

G-CLOUD PRICING

RM1557.14 G-Cloud 14 (Lots 1, 2, 3)



 HM Government
G-Cloud

Crown
Commercial
Service
Supplier



ISO
9001
Quality
Management

ISO
27001
Information Security
Management

ISO/IEC
20000-1
Information
Technology Service
Management

CSA STAR
Cloud Security

ISO
22301
Business
Continuity
Management

ISO
50001
Energy
Management

ISO
14001
Environmental
Management

BS
10012
Data
Protection

ISO
27017
Security Controls
for Cloud Services

CCS Approved Supplier:

RM1557.14 G-Cloud 14, RM3764.3 Cyber Security Services 3 DPS, RM6116 Network Services 3, RM6100 Technology Services 3, RM1043.8 Digital Outcomes (DOS) v6, RM6095 Gigabit Capable Connectivity DPS, RM3825 HSCN DPS, RM6094 SPARK DPS

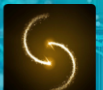


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Introduction

Utility based pricing models are one of the core benefits of the adoption of Cloud services. Exponential-e has adopted this simplified approach, in terms of developing commercial propositions for the Public Sector arena and have maintained an active and agile presence on G-Cloud since the early inception of cloud technologies and commercial propositions.

Note: the pricing and terms offered under G-Cloud 14 is available to all Public Sector organisations who are assigned a URN Reference code (including agencies and arms-length bodies), and for procurements specifically transacted through the G-Cloud framework. Where pricing for services is required on a bespoke basis, please contact Exponential-e either via your Account Manager or at psbids@exponential-e.com for more details.

Azure Cloud Managed Services

Microsoft CSP Direct

- ✓ Included management and support service that we provide to all of our CSP customers.
- ✓ Level of service we provide increases as the customer's Microsoft Cloud consumption increases.
- ✓ Provided without charge for all Microsoft Cloud products and services where we operate as the customer's CSP.

Microsoft CSP Co-Operation

- ✓ We provide our Azure customers with a co-operative fully managed service where we manage an agreed subset of the Microsoft Cloud environment.
- ✓ We provide 3 elective levels of service that customers may choose from:
- ✓ 25%, 35% or 45% of the monthly Microsoft Cloud CSP charges for the estate that we manage.
- ✓ This service is available for Azure at present. Dynamics 365 will be added during Q3/Q4 2022.

Microsoft CSP Managed

- ✓ Value-Added Service to assist Microsoft Cloud customers with the management and support of the core components of their Microsoft Cloud infrastructure.
- ✓ These services are provided for Azure, Microsoft 365 and Office 365 services.
- ✓ The charge for this service is 5% of the customer's monthly Microsoft Cloud CSP charges.

Microsoft CSP Evolution

- ✓ Provides an outsourced managed service solution where we fully manage the Microsoft Cloud environment.
- ✓ We provide 3 elective levels of service that customers may choose from:
- ✓ 25%, 35% or 45% of the monthly Microsoft Cloud CSP charges for the estate that we manage.
- ✓ This service is available for Azure at present. Dynamics 365 will be added during Q3/Q4 2022.

All of the above pricing will be valid for contracts with a minimum 12-month duration.

Azure Cloud Services

<https://azure.microsoft.com/en-gb/pricing/>

Please refer to our SFIA Rate Card for Professional Services

Azure Stack

£3471 Per Month (pricing can vary according to the specific requirements, volumes and contract duration)

- ✓ The above monthly charges are based on assumption of 24+12 contract period.
- ✓ Includes 24 x 7 x 365 Management.
- ✓ Includes Professional Services implementation.

Cloud Connectivity

The below costs represent the charges involved in establishing the setup and continuation of the Cloud Connectivity service.

Cloud Connect Exchange - Docklands - AWS	Non-Recurring Charge	Annual Charge
500Mbps	£429.00	£6,039.00
10000Mbps	£429.00	£8,950.00
2000Mbps	£429.00	£13,853.00
5000Mbps	£429.00	£27,639.00
10000Mbps	£429.00	£50,311.00

Cloud Connect Exchange - Slough - AWS	Non-Recurring Charge	Annual Charge
500Mbps	£429.00	£4,546.00
10000Mbps	£429.00	£7,805.00
2000Mbps	£429.00	£14,322.00
5000Mbps	£429.00	£22,872.00
10000Mbps	£429.00	£66,457.00

Cloud Connect Exchange - Docklands - MS Azure	Non-Recurring Charge	Annual Charge
500Mbps	£429.00	£6,039.00
10000Mbps	£429.00	£8,950.00
2000Mbps	£429.00	£13,853.00
5000Mbps	£429.00	£13,853.00
10000Mbps	£429.00	£50,311.00

