



TECHNOLOGY
DESIGNED, SERVED AND SUSTAINED



Stone Cloud Managed Networking

Service Definition Document



Contents



Infrastructure as a Service 3

Overview of Service 3

Services Supported 3

Data and Security 7

Data protection, protection, privacy and security 7

Support Services 8

Service Desk 8

Feature releases and maintenance 9

Commercial and Administration 10

Management Support 10

Ordering and invoicing process 10

Contract termination process 10

Additional information 11

Contents



Overview of Service

The Stone Networking as a Service proposition has been designed in conjunction with Cisco Cloud to help our customers achieve successful infrastructure deployments at very competitive prices. Fast and secure access to the internet is seen as necessity in today's professional environment and is deemed by a lot of organisations as a utility.

Stone recognises this, and have therefore developed a fully managed cloud infrastructures solution which provides guaranteed service with strict SLA' which ensures your end users benefit from an enterprise grade infrastructure solution.

The Stone solution utilises Cisco Cloud technology to deliver a completely cloud managed service, whilst resilient features enable the service to continue operation even when connectivity to the cloud fails.

Services Supported

Cloud Access Points

Cisco access points are built from the highest-grade components and carefully optimized for a seamless user experience. The outcome: faster connections, greater user capacity, more coverage, and fewer support calls.

Designed for challenging enterprise environments, the access points use advanced 802.11 ax, 802.11ac and 802.11n technologies including MIMO, beam forming and channel bonding to deliver the throughput and reliable coverage required by demanding business applications.



The AP comes equipped with industry-leading features that make them ideal for demanding enterprise deployments:

- > 802.11ax, 802.11ac and 802.11n MIMO with up to three spatial streams, built for voice and video
- > Integrated enterprise security and guest access
- > Dedicated radio for security and RF optimization with integrated spectrum analysis (indoor models)
- > Integrated intrusion detection and prevention system (WIDS/WIPS)
- > Self-learning application-aware traffic analytics engine
- > Flexible group policy engine for creating and applying application- aware policies by network, device-type, and end-user.

Cloud Switching

The Cisco wired switch series brings the benefits of the cloud management to networks of all sizes: simplified management, reduced complexity, network wide visibility and control, with lower operational cost for campus and branch LAN deployments.

Cisco Cloud access switching is available in both Layer 2 and powerful Layer 3 models. Mission-critical features like Layer 7 application visibility, network topology visualisation, virtual stacking, QoS for business critical applications, 802.1X access control, and more — are present in all models.



Contents



Cloud Security

The Cisco Cloud Security Appliance is an integrated router, next-generation firewall, traffic shaper, and Internet gateway that is centrally managed over the web. Cisco Cloud Security Appliances are ideal for organizations with large numbers of distributed sites. Since the Appliance is 100% cloud managed, installation and remote management is simple. The Appliance has a comprehensive suite of network services, eliminating the need for multiple appliances. These services include Layer 7 application firewall, content filtering, web search filtering, intrusion prevention, web caching, Intelligent WAN with multiple uplinks.



Cloud services deliver seamless firmware and security signature updates, automatically establish site-to-site VPN tunnels, and provide 24x7 network monitoring. The NGFW platform has an extensive suite of security features including IPS, content filtering, web search filtering, antivirus / anti-phishing, geo-IP based firewalling and IPsec VPN connectivity, while providing the performance required for modern, bandwidth-intensive networks.

Layer 7 fingerprinting technology lets administrators identify unwanted content and applications and prevent recreational apps like BitTorrent from wasting precious bandwidth. The platform delivers superior intrusion prevention coverage, a key requirement for PCI 3.0 compliance. The NGFW also uses the Webroot Bright Cloud® URL categorization database for CIPA / IWF compliant content-filtering, Kaspersky Safestream II® engine for anti-virus / anti-phishing, and MaxMind for geo-IP based security rules.

Cloud CCTV

The Cisco Cloud CCTV is a family of mini-dome cameras representing the next leap forward for physical security and video analytics. The CCTV family brings Cloudmagic to the enterprise video security world. With an unobtrusive industrial design suitable for any setting, the CCTV family simplifies and streamlines the unnecessarily complex world of security cameras by eliminating servers and video recorders.

