expertise, enhanced security, scalability, and cost efficiencies, allowing them to focus on their core business activities while leaving IT management to experienced professionals.

### 5.2 Service Key Features and Benefits

#### *Service Features*

- Management of IT infrastructure
- Network monitoring and management
- Security services
- Data backup and disaster recovery
- Cloud services
- Helpdesk and technical support
- Compliance and regulatory advice
- Consulting and advisory services
- Custom service level agreements (SLAs)
- Cost management

#### *Service Benefits*

- Cost savings and predictable expenses for budgeting
- Access to specialist resources when required
- Improved focus on core business
- Scalability and flexibility

## 6. Cloud Architecture And Design Service

### 6.1 Service Description

### 6.2 Service Key Features and Benefits

Our Cloud Architecture and Design Service helps our clients to thrive by crafting tailored cloud solutions that empower their businesses in the dynamic landscape of today's digital economy. At the heart of our service is a client-centric approach, where we collaborate closely with you to understand your unique business needs, challenges, and objectives. We believe in building solutions that not only meet your immediate requirements but also lay the foundation for future growth and scalability.

#### *Service Features*

- Consultation and assessment
- Cloud architecture
- Migration strategy and implementation
- Security and compliance
- Performance optimisation
- Disaster recovery and business continuity

#### *Service Benefits*

- Expertise through certified cloud architects and engineers
- Tailored solutions that align to your specific requirements, goals and budget
- Reliability
- We seek to establish strong, long lasting relationships with clients which helps us to serve them better as we gain a deep understanding of their business objectives

## 7. Digital & Cloud Transformation Service

### 7.1 Service Description

Our Digital & Cloud Transformation Service helps organisations of all sizes to thrive in the digital age. Our service combines innovative technology solutions with strategic insights to drive growth, agility, and competitive advantage.

We adopt a customer-centric approach, where we partner closely with you to understand your unique business challenges, goals, and opportunities. Through collaborative workshops, assessments, and strategic planning sessions, we develop a customized roadmap for digital transformation and cloud adoption tailored to your specific needs.

### 7.2 Service Key Features and Benefits

#### *Service Features*

- Digital Strategy Development
- Cloud Readiness Assessment
- Cloud Migration and Modernisation
- Digital Platform Development
- Data Analytics and Insights
- Change Management and Training

#### *Service Benefits*

- Accelerated Innovation
- Improved Agility
- Cost Optimisation
- Enhanced Security and Compliance
- Streamlined Operations
- Improved Employee and Customer Experiences
- Strategic Insights
- Future-Proofing

## 8. Remote Device Management (Autopilot & InTune) Service

### 8.1 Service Description

Our Remote Device Management (Autopilot & InTune) Service offers clients a comprehensive solution designed to streamline device provisioning, management, and security in today's remote work environment. Leveraging Microsoft's Autopilot and InTune technologies, we empower organisations to efficiently manage their fleet of devices from anywhere, ensuring productivity, security, and compliance.

We adopt a proactive approach to device management, where we automate and streamline repetitive tasks to free up valuable IT resources and ensure a seamless user experience. From initial device provisioning to ongoing management and updates, we provide end-to-end support to keep your devices running smoothly.

### 8.2 Service Key Features and Benefits

#### *Service Features*

- Device Provisioning
- Zero-touch Deployment with Autopilot
- Policy Management
- Automated Patch Management
- Endpoint Security
- Remote Troubleshooting and Support
- Compliance Reporting

#### *Service Benefits*

- Increased Efficiency
- Enhanced Security
- Improved User Experience
- Scalability
- Cost Savings



## 9. Infrastructure and Application Cloud Migration (IaaS and PaaS) Service

### 9.1 Service Description

Our Infrastructure and Application Cloud Migration (IaaS and PaaS) Service is a comprehensive solution designed to seamlessly transition your infrastructure and applications to the cloud, unlocking agility, scalability, and cost-efficiency for your organization. With our expertise and proven methodologies, we ensure a smooth migration process, enabling you to harness the full potential of cloud technologies.

