

1 PREAMBLE

This Document provides an overview service definition for service offerings included within G-Cloud. This document should be read in conjunction with the pricing, and/or terms and conditions and/or service level information for the specific service, or services required.

2 WHO WE ARE

Panlogic provides Cloud professional services, hosting, support and implementation either direct or through various strategic and specialist partners depending on exact service definition. Our experience is in providing security and compliance across wide IT estates and ensuring high performance for a broad spectrum of public, private and 3rd sector organisations.

Our specialist partners have specific capability when delivering to the public sector with dedicated teams experienced in working with multiple stakeholders and DDaT teams. Our work has supported Home Office, national intelligence and security agencies, Bluelight and data-rich Government departments embrace the cloud as part of their digital transformation strategies and deploy Digital First public services in line with Government strategy. Further we have delivered certified Well Architected (and equivalent) reviews to help customers review the state of workloads and ensure delivery to the latest cloud architecture best practices.

Our teams of certified Solution Architects, DevOps Engineers, SysOps Administrators, Certified Developers and Cloud Practitioners work with customers to find the optimum balance of availability, security and affordability for cloud-hosted applications.

Their expertise in cloud and its various pricing models underpins our ability to make recommendations – ranging from strategic advice on the hundreds of new services cloud providers introduce annually to simply switching off certain services outside of peak times – that will save money and improve profitability. Whether you are looking to begin your cloud journey – or take it to the next level – our unrivalled insight and experience will help you innovate and evolve in the cloud.

This document defines how Panlogic delivers and maintains web hosting services.

3 PORTFOLIO

Our portfolio of Cloud services include:

- Managed Services and Support Services

- Managed Support for Cloud hosting
 - Managed Services for Cloud hosting
 - Secure Managed Support
- Professional Services
 - Cloud Services
 - Migration Services
 - Design Services
 - Consultancy Services
 - DevOps Consultancy, Implementation and Release Management
 - Professional Services
- Architecture Reviews
- Immersion Days
- Courtesy On Boarding

4 SERVICE DEFINITIONS

4.1 Managed Services and Support Services

Further, we will help you fully realise the power of cloud hosting without the challenge and expense of managing it yourself. As a leader in managing cloud environments at any scale we offer a full suite up to 24x7x365 Managed Cloud services to ensure the availability and performance of your applications, and the optimisation of your cloud infrastructure and environment. We are cost effective too – typically saving our Managed Cloud Support Services clients up to 30% of their spend. Our Support Services include:

- Continuous improvement, refinement and cost optimisation — we will review the performance of your infrastructure and ensure that you are using the services that are cost-effective for you.
- Resource protection and governance to ensure resiliency and help with compliance requirements.
- Simplified and consolidated billing — managing the billing of the platform.

If you rely on an IT platform hosted in the cloud, you need to keep a constant close eye on its operation. If you'd rather focus on your business, we provide a full range of tailored, managed services that enable

you to gain the most from the cloud

In-house software integrates a series of automated performance checks on your systems, assessing whether infrastructure may be over-loaded in order to identify potential causes of performance issues. Our certified engineers will respond to and diagnose any reported problems, leaving you free to concentrate on other areas of your business. When any alerts arise, a Root Cause Analysis is conducted to determine what happened and how to stop it in future, whether that is tweaking the architecture or checking for issues in the software.

Depending on the service purchased, some or all of the following can be included:

- **Server Dashboard:** Instantly keep track of all your servers load, memory, disk space and traffic levels from our live server dashboard.
- **Dynamic Monitoring** Use our live monitoring system to spot problems before they happen, look into the past to investigate issues and monitor trends to plan for the future.
- **Server Management:** Add and remove servers on our supported clouds at the touch of a button, our monitoring software is automatically installed for you.
- **Simple Cloud Management:** Combine all your different cloud accounts into one easy to use interface, no more logging in and out to manage different accounts.
- **Resource Tracking:** We can review the cloud services you use to ensure that everything is documented correctly and suitable for purpose.
- **Cost Management:** With our resource tracking in place we can drill down costs to allow you to get a detailed insight into your cost base. Cost savings may also be possible by using a cloud billing service.
- **Audit Log:** We can make sure that audit logging is enabled and give you an easy to use portal to monitor changes made to your accounts.
- **Security Review:** A review of your cloud security settings covering Security Groups, VPC configurations and database instance OS patching will highlight any potential security threats from your current configuration.
- **Patch Management:** We can apply patches as per a customer patching schedule without any manual intervention.

If you have an in-house IT team we can provide a Business Hours service, with additional consultancy

which can be called on when required. Extensive experience in leading cloud providers and technologies provide that support when required, whether that be for advice, design or hands-on working with your team. For customers who have taken a managed service we provide the option to buy consultancy days in advance at a discounted rate. Whether it's learning the basics of cloud hosting or optimising your existing architecture for better cost and usage performance, our certified experts can be your guides.

4.2 Professional Services

Whether you have an existing data centre and are exploring hybrid cloud solutions or are a 'born in the cloud' organisation looking to deploy new workloads, our experts can help you on your cloud journey.

As a Leader in Professional and Managed Services for public cloud infrastructure, we deliver unbiased guidance on best-fit managed cloud solutions. We go beyond simple migration assistance and cloud infrastructure management with multi-cloud managed services, professional services and devops to enable true digital transformation.

Adopting a cloud strategy will provide you with sustainable business advantages. You may have decided that your future lies in the cloud. But the path there is complex. Supplementing your team with specialised skills and experience can help you achieve those results. Our professional services organisation is a team of experts that can help you realise your desired business outcomes when using the cloud. Our certified solutions architects and engineers apply their unique combination of insight and experience to assure you of a smooth journey to the cloud.