High-endurance solid state on-camera storage eliminates the concern of excessive upload bandwidth use and provides robust failover protection. As long as the camera has power it will continue to record, even without network connectivity. Historical video can be quickly searched and viewed using motion-based indexing, and advanced export tools allow evidence to be shared with security staff or law enforcement easily.



Cloud Systems Manager

Cloud Systems Manager provides cloud-based, over-the-air centralized Enterprise Mobility Management (EMM). Simply administer distributed deployments of all of your devices through a powerful web-based dashboard.



Managed devices connect securely to Meraki's cloud, enabling device tracking, software and app deployment, content delivery, enforcement of security policies, identity management, and Cisco network integration. End user permissions can change automatically from policy information such as time of day, geolocation, security posture, and user group.

Contents



Cloud IoT

The MT sensor family intelligently monitors any environment to help organizations build a smarter, more sustainable future. With MT sensors, IT, facilities, and operations teams can minimize business disruptions, reduce unnecessary costs, maximize resources, and improve employee/customer experience in any space.

Smart sensors. Smarter businesses

✓ Take control of your future Stop environmental issues before they start with remote visibility and real-time alerts. ✓ See what's around every corner Gain complete visibility by combining IoT sensor data with smart camera and Wi-Fi analytics



✓ Integrate. Automate. Innovate. Integrate with building management systems to digitally transform your organization.

Cloud Cellular Gateway

Cisco Cloud Cellular Gateways seamlessly transpose a wireless cellular signal to wired Ethernet for primary or failover connectivity.

Services from Stone

Stone has many years' experience of supporting technology in the public sector and therefore we have developed a variety of tried-and-tested implementation strategies to ensure that we fully deliver on all customer requirements and priorities. Within this G-Cloud offering services include:

- > Solutions Architects – Subject matter experts will be responsible for the design and implementation of your solution using framework methodologies.
- > Project Management - Full PM services will ensure a smooth and successful implementation, delivered on time using PRINCE2 and AGILE methodologies.
- > Service Management – Your service will be continually monitored by a dedicated Service Delivery Manager who will provide reports, KPIs and ensure we meet our SLA's.
- > Training - Stone will provide detailed training for key staff in your technical team to ensure a complete knowledge transfer is carried out.
- > Support – We provide a comprehensive support service to proactively monitor your network and to assist your technical team. Our support mechanisms are based on FITS and ITIL best practice, available by phone, by email and online.

Contents



Professional Services

Stone specialises in the delivery of Cisco Cloud projects, from wired and wireless networking through to internet security and mobile device management. As a company set up for the design, implementation, deployment and support of these services we will provide you with total peace of mind when deploying and supporting your critical service.

Services that are not included within the pricing model, but can be supplied by Stone include (please see SFIA rate card):

- > Site Surveys – Stone undertake different types of site surveys that provide different levels of accuracy for different points and purposes in a project. These include “off-plan” and “on-site” survey techniques dependant on the project and wireless requirements. For example, “off-plan” surveys are available to determine the best locations for access points to achieve the best coverage, whilst “on-site” are recommended for existing buildings and complex build structures that need focussed coverage and density. Both methods are used to ensure that the Stone service delivers the required wireless coverage, data rates, network capacity, roaming capability and Quality of Service (QoS).
- > LAN Cabling – complimenting the wireless site survey, Stone can offer structured cabling checks, cable work or patching between the switch infrastructure and the proposed location of each access point, and or provide installation services where new cabling is required.
- > Deployment – each of our installations are based on an agreed scope of works that will be generated by the Stone solutions architect during the detailed design phase of the project. The aim of our design process is to you with a comprehensive, detailed design document that encompasses all aspects of the solution, matching your aspirations and requirements. Upon your approval, the deployment costs associated with the project will be presented to you for sign off.
- > Stone undertake work during standard business hours (between 8am and 6pm Monday – Friday) unless otherwise agreed. Evening and weekend installation services are available upon request.
- > Moves, adds and changes to your service – As your needs evolve, we provide the ability to flex your provision to ensure that the service we deliver is optimised for your users. Where possible Stone will accommodate these requests for change but major updates requiring design work, additional coverage, or support for new features or use-cases etc. may incur design, hardware, software, licensing, implementation, support and/or other charges.