Cloud Connect Exchange - Slough - MS Azure	Non-Recurring Charge	Annual Charge
500Mbps	£429.00	£4,546.00
10000Mbps	£429.00	£7,805.00
2000Mbps	£429.00	£14,322.00
5000Mbps	£429.00	£33,872.00
10000Mbps	£429.00	£66,457.00

Cloud Email Security

	Non-Recurring Charge	Annual Charge
Managed Email Security - Mimecast - M3RA Licencing (1 user)	£0.00	£8.75

	Non-Recurring Charge	Annual Charge
Managed Implementation	£2,895.00	£103.04

Scenario Pricing	Non-Recurring Charge	Annual Charge
100 users 12 months minimum contract term M3RA Licencing Based on Managed Implementation (Standard) Package Inclusive of management	£2,895.00	£10,304.00

Cloud Management Platform

Service Component	Quantity	One-off Charge	Monthly Charge
Cloud Management Platform Annual Subscription	1	£0	£208.33
Cloud Management Platform – Price Per VM PAYG	1	£0	£3.00
Cloud Management Platform – Price Per VM Committed (12-24Mths)	1	£0	£2.50

The below provides an example pricing scenario based on a customer taking the CMP with:

- ✓ 200 Committed VM's
- ✓ 50 PAYG VM's
- ✓ 12-month period

CMP Pricing Scenario	Quantity	One-off Charge	Monthly Charge
Cloud Management Platform Annual Subscription	1	£0	£208
Cloud Management Platform – Price Per VM PAYG	50	£0	£150
Cloud Management Platform – Price Per VM Committed (12-24Mths)	200	£0	£500
Total Price 12 Months	£10,300		

Cloud Online Backup

Encrypted Backup Service	Monthly Charge
Price per GB per Month (License)	£0.09
Price per GB per Month (Media Storage)	£0.03

The following application plugins are included at no additional charge:

- ✓ SQL Server
- ✓ SharePoint
- ✓ Exchange

Online backup is payable monthly in arrears. Online backup pricing is based on a minimum one-month term. Pricing is exclusive of VAT.

Cloud Readiness Assessment

£753 per day based on SFIA Day Rate card.

	Strategy & Architecture	Business Change	Solution Development & Implementation	Service & Project Management	Procurement & Management Support	Client Interface, 24/7/365 Service Desk & Incident Mgt
Follow	£488	£488	£488	£488	£488	£488
Assist	£584	£584	£584	£584	£584	£584
Apply	£646	£646	£646	£646	£646	£646
Enable	£753	£753	£753	£753	£753	£753
Ensure/Advise	£977	£977	£977	£977	£977	£977
Initiate/Influence	£1,143	£1,143	£1,143	£1,143	£1,143	£1,143
Set Strategy/Inspire	£1,341	£1,341	£1,341	£1,341	£1,341	£1,341

Contact Centre as a Service (CCaaS)

CCaaS	Resolve	Impress	Power
	Voice + 1 Channel	Voice + 2 Channels	Voice + all Channels
Per User Per Month	£47.14	£71.43	£102.86

Additional contact centre features and professional services such as for implementation and consultancy, available upon request.

Contact Centre Maturity Assessment

£1,143 based on SFIA Rate card.

	Strategy & Architecture	Business Change	Solution Development & Implementation	Service & Project Management	Procurement & Management Support	Client Interface, 24/7/365 Service Desk & Incident Mgt
Follow	£488	£488	£488	£488	£488	£488
Assist	£584	£584	£584	£584	£584	£584
Apply	£646	£646	£646	£646	£646	£646
Enable	£753	£753	£753	£753	£753	£753
Ensure/Advise	£977	£977	£977	£977	£977	£977
Initiate/Influence	£1,143	£1,143	£1,143	£1,143	£1,143	£1,143
Set Strategy/Inspire	£1,341	£1,341	£1,341	£1,341	£1,341	£1,341

Crisis Management as a Service (CMaaS)

