

UK BASED FLEX SUPPORT SERVICES – Service Definition

RM1557.15 G-Cloud 15: Lot 3 – Cloud Support

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Service

Service Type

Lot 3: Cloud Support

Service Name

UK Flex Support Services

Service Description

Vysiion's Flex Support Service provides a remote (telephone, email, remote access) Level 2 and Level 3 technical support service. Flex Support is used to provide reactive technical assistance, advice, and expertise for specialist products or technologies where internal IT support staff require support on an ad-hoc basis. Remote support methods will typically require the presence of an individual at the relevant location to authorise the support session. The Flex Support Service does not cover onsite support, pro-active monitoring, support and consultancy or emergency call-out. The Flex Support Service is not a replacement for vendor support contracts and does not include hardware maintenance, repair, and replacement. The Customer is recommended to have a full suite of vendor support contracts in place.

Products and technologies covered by the Flex Support Service at the time of entering into the Contract are available here: <https://www.vysiion.com/flex-supportability-matrix>.

The Flex Support Service provides an annual allowance of pre-purchased support credits which are available to be used by the Customer within twelve (12) months of the Service Commencement Date, the quantity of which are set out on the Order Form. Each support credit is valid for up to thirty (30) minutes of support time. Monthly statements will be issued by Vysiion where there has been usage of support credits. Any unused support credit not used within twelve (12) months of the Service Commencement Date are forfeited and not subject to any refund. The Flex Support Service is provided on a "use it, or lose it" basis. The Initial Term for Flex Support Services is therefore a fixed period of twelve (12) months, upon expiry of which the Flex Support Service shall cease to be provided. Once an annual allowance of pre-purchased support credits has been depleted, the Customer may choose to place an order with Vysiion for additional support credits.

Vendor Escalation

The Customer may request that Vysiion utilise the Customer's vendor support agreements to escalate support requests for vendor products.

Vysiion has escalation procedures in place with major manufacturers and vendors should the need to escalate an incident arise. Vysiion will escalate an issue on request from the Customer at the Customer's expense. Vysiion will liaise with the vendor and provide the relevant information and assistance to assist in a speedy resolution.

Coverage Hours

The Flex Support Service will be provided to the Customer on a 24 x 7 basis.

Due Diligence

To ensure that Vysiion has an accurate and detailed understanding of the Customer's IT environment that will be recorded in Vysiion's support system, Vysiion will, unless agreed otherwise by the Parties' in writing, carry out certain due diligence activities to gather the required systems information. This will also allow Vysiion to verify that the Customer's systems are in a supportable state. Where the due diligence is carried out, ten (10) support credits will be utilised to cover this requirement. Alternatively, if the Parties agree to forego

due diligence by Vysiion four (4) support credits will be utilised to cover standard on boarding activities. For contract renewals four (4) support credits will be utilised to cater for contract on boarding unless the scope or nature of the Customer's IT estate to be subject to the Flex Support Service has materially changed since entering into the original Flex Support contract, in which case ten (10) support credits will be utilised for further due diligence activity.

Service Features and Benefits

Key Features

- **24/7 Support:** Proactive and reactive support services are available 24x7x365.
- **Incident Resolution:** Covers reactive incident resolution across the entire technology product set
- **Patch Management:** Includes a robust patch management regime tailored to customer requirements
- **Monitoring and Reporting:** Provides infrastructure monitoring, health checks, and automated alerts. It includes tools like Logic Monitor and ServiceNow for monitoring and event management
- **Hardware and Software Management:** Covers hardware firmware updates, remediation, OS and application monitoring, patching, and minor upgrades
- **Service Desk:** UK-based, ITIL-aligned service desk for incident, problem, change, and request management
- **Customisable Service Levels:** Configured to meet specific customer KPIs and escalation paths
- **Strategic and Capacity Planning:** Offers capacity planning and strategic planning to align IT infrastructure with business goals.

Key Benefits

- **Improved Resilience and Continuity:** Reduces business risk by proactively addressing faults and security risks
- **Tailored Service Delivery:** Services are customised to meet unique organisational needs and priorities
- **Cost-Effective Solutions:** Delivers cost savings through efficient management and resource allocation.
- **Enhanced User Experience:** Employs skilled technicians to ensure high first-contact resolution rates
- **Compliance and Audit Trails:** Facilitates compliance with ISO standards and contractual obligations through comprehensive audit trails
- **Time-Efficient Operations:** Real-time dashboards monitor faults and ensure SLA compliance to minimise downtime
- **Enhanced IT Strategy:** Provides a clear technology plan and ongoing service review for continuous improvement.