Contents



Data protection, protection, privacy and security

Cisco Cloud operates the industry's largest-scale Cloud Networking service. The Cisco Cloud service powers over tens of thousands of networks worldwide and connects millions of devices. Cisco Cloud also has the most experience in the cloud, having run its production service continuously for seven years. The Cisco Cloud Networking platform is trusted by thousands of IT professionals, from enterprises to hospitals, banks, and retailers.

Stone is certified with ISO 27001 which ensures that we are aware and liable for the correct handling of customers' data. Therefore, our customers know that we handle their data in the correct manor and ensures its integrity with all of our solutions. Stone chose Cisco Cloud as its infrastructure partner because we can guarantee that customer data and information will not traverse to the public domain.

Cisco Cloud is committed to data protection, privacy, and security and has designed its cloud architecture specifically in a way that enables customers to securely protect their data. European customers can confidently deploy scalable, secure Cloud networks that comply with applicable data protection regulations across the European Economic Area (EEA).

EU Cloud

The Cloud architecture leverages a globally distributed public cloud architecture that provides built-in reliability, security, and redundancy. Specifically to meet the needs of European customers, Cloud created the EU Cloud, a separate part of the Cloud architecture

designed to meet the needs of European customers and regulations. Hosted on data centers located exclusively in the EEA, the Cloud EU Cloud provides reliability and business redundancy offered by a distributed architecture while ensuring that no personal data leaves the EEA.

Additionally, the EU Cloud's out-of-band architecture ensures only management information, and not network traffic, passes through EU Cloud datacenters. The EU Cloud architecture enables customers to satisfy their legal obligations and simultaneously realize all the advantages cloud management offers, including centralized visibility and control, unified management of wireless and wired networks, and reduced operational expense.

The Cloud EU Cloud is built on a PCI DSS Level 1 certified system architecture and operates with a 99.99% Service Level. Additionally, Cloud EU Cloud data centers are certified with one or more of the following:

- > ISO 9001:2008
- > ISO 27001:2008
- > PCI DSS

Cloud and the EU Cloud are compliant with the following applicable European data protection regulatory frameworks and local laws:

- > EU Directive 95/46/EC
- > German Federal Data Protection Act
- > Article 29 Working Party Opinion of July 1, 2012

Further information about Cisco Cloud Data and Security policy can be found at: www.meraki.cisco.com/trust#overview

Contents



To support your infrastructure solutions, we provide a Stone Support Service to ensure that your investment made in your infrastructure enables a more productive environment for all.

Our processes are based on IT Infrastructure Library (ITIL) – adapted to the specific needs of remote diagnosis and cloud management and are maintained by subject matter experts from our network operations centre. This, underpinned by robust processes and dedicated Stone staff will ensure that the you will receive a highly responsive support service over the period of the contract.

Included within our subscription service are the following core services:

- > A support portal providing a single point of contact between the customer and Stone where you can log incidents, obtain help and request change.
- > A specialist systems support team, experienced in supporting complex IT environments, based in our

Network Operations Centre in Stafford. Our team will deliver, proactive maintenance and automated service restoration.

- > Network Monitoring and Preventative Maintenance through the Systems Support Team. A named consultant will proactively monitor, review and document your IT infrastructure to ensure the integrity, security and operational effectiveness of your service.
- > Service Management including Service Delivery Manager visits, Service Level Monitoring and Reporting, Service Review Meetings, Financial Management, ICT Service Continuity Management and Continuous Service Improvements.
- > Commercial and customer management including assistance for all commercial and contractual elements of the project, and a Stone Account Management team for ongoing for ICT visioning and strategy.

Service Desk

At the heart of the Managed Service will be a dedicated ITIL compliant Service Desk, a central place for all call logging, network monitoring, service reporting and remote support activity. The service will make the most of a broad range of enterprise-level remote support tools whilst providing a familiar level of support from an on-site team. The helpdesk can be accessed via phone during core business hours, and online 24/7.