Hours-Only Retainer <ul style="list-style-type: none"> ✓ 75 hours per annum ✓ 24/7 IR Support ✓ 4 Hour Response SLA ✓ For use on any security-related incident or digital forensic investigation (e.g. HR, internal investigations and regulatory compliance) ✓ Includes device forensics / DFIR cloud lab ✓ Quarterly threat intel report 			£28,125 per annum
IR Plan, Review & Build <ul style="list-style-type: none"> ✓ Review existing IR plan against standards ✓ Provide tailored IR plan (if none exists) ✓ 5 x standard IR playbooks ✓ Update IR processes and call trees ✓ Review stakeholder awareness ✓ Delivery time approx 3-4 weeks 			£25,000 one-off charge
Playbooks Tailored development of playbooks from our library, to link to any existing IR or business continuity plan: <ul style="list-style-type: none"> ✓ Ransomware ✓ Phishing ✓ Data Breach ✓ Loss of Systems ✓ Insider Risk / Personal Loss 			£3,750 per Playbook
Tabletop Exercises <ul style="list-style-type: none"> ✓ One-day workshop session to rehearse a response to the multi-faceted and escalating cybersecurity scenario. ✓ Workshop sessions can be aligned with existing IR plan / BCR as needed. ✓ Can be delivered remotely or on-site. (excludes expenses which are charged at cost).			£12,500 per One-Day Exercise
Role	Standard Hourly Charge	Out of Hours Hourly Charge	
Partner/ Director	£375	£438	
Principle Consultant	£344	£406	
Senior Consultant	£313	£375	
Consultant	£275	£344	

Crown Hosting Data Centre GovConnect

The below costs represent the charges involved in establishing the setup and continuation of the Crown Hosting GovConnect service. Bandwidth will need to be costed separately.

Cody Park (Farnborough)

Service	One-off Charge	Annual Charge*
1Gbps GovConnect - single	£951	£43
1Gbps GovConnect - resilient	£1,902	£85
10Gbps GovConnect - single	£1,593	£54
10Gbps GovConnect - resilient	£3,185	£108

Single services include:	Resilient services include:
1 x port - 1Gbps or 10Gbps port, as relevant	2 x port - 1Gbps or 10Gbps port, as relevant
1 x Ethernet Demarcation Device (EDD)	2 x Ethernet Demarcation Devices (EDD)
1 x SFP with copper handoff - 1Gbps only	2 x SFPs with copper handoff - 1Gbps only
2 x SFPs - 10Gbps only	4 x SFPs - 10Gbps only

Spring Park (Corsham)

Service	One-off Charge	Annual Charge*
1Gbps GovConnect - single	£951	£43
1Gbps GovConnect - resilient	£1,902	£85
10Gbps GovConnect - single	£1,593	£54
10Gbps GovConnect - resilient	£3,185	£108

Single services include:	Resilient services include:
1 x port - 1Gbps or 10Gbps port, as relevant	2 x port - 1Gbps or 10Gbps port, as relevant
1 x Ethernet Demarcation Device (EDD)	2 x Managed Routers
1 x SFP - 1Gbps only	2 x SFPs with copper handoff - 1Gbps only
2 x SFPs - 10Gbps only	4 x SFPs - 10Gbps only

*Excludes Cross Connects

Cyber Security Diagnostic Assessment

Service	Charges
Cyber Security Diagnostics Assessment	£5,333 per instance

Notes:

- ✓ Charge for full day on-site and follow-up report

CyberVault for Dedicated Backup

Entry level price £0.20 per GB per month (equivalent)

Based on min 24-month period

The above price is based on a min of 50TB.

Depending on contract term and CAPEX/OPEX consumption preference

CyberVault for Unstructured Data

<p>Assess & Design - Cyber Recovery Assessment for Unstructured Data</p> <p>Professional services assessment of threat landscape for unstructured data covering.</p> <p>Recommendation on approach options and most suitable cyber approach for unstructured data</p>	<p>£9,600 dependant on platform volumes, technology stack in place and wider security setup</p>
<p>Cyber Recovery Vault for Unstructured Data - Vaulted Isolation & Protection</p> <p>Dedicated Cyber Vault Design & Deployment,</p>	<p>Fully Managed starting from £0.05p per GB</p>

Notes:

- ✓ Minimum capacity of 250TB.
- ✓ Minimum 24 months contract term for Cyber Recovery Vault
- ✓ No minimum term required for "Assess and Design"
- ✓ Note: the above pricing may vary, depending on contract term and CAPEX/OPEX consumption preference

Dedicated Backup

Entry Level From £0.08 per GB per month

Notes:

- ✓ minimum of 30TB
- ✓ Based on a minimum 24mths contract

DevOps Maturity Assessment

£1,341 per day based on SFIA Day Rate card

	Strategy & Architecture	Business Change	Solution Development & Implementation	Service & Project Management	Procurement & Management Support	Client Interface, 24/7/365 Service Desk & Incident Mgt
Follow	£488	£488	£488	£488	£488	£488
Assist	£584	£584	£584	£584	£584	£584
Apply	£646	£646	£646	£646	£646	£646
Enable	£753	£753	£753	£753	£753	£753
Ensure/Advise	£977	£977	£977	£977	£977	£977
Initiate/Influence	£1,143	£1,143	£1,143	£1,143	£1,143	£1,143
Set Strategy/Inspire	£1,341	£1,341	£1,341	£1,341	£1,341	£1,341

Digital Transformation

Adhoc consultancy based on our SFIA Rate card.