### 9.2 Service Key Features and Benefits

#### *Service Features*

- Assessment and Planning
- Infrastructure Migration
- Application Migration
- Data Migration and Integration
- Optimisation and Performance Tuning
- Security and Compliance

#### *Service Benefits*

- Agility
- Scalability
- Cost Efficiency
- Reliability
- Security
- Innovation

## 10. Managed Desktop as a Service (Citrix and AVD)

### 10.1 Service Description

Our Managed Desktop as a Service (Citrix and AVD) offering, a comprehensive solution designed to deliver virtual desktop infrastructure (VDI) with Citrix and Azure Virtual Desktop (AVD), ensuring a secure, flexible, and efficient desktop experience for your organisation. With our managed service, you can empower your workforce with anytime, anywhere access to their desktop environment while reducing IT complexity and optimizing costs.

### 10.2 Service Key Features and Benefits

#### *Service Features*

- Citrix and AVD Deployment
- Customised Desktop Configuration
- Secure Remote Access
- Application Delivery and Management
- Scalability and Performance Optimisation
- Monitoring and Management

#### *Service Benefits*

- Increased Flexibility
- Enhanced Security
- Improved Cost Efficiency
- Productivity Gains
- Scalability and Flexibility
- Better Reliability
- Improved Compliance

## 11. Modern Workplace Service

### 11.1 Service Description

Our Modern Workplace Service provides a comprehensive solution to transform your workplace into a dynamic, collaborative, and digitally-driven environment. With a focus on empowering your workforce and enhancing productivity, our service combines innovative technologies, seamless integration, and expert support to create a modern workplace experience that drives business success.

### 11.2 Service Key Features and Benefits

#### *Service Features*

- Collaboration tools including Microsoft Teams and Slack to enable real-time communication, document sharing and video conferencing to foster collaboration and innovation
- Cloud productivity suite such as Microsoft 365
- Virtual desktop infrastructure (VDI)
- Secure remote access to protect sensitive data and prevent unauthorised systems access while enabling remote work
- Mobile device management (MDM)
- Endpoint security
- User adoption and training
- Change management

#### *Service Benefits*

- Enhanced collaboration
- Increased productivity
- Flexibility and mobility
- Improved security
- Scalability and agility
- Cost efficiency
- Employee satisfaction

## 12. Digital Employee Experience (DEX) Service

- Service Description

Our Digital Employee Experience (DEX) Service is a holistic solution designed to elevate the workplace experience for your employees, driving engagement, productivity, and satisfaction. With a focus on leveraging digital technologies and human-centric design principles, our service transforms the way your employees work, collaborate, and interact with your organisation.

- Service Key Features and Benefits

### *Service Features*

- Employee engagement platforms
- Personalised portals and intranets
- Self-service HR and IT portals
- Digital learning and development platforms
- Performance management tools
- Employee wellbeing and wellness programmes

### *Service Benefits*

- Enhanced employee experience
- Improved productivity
- Increased engagement and satisfaction
- Talent development and retention
- Cost savings and efficiency gains
- Data-driven insights
- Competitive advantage for your organisation by helping to attract and retain top talent and by driving organisational success and competitiveness

## 13. Backup as a Service

### 13.1 Service Description

Our Backup as a Service (BaaS) offering provides a set of comprehensive solutions designed to safeguard your critical data and ensure business continuity in the face of unexpected events. With our BaaS solution, you can protect your valuable data assets with automated backups, secure storage, and seamless recovery capabilities, providing peace of mind and enabling you to focus on your core business activities.

We can provide solutions based upon a number of different cloud backup services (such as Veeam, Datto and Axcent) and will propose the best solution for your specific business requirements and budget. With our BaaS solution, you can ensure the safety, availability, and integrity of your data, enabling business continuity and peace of mind.

### 13.2 Service Key Features and Benefits

#### *Service Features*

- Automated backup
- Secure cloud storage
- Flexible/configurable retention policies
- Quick and easy recovery
- Centralised management
- Scalability

#### *Service Benefits*

- Data protection
- Business continuity
- Cost efficiency
- Compliance
- Peace of mind
- Scalability
- Expert support

## 14. Data Reporting and Data Analytics

### 14.1 Service Description

Our Data Reporting and Data Analytics service is a comprehensive solution designed to unlock the value of your data and drive informed decision-making across your organisation. With our service, you can gain valuable insights, visualise trends, and uncover opportunities to optimize performance and achieve your business objectives.

Experience the power of data-driven decision-making with our Data Reporting and Data Analytics service.