Service Desk Feature	Availability	Description
Telephone Support	Stone Support Desk 8/5 Weekdays Cisco escalation 24/7 excluding bank holidays and Christmas	Unlimited support for nominated customer staff member(s) during normal business hours
Online Knowledgebase	24/7 except for planned maintenance	A constantly expanding database of knowledge articles and 'how to' guides for self-help support
Email Support	Stone Support Desk 8/5 Weekdays Cisco escalation 24/7 excluding bank holidays and Christmas	A unique email address will be provided to the customer to log support calls 24/7
Online Support Team	Stone Support Desk 8/5 Weekdays Cisco escalation 24/7 excluding bank holidays and Christmas	Unlimited support for nominated customer staff member(s) during normal business hours
Feedback Survey		Feedback as part of incident closure process



Feature releases and maintenance

Stone is committed to providing the highest levels of service to its customers. In order to facilitate such improvements, it is necessary to carry out upgrade and maintenance work from time to time. These activities, included within your subscription are carefully scheduled to minimise the impact we have on your environment. Customers will be pro-actively notified of any planned upgrades, and can choose to defer these to an appropriate time to implement.

Centralised deployment and management of firmware upgrades is one of the benefits of the Stone Infrastructure as a service solution. Through our network operations centre, a named consultant will schedule all upgrades to minimise downtime and disruption to your network. These periodic updates are designed to maximise the availability of new features on the most stable firmware available while minimising the amount of downtime required during the year to perform the upgrades.

In very exceptional circumstances, there may be an emergency requirement to instigate work outside of agreed maintenance windows to ensure the security and integrity of your network. For example; the wannacry attack resulted in an immediate patch pushed to the effected networks to ensure security wasn't compromised.

Contents



Management Support

Stone has been providing IT services and solutions for over 30yrs, and as such our business processes and procedures are tailored to match the needs of our customers. Stone will provide a comprehensive team to deliver our service. Included within your subscription model you will receive a:

Dedicated Commercial Manager – Your commercial manager will be responsible for the contractual and commercial elements of the proposition to ensure that you receive the appropriate documentation in a timely and orderly fashion.

Dedicated Account Manager – Your account manager will be with you through every step of the journey with Stone. They will be responsible for any day-to-day enquiries, ensuring that you receive a highly responsive service from us.

Dedicated Project Manager – Your project manager is responsible for the implementation project. He will lead the team and be a single point of contact for you from point of contract award. Your project manager acts as a point of escalation for all matters for the implementation of the project.

Dedicated Service Manager – You will get a Service Delivery Manager for the duration of the contract with Stone. Each of our SDMs are qualified to ITIL Service Manager Level and fully competent in FITS processes. They are responsible for ensuring that all responsibilities are completed to the agreed service level, sharing this information with the you on a regular basis.

Ordering and invoicing process

Stone will follow the framework process for receiving and invoicing orders. We must receive a completed call off contract and subsequent PO to enable our service to commence.

All Services available are billed monthly in arrears, unless otherwise agreed with both parties.

Payments can be made via:

- > Purchase Order
- > BACS

Contract termination process

The notice period needed for ending a Call-Off Contract is at least 90 Working Days from the date of written notice for disputed sums or at least 30 days from the date of written notice for ending without cause.

Contents



Stone responsibilities

Stone is responsible for the following aspects of the service:

- > Initial configuration, deployment and testing of the overall solution
- > User Acceptance Testing process
- > Maintenance of the cloud management platform
- > Ongoing support of customer-specific configuration including advice and small implementation of changes if required. Major changes will be chargeable and priced upon request.
- > Proactive monitoring of network
- > Arranging replacement of faulty hardware

Customer responsibilities

The Customer is responsible for all other aspects including but not limited to:

- > Providing Stone with the technical details required for the design. E.g. WLAN IP address ranges, SSID names, VLAN assignments, local DNS servers, DHCP scopes and options etc.
- > Provision of suitable power, space and cabling
- > Access for deployment and maintenance if required onsite
- > Confirmation of reporting requirements.
- > End user support
- > Meeting any compliance requirements associated with offering a public Internet service to guests



stone

TECHNOLOGY
DESIGNED. SERVED. AND SUSTAINED.

Granite One Hundred | Acton Gate | Stafford | Staffordshire | ST18 9AA

08448 22 11 22 | www.stonegroup.co.uk | sales@stonegroup.co.uk