	Strategy & Architecture	Business Change	Solution Development & Implementation	Service & Project Management	Procurement & Management Support	Client Interface, 24/7/365 Service Desk & Incident Mgt
Follow	£488	£488	£488	£488	£488	£488
Assist	£584	£584	£584	£584	£584	£584
Apply	£646	£646	£646	£646	£646	£646
Enable	£753	£753	£753	£753	£753	£753
Ensure/Advise	£977	£977	£977	£977	£977	£977
Initiate/Influence	£1,143	£1,143	£1,143	£1,143	£1,143	£1,143
Set Strategy/Inspire	£1,341	£1,341	£1,341	£1,341	£1,341	£1,341

GDPR Controls Review

Service	Charges
GDPR Controls Review	£6,250

- ✓ Charge includes a full day on-site review with a follow-up report.
- ✓ Standard charge for 100 assets, price will vary according to number of assets.

GlobalProtect Cloud Service

	One-Off Charge (from)	Annual Charge (from)
200 Mbps	£ 14,353.00	£113,492.00

- ✓ Based on bandwidth per site
- ✓ Based on 200 users
- ✓ 12 months minimum contract term
- ✓ The price presented includes Cortex Data Lake
- ✓ The price presented will require further scoping which could incur additional costs.
- ✓ Based on Enterprise Licencing

High Performance Storage

£0.025 - £0.10 (equivalent) based on volumes, OPEX/CAPEX payment profiles and contract duration

Hosted Telephony / Unified Communications as a Service (UCaaS)

Description	Monthly Charge per Licence
Common Area	£2.50
Collaboration	£4.50
AutoAttendant	£3.00
Attendant Console	£44.91
Call Center	£14.50
Call Centre Agent (VO)	£21.88
Call Centre Supervisor (VO)	£24.78
Contact Centre Agent (MM)	£40.73
Contact Centre Supervisor (MM)	£45.68
Chat	£5.00
Email	£5.00
Twitter	£5.00
Dashboards	£50.75
Essentials	£5.00
Core Recording	£10.00

Hosted Virtual Desktop (VDI)

Citrix XenApp Environment from £45 per User per Month

Based on a 300-user organisation.

Hybrid Cloud Infrastructure as a Service (IaaS)

IaaS Pay As You Go Pricing

IaaS - vCPU	Charge per month
vCPU	£32.70

IaaS - vRAM	Charge per month
vRAM per GB	£5.45

IaaS – All Flash Storage	Charge per month
Per GB	£0.10

IaaS Committed Pricing

IaaS - vCPU	Up to 6 Months	6 – 12 Month Commit	13 – 24 Month Commit
vCPU	£30.00	5% Discount	10% Discount
IaaS - vRAM	Up to 6 Months	6 – 12 Month Commit	13 – 24 Month Commit
vRAM per GB	£4.98	5% Discount	10% Discount
IaaS – All Flash Storage	Up to 6 Months	6 – 12 Month Commit	13 – 24 Month Commit
Per GB	£0.08	5% Discount	10% Discount

- ✓ Firewalls are a mandatory aspect of this IaaS and require scoping on application
- ✓ IPs are not included in the above price
- ✓ A connectivity option must be selected for use with IaaS.

Hyperconverged Infrastructure (HCI)

HCI Platforms at £3,471 Per Month (pricing is equivalent based on volumes, contract duration and payment profile (CAPEX/OPEX))

Notes:

- ✓ Monthly based on assumption of 24+12
- ✓ Includes top of rack switching x 2, 24 x 7 x 365
- ✓ Includes 24 x 7 x 365 Management of the HCI stack
- ✓ Includes PS implementation

Key Management Solutions / Hardware Security Module

£2,777.5 Per Month

Notes:

- ✓ Monthly based on assumption of 24+12
- ✓ Includes 24 x 7 x 365 Management
- ✓ Includes PS implementation

Managed Cyber Security Operations Centre (CSOC)

Service	One-Off Charge	Annual Charge
CSOC (from)	£5,215	£21,750

Notes:

- ✓ Pricing based on 250GB of storage and 15 days hot storage
- ✓ Pricing includes deployment and management
- ✓ Pricing includes 2 sensors
- ✓ Pricing based on 12 month contract

Microsoft 365 Planning & Migration

Service Element	Charges
Professional Services (per day)	£650
Microsoft 365 (per user per month)	£2.50
Online Backup for Microsoft 365 (per user per month)	£1.25
Online Backup for Microsoft 365 (per GB per month)	£0.16

- ✓ Discounts available depending on commitment levels and overall scope of requirements. Bespoke pricing on application.