Service Constraints

- Standard service hours are 08:00–18:00 Monday to Friday, excluding English Bank Holidays.
- The Service Desk is available 24/7/365 for logging incidents and requests, but except for P1 incidents, tickets raised outside standard hours are actioned the next working day in line with the agreed SLA.
- Incident SLAs align to priority classifications: P1 Critical (service down/unavailable), P2 Major (loss of resilience or degraded performance), P3 Minor (non-service-impacting), plus Service/Change Requests.
- SLA targets vary by the type of asset or platform supported and the criticality of the applications they support, so they are not uniform across all services.
- Patch and maintenance regimes are agreed during onboarding, including any required handshakes, staging, and reporting, and are governed by the Flex Manage schedules.
- Some activities run to agreed weekly and monthly schedules, with project days set separately from incident and ad hoc request handling.

Supplier Type

Vysiion will be carrying out all services through Vysiion resource. No services will be sub-contracted.

Service Levels

For all logged incidents a priority will be set in accordance with the following table. The priority can be set by the Customer, acting reasonably, when logging the incident, either via email or telephone.

Priority	Description
P1	- A critical business service, - is non-operational, thus impacting the Customer organisation, multiple users or multiple sites; or - severe functional error or degradation of service affecting production, demanding immediate attention. - Business risk is high, with immediate financial, legal or reputational impact.
P2	- The Customer, - is experiencing failure or performance degradation that severely impairs operation of a critical business service; or - the Customer or service has been affected, although a workaround may exist - Application functionality is lost - significant number of users or a whole site is affected. - Business risk is high.
P3	- The Customer, - is experiencing a problem that causes moderate business impact. The impact is limited to a single user or a small group of users; or - incident has moderate, not widespread impact; or - The Customer or IT service may not have been affected. - Business risk is low.
P4	- Standard service request (e.g. User Guidance) or updating of documentation. - Low or Minor localised impact.

Vysiion will allow incidents to be escalated by (1) priority level upon reasonable request by the Customer or as deemed reasonable by Vysiion.

Vysiion will use all reasonable endeavours to meet the "Target Response Time" and "Target Fix Times" set out in the following table:

Priority Level	Target Response Time *	Target Fix Time *
P1	30 minutes to respond	4 Hours to resolve
P2	45 minutes to respond	8 Hours to resolve
P3	60 minutes to respond	4 days to resolve
P4	60 minutes to respond	7 days to resolve

** Response and Fix Times are valid where Vysiion has undertaken due diligence (as opposed to standard on boarding) at the commencement of the Contract.*

Response Time covers the time for Vysiion to acknowledge the incident report and to indicate to the Customer the likely timescales for dealing with the incident. Fix Time covers the period after the incident has been acknowledged (i.e. an incident has been raised) during which a temporary or permanent fix is put in place. No Service Credits are payable. User

Support

Vysiion understands the necessity of ensuring the uptime and availability of your cloud services. For complete peace of mind, Vysiion's Support Desk provides a fully managed 24/7/365 Cloud Connectivity Monitoring service for all your cloud services. We provide bespoke levels of support packages to suit your business needs.

Our Cloud Connectivity Monitoring Service enables you to extend your existing IT services without increasing your headcount, removing the significant expense of customers setting up their own internal Support Desk provision.

- **Alert:** our Support Desk utilises the most advanced event detection to proactively monitor our customers' infrastructures 24/7/365, raising alerts when pre-defined thresholds are met. The Support Desk's monitoring and alerting systems are configured to each customer's requirements. Alerts will either be passed directly to the customer's service team or integrated with our own service management tool, triggering the ITIL aligned Event and Incident Management processes as appropriate
- **Inform:** our Support Desk team provides customers with information on Capacity and Performance, as well as access to the Vysiion online portal. Here, customers can retrieve real time monitoring data, ticket status updates and allows them to track the progress of any Incidents online
- **Resolve:** when an Incident arises, the Support Desk team resolves or escalates to the relevant Vysiion/customer Resolver groups or third-party suppliers. In all cases, the Vysiion team will manage the Incident until it has been resolved to the customer's satisfaction, and the ticket closed.

The Vysiion Support Desk provides the focal point for proactive and reactive network activities 24/7/365 including monitoring, performance tuning, software distribution and updating, router and domain name management, and coordination with affiliated networks.

Connecting to your infrastructure securely and seamlessly, our Support Desk uses industry leading monitoring tools to provide detailed metrics and visibility.

Support Methods

Vysiion provides multiple contact methods from its 24/7/365 Service Desk, ensuring accessibility and efficient support for its customers. These methods include:

- **Email:** Customers can report incidents or raise support requests by emailing servicedesk@vysiion.co.uk. This ensures a clear and traceable communication route for managing support needs
- **Phone:** A dedicated support telephone line is available 24/7, allowing customers to speak directly with Vysiion experts. This ensures immediate response for critical issues
- **Support Portal (Ticketing System):** Vysiion utilises an ITIL-aligned Service Management Platform, ServiceNow, branded as the Service Centre, accessible through an online portal. Customers can log incidents, submit service requests, and monitor ticket progression. The Service Centre is configured to align with specific service levels and KPIs, ensuring efficient workflows and consistent communication
- **Onsite Support:** Vysiion provides robust onsite support through its Smart Hands solution, delivering 24/7/365 assistance via SC-cleared engineers. These engineers handle a range of activities such as remote IT infrastructure management, equipment troubleshooting, installation services, and maintenance tasks. With formal Service Level Agreements (SLAs) tailored to individual requirements, we ensure rapid response times, including the ability to be onsite within 15 minutes. This ensures efficient and secure operations for organisations across high-compliance sectors.