Our G-Cloud Service Definitions can include some or all of the following elements for Professional Services:

- Public Cloud Consultation, Architecture Strategy and Guidance – we work with customers to understand business objectives, define business and technical requirements, and create an overall system architecture. From there, specific integration and implementation plans are created to move from concept to final deployment
- Architecture and Design Services – Our Architecture and Design Services provides the expertise you need to successfully architect and design the best cloud solution from the vast catalogue on offer.
- Implementation Services - We assist customers with hardware, software and cloud-based service installation, configuration, and upgrades. On an ongoing basis, we can perform general system maintenance, management, health checks, or monitoring of your instances. Custom implementation services are also available.

- Migration Services - With proven expertise in migrating applications – large and small – across a wide range of technologies, we can assist with the migration of your IT infrastructure from existing physical, virtual or cloud-based locations. Our engineers work with your developers and operations personnel to migrate your applications and data over to your new infrastructure and ensure that everything is working as expected. Once cloud migration has been achieved, our skilled team of engineers can – if required – provide ongoing management of your cloud infrastructure.
- Cloud automation & DevOps - DevOps is an approach that replaced traditional ‘waterfall’ development with an agile business-driven development methodology. Utilising ‘scrums’ for rapid iterations of new applications, it enables organisations to innovate faster and with greater quality and reliability. We use template-driven ‘infrastructure as code’ techniques to rapidly spin up new instances of an application for development and testing. Our DevOps implementation standardises infrastructure provisioning and is delivered either as Continuous Delivery Engineering or as Cloud Solution Engineering.

4.3 Immersion Days

An added option are our Immersion Day workshops are day-long, in-person workshops, hosted onsite or offsite or remote. These sessions walk you through some of the primary solution areas of your specific cloud platform. Immersion Days are a prescriptive approach designed to accelerate your organisation’s potential to leverage the cloud.

No prior cloud computing experience is required and this in-depth approach helps our customers, including customer technical experts, learn how to best leverage the platform to unlock business potential and meet key objectives such as:

- Learn how to leverage cloud Services to design, deploy, and operate on the cloud to enable cloud transformation within your organisation
- Understand cloud architecture best practices for building highly scalable applications
- Get hands-on experience with core services as well as serverless, machine learning and containers
- Hear the fundamental cloud computing and cloud security concepts, including access control and management, governance, logging, and encryption methods

These customisable experiences will benefit both your business staff and your technical team. You'll want to invite your:

- Executive Sponsor
- Cloud Architects
- IT Stakeholders
- Application Development Teams
- Line of Business Stakeholders

Learn about the practices for deploying applications on the cloud, optimising performance, monitoring cloud resources, driving efficiencies, reducing costs, and more. Whether it's big data, high performance computing, machine learning, or analysing live data, this event will provide your teams with the opportunity to meet our experts to have your questions answered.

It's easy to get an Immersion Day workshop on the calendar, and it's free! All you need to do is let us know you're interested, and we'll take care of the rest.

4.4 Courtesy Onboarding

We offer new customers a Courtesy Onboard experience to help complete the first step in your cloud journey. This experience, led by our highly-qualified Architects and Engineers, will guide you through the selection and deployment of your first workload.

Public Web Site: Deploy a WordPress or Drupal-based content management system leveraging best practices for high availability, scalability, and security on the AWS platform.	AppStream: Centrally manage your desktop applications on AppStream 2.0, and securely deploy them to any computer. AppStream 2.0 is a fully managed application streaming service.
Identity Management: Extend Active Directory to AWS and configure Identity Federation.	Workspaces: Deploy a managed secure desktop-as-a-Service (DaaS) for both Faculty and Students using Workspaces for persistent desktop computing and specialized use-case scenarios. This is instead of typical on-premises Virtual Desktop Infrastructure (VDI).
Storage Gateway: Enable cloud storage using AWS Storage Gateway. This includes SAN, NAS, and tape replacement strategies leveraging AWS S3 and Glacier.	Learning Management System: Deploy a Moodle based learning management system to leveraging best practices for high availability, scalability, and security of the AWS platform.

We will walk you through the process of selecting and launching one of the available workloads. We will deploy the workload you choose using best practices to help jump start your cloud journey, helping

you take full advantage of all the business benefits that are on offer.

With our deep expertise, we are uniquely positioned to help you at any stage of your Cloud Adoption Journey.

4.5 Architecture Reviews

We run architecture reviews to provide insight into your workloads as well as step-by-step guidance to a better, more cost-efficient cloud when you need it. Certified Solutions Architects and Well-Architected Ambassadors leverage their expertise to undertake a deep-dive review into the performance of your existing workloads. We then recommend how these workloads can be re-architected so they adhere to best practices and meet your business goals.

Perhaps you have not carried out a health-check of your workloads since they were launched (and we recommend doing so regularly). Maybe you want to take advantage of one or more of the hundreds of services introduced every year – services your in-house teams may not yet be able to deploy. Or, maybe you think your workloads are costing more than they should and are looking for better value for your spend. Whatever the reason, the Review can create a business case for re-architecting your workloads and can revolutionise how the Cloud works for you.

- The review: Is a mechanism used to investigate, measure, and improve a workload based on your business and technical objectives
- The objective: To gain a clear understanding of state of the workload and your understanding of architectural best practices
- The deliverable: Suggested changes to be made to mitigate risk and improve the workload

We will provide you with a Highlight Report identifying key issues and recommendations. From this we will work with you to develop a remediation plan, and help you apply for credits to use towards implementing the plan.