Next Generation Unified Threat Management (UTM)

	Upfront Charge	Annual Charge
Next Gen UTM - Deployed HA 100F (from)	£13,869.00	£2,484.00

- ✓ Includes UTP licencing (but excludes Forticare).
- ✓ UTP is required to deliver UTM functionality

Object Storage S4

Protection	£ / GB / month
Protected	£0.02
Geo-Replicated	£0.03

✓ Based on scale of volumes and contract term

PACS / Digital Pathology Platform as a Service

Entry Level £0.025 per 1.7Gb slide per month

Notes

- ✓ Minimum of 150,000 slides
- ✓ Minimum 24 months contract

PC as a Service (PCaaS)

	Per Month	Annual Charge
Per User	£60.00	
PCaaS Scenario Total		£360,000.00

Scenario:

- ✓ Based on 500 users and 500 Dell devices
- ✓ Includes 10% spares
- ✓ Storage of spares at a 3rd-party site
- ✓ Based on a 36 months leasing agreement for the devices
- ✓ Transition/onboarding costs will be charged separately

Privileged Access Management (PAM) & Identity as a Service (IDaaS)

Thales STA	Annual Charge
Price per unit (from)	£94.76

- ✓ £180 minimum order value requirement
- ✓ Minimum order quantity required of 100 units
- ✓ Pricing based on 100 units on a 12 months term
- ✓ Including 24x7 Support
- ✓ Including SSO, MFA and Role-based Access Control

Okta IDaaS	Annual Charge
Price per user (from)	£59.25

- ✓ \$1,500 annual contract minimum
- ✓ Including SSO, MFA and Role-based Access Control
- ✓ Based on FX Rate 1USD = 0.82GBP

Okta IDaaS Premium	Annual Charge
Price per user (from)	£130.35

- ✓ \$1,500 annual contract minimum
- ✓ Including SSO, MFA, Role-based Access Control, UD and Life-Cycle Management
- ✓ Based on FX Rate 1USD = 0.82GBP

Okta IDaaS	Annual Charge
Price per user (from)	£91.80

- ✓ \$1,500 annual contract minimum
- ✓ Based on 100 users and 1 application
- ✓ Including SSO, MFA and Role-based Access Control

- ✓ Including management and implementation
- ✓ Based on FX Rate 1USD = 0.82GBP

Okta IDaaS Premium	Annual Charge
Price per user (from)	£166.45

- ✓ \$1,500 annual contract minimum
- ✓ Based on 100 users and 1 application
- ✓ Including SSO, MFA, Role-based Access Control, UD and Life-Cycle Management
- ✓ Based on FX Rate 1USD = 0.82GBP
- ✓ Including management and implementation

CyberArk PAM	Charges
Assess, Design & Install Professional services to Assess current Privileged Access strategy, design the implementation and associated integration pre-requisites of the PAM, install, test and operationalise the service	£40,000 One-Off Charge
Per user costs	Starting from £66 per user per month

Notes:

- ✓ Minimum commitment of 50 users
- ✓ Per user price excludes design & install which is a pre-requisite
- ✓ Minimum 24-month term
- ✓ Fully managed service offering available

SentinelOne Managed Endpoint Detection & Response (MDR)

Endpoint Pricing	Non-Recurring Charge	Annual Charge
Per Endpoint (Bronze)	£11.28	£51.96
Per Endpoint (Silver)	£22.56	£51.96
Per Endpoint (Gold)	£28.20	£51.96

- ✓ Per Endpoint pricing based on volume of 100 endpoints
- ✓ Based on 12-month term
- ✓ Price includes Managed Implementation Package and on-going management
- ✓ Based on Singularity Control Licence

Service Desk as a Service (SDaaS)

Scenario Pricing	One-Off Charge	Monthly Charge	Annual Charge
Per Contact Point	£60.53	£14.22	£170.59
Scenario Total, based on the following: <ul style="list-style-type: none">✓ 1,300 Contact Points✓ 1,540 Tickets per month (split as 1,200 Incidents, 300 Service Requests and 40 Change Requests)✓ Catch & Dispatch only✓ No SC required✓ 3 resolver teams/third parties✓ 10 request catalogue items✓ 8 applications and services supported by Service Desk✓ No TUPE required	£78,695.00	£18,481.08	£221,773.00