### 14.2 Service Key Features and Benefits

#### *Service Features*

- Data integration and aggregation
- Data cleansing and quality assurance
- Customised reporting dashboards
- Advanced analytics and data visualisation
- Ad hoc querying and analysis
- Performance monitoring and optimisation

#### *Service Benefits*

- Informed decision-making
- Improved efficiency
- Enhanced visibility
- Competitive advantage
- Risk mitigation
- Cost savings
- Compliance and governance

## 15. How We Deliver Our Services

### *Planning*

Our planning approach consists of three key stages:

#### 1. REQUIREMENTS CAPTURE

In the requirements capture stage we work with the customer to fully determine the needs of the business. Initial scoping calls will capture high level requirements and understand the business' cloud strategy. This is followed by a workshop to take the high-level requirements and expand on them to allow a clear definition of the project and scope.

#### 2. ANALYSIS

In this stage, the requirements will be analysed to allow an initial vision for the delivery to be established. All areas will be assessed including application, network, data, security and licensing. This will be followed with optional demonstrations for the proposed service and proof of concepts to ensure that the final delivery will meet requirements. During the analysis stage, the project plan (including timelines) will be created.

#### 3. DESIGN

In the design stage, high level designs will outline the key areas of the system and how they will be delivered. The strategy for migrating on-premise applications and services will be detailed. Estimated on-going costs for running the service will be included using cost modelling. This will be followed by low level detailed designs.

### *Solution Build & Recovery – Setup & Migration*

The setup and migration service implements the designs agreed during the planning stage to build and migrate your cloud services. With regular checkpoints throughout the process, our experienced consultants will get the service off the ground and into the cloud, ensuring that industry best practices are followed. All aspects to deliver the final solution will be implemented by this service including cloud infrastructure setup, data migration, security configuration, and any required bespoke development.

### *Multi-Phase Testing*

Dedicated teams perform functional, performance, operational and user acceptance testing on the system. We produce detailed test plans based on requirements and ensure they are signed off by the business for each testing phase:

- Functional testing ensures that the migrated systems work as designed and intended. Functional testing is generally performed in cycles based on delivery of applications.
- Performance testing is conducted using a combination of in-house and 3rd party tools. This is paramount to ensuring the best user experience and system scalability. Load, stress, spike, endurance/soak and scalability tests all make up this phase.
- Operational testing ensures that high availability, system resilience, disaster recovery and backup solutions are working as expected. This confirms that the systems are operationally ready for live service.

- User acceptance testing engages business users to ensure that all key business activities can be completed and to sign-off any new processes being introduced.

### *Training*

InfraTech Systems will provide exceptional training for your employees to enable your own staff to manage the system during and after the transition to the cloud. Training is typically focused on three areas:

- Knowledge Transfer Sessions - One to one or many to one training sessions that educate your resources on the solution and any specifics of its implementation.
- Operational Engagement - Involvement of the service management teams within the project delivery to ensure that first-hand knowledge is obtained by your employees.
- Paired Working & Shadowing - Coaching your employees on any technical processes following delivery. Training will also provide access to documented designs, service specific handover material and run books for repeatable actions.

### *Support*

InfraTech Systems offer ITIL based support for cloud services we deliver, or for your existing services. We can also work with your service management teams to support systems developed in-house or by other third parties. Support requests can be raised via the InfraTech service portal and will be subject to clearly defined service level agreements. If the customer wishes to support the new services within their own organisation, then we will determine the appropriate service transition that is required as part of the delivering the project.



## 16. General Service Information

### *Backup & Recovery*

InfraTech systems will ensure that an appropriate backup solution is put in place to protect your organisation's data. The design of your backup solution will take place after analysis and requirements gathering, when we get an understanding of the types and criticality of data, the rate of change, retention policies and your RTO & RPO targets.

### *Disaster Recovery*

InfraTech Systems will include a disaster recovery solution as part of the design for any services being procured. The solution for each organisation will depend on customer requirements, system and application limitations and service criticality. We can also help with, or provide you with, disaster recovery plans and business continuity plans. It is essential that the disaster recovery solution is tested, prior to service go-live, and during non-functional testing.