Single Vendor SASE

Scenario Price	One-Off Charge	Annual Charge
<p>SASE Total, based on the following scenario:</p> <ul style="list-style-type: none">✓ 5 sites (1 x 50Mbps site, 3 x 100Mbps site, 1 x 500Mbps)✓ 200 SDP Users✓ Based on 36 month contract✓ Price includes implementation and management✓ The price presented will require further scoping which could incur additional costs✓ Licencing based on Threat Prevention, Cloud Access Security Broker, Data Loss Prevention & Remote Browser Isolation	£9,351.00	£151,397.00

SIP Trunking

	Monthly Price per unit
Standard SIP Channel	£4.03
Resilient SIP active / passive (Both Channels included in rental price)	£5.68
Small Minute Bundle	£1.95

- ✓ Excludes number port and migration costs.
- ✓ DDI Diverts also available at an additional cost

Teams Calling as a Service (TCaaS)

Service	Per User Per Month
*Microsoft TCaaS User License (Managed)	£3.68
Small Minute Bundle	£2.00

- ✓ *excluding set-up costs
- ✓ *requires 12 month minimum commitment

UK Flexible Support Services

Customers may purchase Flex Support in blocks of 40 units at the following rates. Each unit consists of 30 minutes.

Flex Support 40 units	24x7
Standard Flex Support	£3,528.00
Advanced Flex Support	£4,109.00

Flex Manage is priced based on the infrastructure to be supported using the following metrics.

- ✓ Up to 40% discount is available, depending on the size of the estate and the term of the contract commitment. Pricing is available on application.

UK Based Managed Services

Operating System (OS) Managed Pricing

Component	24x7 (Per Month, Per Unit)
Remote Desktop Server	£104.81
Workstation	£15.57

Fully Managed Service

Component	24x7 (Per Month, Per Unit)
Virtual Server	£170.19
Remote Desktop Server	£85.09
User	£12.45
Workstation	£31.13
End User Device	£9.06

Up to 40% discount is available, depending on the size of the estate and the term of the contract commitment.

Vulnerability Management

Service	Monthly Charges
Vulnerability management	£3.36 per IP, per month

About Exponential-e

Introduction



Founded in 2002, we are an award-winning, privately owned British Cloud and Connectivity provider. The majority owner, CEO and founder of the company - Lee Wade - is still at the helm of Exponential-e and demonstrates the same passion for our customers, service innovation and business as he did at our inception. We pride ourselves on

delivering super-fast, low latency Connectivity, flexible and resilient Cloud solutions Unified Communications, Cyber Security and world-class IT Services. Organisations from all sectors of the economy run critical services underpinned by our technological innovations. We deliver leading-edge solutions to over 3,300 customers in every vertical sector.

Our Network

Exponential-e's own Cloud infrastructure is fully integrated with our 2Tb Gigabit Carrier-Class Ethernet Network, utilising premium grade enterprise compute, and is supported by our UK based 24 / 7 x 365 Customer Service Desk to deliver a non-stop compute platform to you and your end users.

What differentiates us from the competition is how we utilise our own network to deliver multiple services over one connection, with 100% Network visibility and control, and the cost efficiencies this provides our customers. Our fusion of complementary technologies, a carrier-class network and Cloud infrastructure, means we can deliver enterprise applications at super-fast, low latency, with an end-to-end SLA, for a superior end-user experience.



Our Accreditations

We support the security and compliance standards of the Public Sector by embedding our compliance certifications into our Business Management Systems. We support the security and compliance standards of the Public Sector by embedding our compliance certifications into our Business Management Systems.



Public Sector Framework Presence

Exponential-e are an experienced supplier on a number of UK Public Sector frameworks, and are adept at guiding operational, technical and procurement teams through the various routes available for consideration when buying goods and services from our organisation.

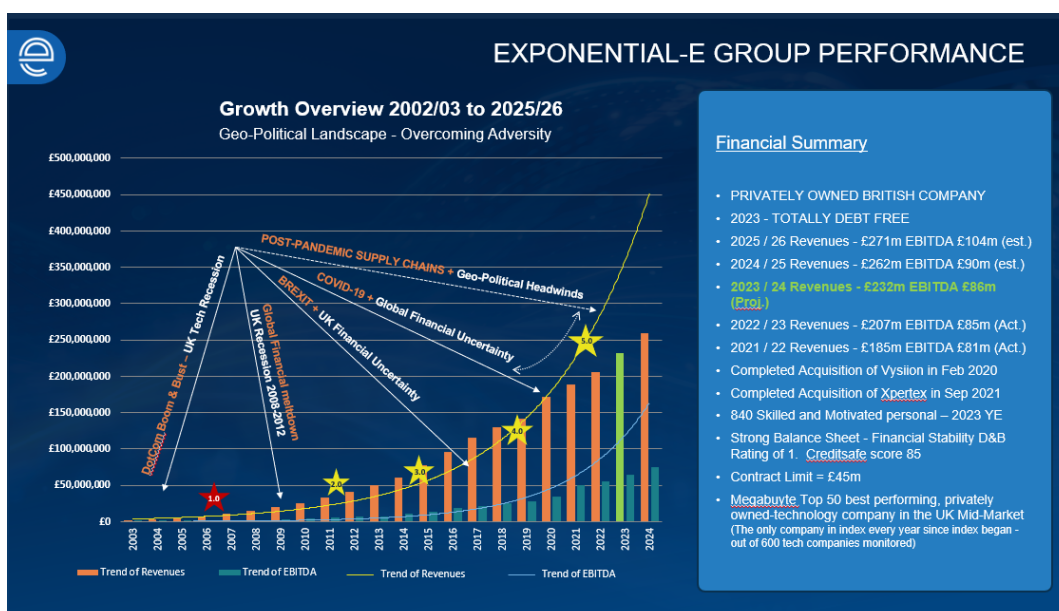
Our Promise

Our brand promise is to 'Constantly exceed expectations with innovation and service'. In order to achieve this, we promise to deliver the following:

- ✓ **Customer Service Excellence:** Our first priority we never compromise on, this culture spans across every department and is championed by every board member
- ✓ **Trusted Supplier:** A reliable and fully owned carrier-class network, with pro-active support from our 24 x 7 x 365, fault find and fix Service Desk, and verified financial stability inspire customers' confidence in us

- ✓ **Technical Capability:** Working within nine international ISO and British Standards, we design, manage and support customers' complex, bespoke network, Cloud and Voice requirements
- ✓ **Applied Innovation:** Ensuring customers' businesses remain at the leading edge with a dynamic approach to investment, R&D and innovation, and consistently delivering industry firsts.

By the start of FY2023, our turnover had reached approximately £232 million and ongoing recruitment activity meant that we had over 840 employees. Our success is driven by the quality of service we provide and is underpinned by investments in people and infrastructure that enable us to deliver on our brand promise.



Exponential-e's Approach

Our approach is based on a partnership philosophy, ensuring we deliver high quality, competitive services. In keeping with this, our technology solutions provide cost-effective connectivity, future-proof networking and uncompromising customer support. Our approach is designed so that there are no hidden extras from you. From the initial point of contact, including technical consultancy, project management and on-going customer support, we are entirely transparent about our work and the costs involved.

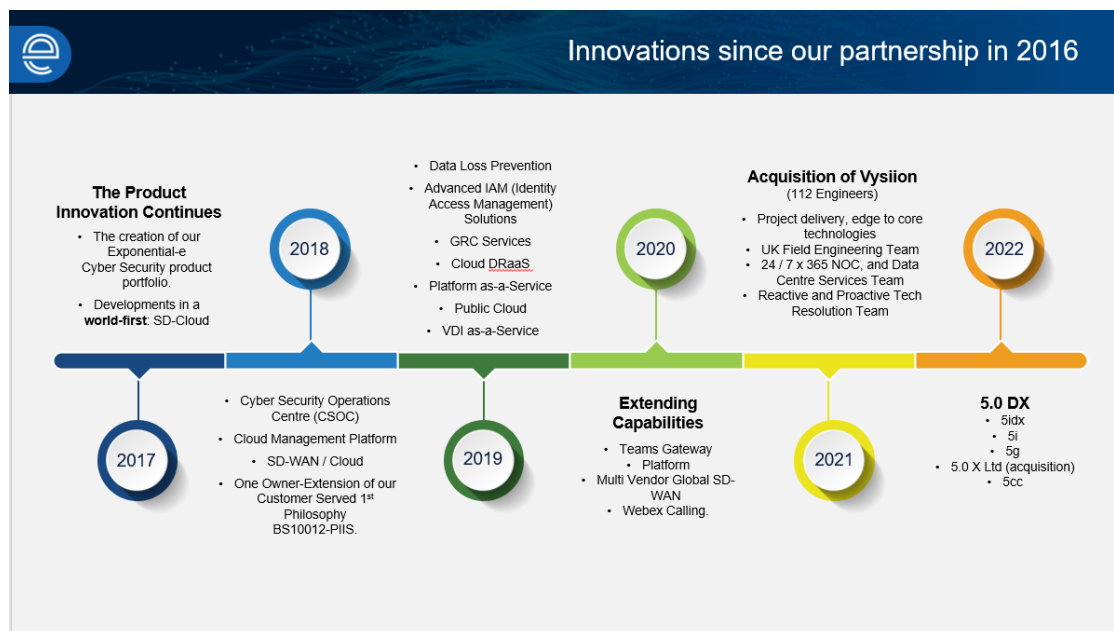
To maximise the value for money customers receive, we constantly challenge the performance of the service through 24 x 7 x 365 monitoring and management via the Exponential-e Service Desk, feeding back at monthly service reviews that constantly benchmark your expectations. During these reviews, we propose and implement continuous improvement targets for service levels and cost efficiency. On award of any contract, we analyse the service required and explore how we will improve the services year-on-year.