### *Service Onboarding*

Successful on-boarding requires a good understanding of your organisation's needs as well as your existing systems and processes. InfraTech Systems will develop an on-boarding plan in collaboration with you, after completing our analysis and design – so that we know what we are transitioning from and to. The plan will include any changes that may be required to existing processes and procedures. It will also identify key risks associated with the on-boarding process so that these can be mitigated. We will aim to minimise any impact to your business and end users during service on-boarding and will carefully plan and execute an efficient and effective transition.

### *Service Off-Boarding*

An exit plan will be agreed with you when you commission services from us. This will include details for the return or destruction of any data, removal of system access, return of any physical assets and any final MI or reporting obligations at the point of service termination.

### *Service Constraints*

Any service constraints for things such as maintenance windows will be agreed with you and will be included in the Service Level Agreement document.

### *Service Levels*

Service levels will be agreed with you and defined in a Service Level Agreement document which will include the following:

- The services in scope
- Hours of support
- InfraTech Systems' responsibilities
- Client obligations
- Service availability and uptime
- Service constraints

- Target response and resolution times for incidents
- Definition of incident prioritisation
- Disaster recovery
- Change request process
- Service request process and fulfillment targets
- Management of any 3rd party suppliers
- Reporting/MI requirements
- Any KPIs that are agreed

### *Ordering & Invoicing Process*

We will be happy to discuss any requirements with you and provide advice to help you order the best service or combination of services from us for your organisation. Following this consultation process, you can place an order for our services which we will respond to with a detailed cost breakdown or a Statement of Work (SOW). If you are satisfied with the cost breakdown, then you will accept the order by completing a Call-Off Contract. After the Call-Off Contract is agreed, we will start delivery. You will be invoiced monthly in arrears or according to agreed delivery milestones.

### *Service Termination*

We will agree the terms for service termination during the pre-order consultation. InfraTech Systems will always operate fairly towards our clients. Once we have been notified of termination, we will agree an exit plan with you to cover everything involved with closing down the service.

## 17. Who We Are

InfraTech Systems was founded in 2017 by a group of highly skilled IT consultants with huge experience in delivering complex IT infrastructure projects. We share a passion for delivering outstanding service to our customers and place clients at the centre of everything we do.

We are responsive and place an emphasis on establishing strong, lasting relationships with our clients, prospects, suppliers, and partners. We are flexible, transparent, energetic, and focussed on delivering fantastic results.

We offer a wide range of services to our clients from consulting and project delivery through to a full managed service supported by a UK based service desk. Our services cover both on-premise and cloud hosted environments.

Our consultants have a proven track record of successful delivery in both public and private sectors and the solutions that we deliver are scalable, robust, and based on modern technology.



## 18. What We Do – On a Page

Deliver great value, innovation and outstanding customer experience to our clients.

### Managed Service

Our managed service offering, blends highly skilled service desk and support teams with market-leading tooling. The result is consistent and outstanding service delivery.

### End User Computing | Modern Workplace

As your needs evolve and adapt to the changing digital world, it's vital that your organisation's strategy can support the increased demand for mobility and remote working. Our End User Computing service will enable you to provide your users with secure and reliable access to the services, applications, and data they need.

### Cloud Computing

We can design, plan, and implement a cloud solution appropriate to your business. If you already utilise cloud services, we can provide recommendations to optimise your investment and to improve the utilisation and security of your environment.

### Security & Risk

Resilience against cyber threats is vital for your organisation. We will help protect your data and technologies to give you the peace of mind to focus on your core business activities.



### IT Consultancy

From ad hoc, helpful advice to fully managed design and implementation, we will work with you to understand your requirements and tailor an engagement to suit your needs.

### Digital Services

We provide a wide range of digital services to clients including Digital Transformation, backup and DR solutions, program remediation, architectural reviews.

### Business Process Automation/Optimisation

Through the use of technology, we can automate manual, repetitive tasks allowing you to focus on more critical activities. Benefits include reduced cost, increased efficiency and greater consistency.

### Data Analytics

Our data analytics service enables organisations to unlock the potential in their data, helping to turn it into valuable insights.

## 19. Our Value Proposition

### Why choose Infratech Systems?

#### People

Our team is made up of people who are focussed on delivering outstanding service. They are skilled, dedicated, and trusted – this fosters an empowerment that develops strong relationships, drives customer loyalty, and delivers customer success.

#### Attitude

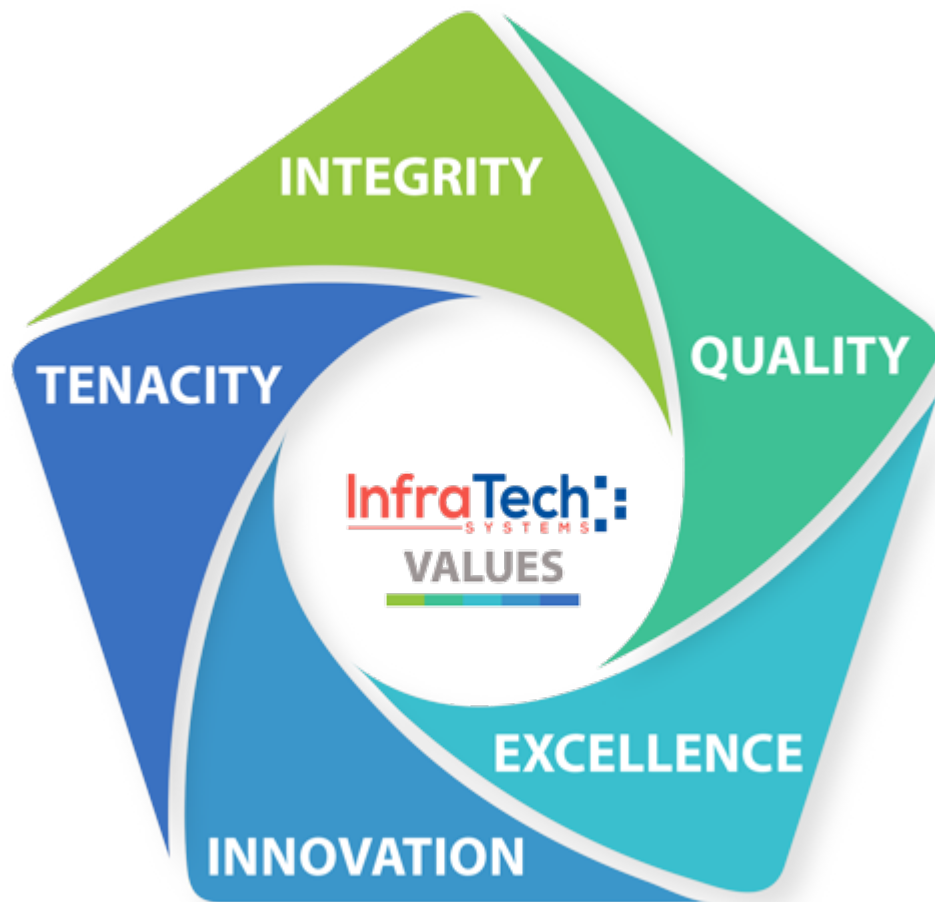
Our attitude is a key differentiator that is regularly cited by our clients. This underpins everything we do and ensures that we are constantly seeking ways to improve and opportunities to serve our clients better. It drives us to meet our objectives, achieve targets and honour commitments.

#### Customer Success

At Infratech Systems, we are dedicated to implementing technology and providing a service that will help our customers to innovate, become more efficient and grow quicker.



## 20. Our Core Values



Our **core values** and behaviours are the foundations that underpin everything we do as an organisation. They are a product of our combined life and work experiences and describe the type of people we are, our attitudes and our work ethic.

They challenge us to ask ourselves ‘does this feel right?’ They ensure that we treat people fairly and that our success is hard earned. They mean that we take a pride in our work, have a passion for resolving issues and a determination to provide outstanding service.



## 21. Environmental, Social and Governance

We are committed to operating in ways which are sustainable and ethical.

Our ESG credentials include:

- Policies and practices to ensure fair treatment of employees
- Employee wellbeing initiatives
- Fair treatment of customers and suppliers
- Monitoring of customer satisfaction levels
- Running projects to support our communities
- Supporting local and national charities
- Involvement with environmental projects
- Commitment to achieving Net Zero
- ISO 27001 and ISO 9001



## 22. Get in Touch

### We'd Love to Hear From You!

Email: [contact@infratechsystems.co.uk](mailto:contact@infratechsystems.co.uk)

Tel: +44 (0)20 3866 1180

### Or Follow Us...

Website: <https://www.infratechsystems.co.uk>

LinkedIn: <https://www.linkedin.com/company/infratechsystems>