Thought Leadership and Applied Innovation

We have a long history of technical innovation from our inception in 2002, as the timeline images below illustrate:

With 'applied innovation' at the heart of our company, our success has been to continually deliver the benefits of technical innovation to our customers. For example, we were the 1st UK service provider to offer internet over Ethernet in 2002, and the 1st service provider in Europe to deliver Virtual Private LAN Services (VPLS) in 2006. Consistently, we have led the market in innovation and commercial engineering to transform our customers.

We have an entire team devoted to seeking out new products, features and enhancements. We pride ourselves on our ability to generate, identify, and deploy the latest technologies. Our commitment to innovation has seen us develop pioneering new products and services for our customers and deliver all manner of industry firsts. We will constantly keep you informed of new technologies that ensure you remain current and knowledgeable as to innovative solutions and best practices. The most effective means of doing that is during our regular Service Management review meetings; the reviews will take place on a monthly or quarterly basis, or upon request. These sessions are used to understand your requirements, address any current service issues, and for our team to update you on new market trends or technologies our researchers have identified.



You will have the opportunity to attend regular events that provide an opportunity to speak with our subject matter specialists and to exchange ideas and experiences with other Exponential-e customers. We are firmly committed to listening and collaborating with our customers, and partners, in order to deliver innovative technical solutions that drive tangible business benefits.

You will also be sent updates from our marketing department, highlighting new features or services available in the market. New products, features or services that we feel are well suited to our customer's infrastructure, or will benefit their IT environment, will be brought to their attention. Initially, many of our customers adopt our WAN solution and are often keen to complement this service with our Cloud, IT and Voice services.

Meeting our Brand Promise

For over 20 years we have focused on building trusting relationships with our customers by placing service excellence at the heart of our operations. Key to our success is the development and sustainment of effective working partnerships through regular service review meetings, proactive management and - most importantly - continually seeking to improve the services which will be delivered.



In order to ensure that we are continuously improving, we benchmark customer satisfaction which provides us with the analysis to improve. Measuring our customer satisfaction is achieved through our Net Promoter Score and our Voice of the Customer Programme.

Our current 3 monthly rolling NPS score is more than double the UK Industry average.

Our Voice of the Customer Programme gives you the opportunity to provide real-time feedback by simply clicking on one of four icons on each Exponential-e employee's email-signature (Gold- Excellent, Green- Good, Amber- Could have been better, Red- Poor).

These awards are all testament to our solutions and achievements in innovation. Details of our other awards can be found on our website.

Meeting our brand promise through customer service excellence is embedded into our culture; anytime our customers recognise our people doing well, we reward this throughout the business. At Exponential-e, we're committed to service excellence and are empowering our people to deliver it.



Our Capability



Fibre Infrastructure: Design, Planning and delivery of private fibre assets throughout the UK. From Telecoms to windfarms . . .

Network Platforms: Owned and operated infrastructure underpinning all services end to end

Multi-Cloud Platforms: Full Multi-cloud capability with cloud management platform and software network integration

Managed IT Services: Full 24/7 365 IT Outsource full stack capability with multi-discipline across key technologies

NOC Service Desk 24/7: Full SIAM shared or dedicated NOC/service Desk – delivered via UK based personnel 24/7 365.

CSOC 24/7: SIEM with integrated threat management delivered via UK personnel 24/7 365.

Professional Services: Consult, Advisory, Design and Transform services for digital transformation.



Our Capabilities



End User Engagement



Cloud Management Platform



Software-Defined Tech



Multi-Cloud Capability



Digital Transformation Team



Cyber Security

EXPONENTIAL-E CAPABILITIES



Unified Comms & Contact Centre



Network Reach



Migration Skills / Tools



Professional Services



Managed IT Services



Managing Legacy Systems