Support Levels

Vysiion provides multiple levels of support tailored to meet specific customer requirements. These levels include:

- **Standard Support:** Covers basic operational support such as incident management, proactive monitoring, and maintenance activities during defined working hours, typically 08:00–18:00 on weekdays
- **Enhanced Support:** Includes 24/7 support for incident resolution, proactive monitoring, and escalations to ensure critical systems remain operational
- **Customised Support:** Tailored packages designed in collaboration with customers to meet unique business needs, including managed services, system administration, and application support.

Cost of Support Levels

The cost of support services varies based on the level selected:

- **Standard Support:** Included in the base service agreement if within predefined thresholds. Any additional requests are charged per the agreed rate card
- **Enhanced Support:** Fees are typically based on 24/7 availability and include time-related charges for on-site support, along with travel and subsistence costs
- **Customised Support:** Bespoke pricing based on the scope of requirements, based on a per unit per day for consultancy and tailored support.

Technical Account Manager or Cloud Support Engineer

- Vysiion provides **dedicated Account Managers** such as a Service Delivery Manager (SDM) and Sales Account Manager. The SDM ensures service reviews, reporting, and escalations are handled effectively, while the Sales Account Manager oversees additional service discussions
- **Cloud Support Engineers** are available as part of enhanced operational support packages. Their responsibilities include managing Microsoft public cloud environments, monitoring, troubleshooting, and maintaining security configurations.

Security Clearance

Vysiion's employees are screened to the Baseline Personnel Security Standard (BPSS) as a minimum, with many holding Non-Police Personnel Vetting (NPPV) Level 3 or Security Check (SC), and a subset holding Developed Vetting (DV). Vetting is conducted by Warwickshire Police under NPPV procedures and includes identity verification, BPSS checks, internal records checks, security questionnaires, criminal record checks, credit reference checks, and security service checks.

Our pre-employment screening covers the core control areas specified in BS7858:2019 by performing identity verification, criminal record checks, credit checks, and security service checks through the NPPV process, and we retain auditable records of screening and approvals within our ISO 27001 Information Security Management System. All staff undergo BPSS/NSV screening prior to employment, with additional clearances granted based on role and access to customer data and assets. All operational staff are vetted and cleared to work in high-security environments, enabling on-site delivery for Defence, Blue Light, and CNI customers.

We operate at scale with an Operations team of around 80 people; 26 are responsible for Secure Operations and Support and all hold security clearances. This provides assured 24/7/365 service coverage in restricted environments and an auditable trail for starters, movers, and leavers to manage access across systems and locations.

Why Vysiion?

Vysiion provides integrated turnkey solutions, delivering critical infrastructure and comprehensive managed services into a broad range of sectors including central government, utilities, defence, and the emergency services.

Our customers have come to rely on us for the delivery of Critical National Infrastructure (CPNI) and business systems alike ranging from WAN and Operational Networks, Fibre and Cabling in the field and datacentre, to Cloud, Managed Services and consultancy for IT networks and Infrastructure for the delivery of key applications and compute environments.

Having built a reputation in delivering and supporting critical infrastructure (communications and IT), over the past 30 years, through a combination of organic and acquisitive growth, Vysiion has built on this foundation and undergone a period of accelerated growth. This culminated in Vysiion becoming an 'Exponential-e Group Company' following the acquisition of all Vysiion shareholding in February 2020.

Vysiion and the Exponential-e group have a combined annual turnover of c.£200m, employing 850+ staff, and are recognised as one of the fastest growing private companies in the UK. We are a Customer First organisation, committed to the delivery of customer service excellence, demonstrated by 99% of customers renewing annually and a sector leading NPS score of 88.

Exponential-e Group	
	Exponential-e are an award winning and leading network provider with over 20 years experience of delivering world class network, cloud and IT underpinning critical communications for enterprises across the UK.
	Vysiion is a IT and Technology integrator delivering managed service and turnkey projects across the IT & Operational Telecoms (OT) space, specialising in highly secure, compliant and high resilience environments.
	Xpertex provides specialist expertise and services in the physical, human and cyber security domains, specialising in threat analysis, information security, assurance, and zero trust systems for high security organisations.

The Group provides customers with a variety of IT managed services, leveraging Exponential-e's core network infrastructure to provide a backbone of network connectivity services, with additional/standalone Cloud, Communications, Infrastructure, Security & Managed Services. By leveraging group resources and expertise, Vysiion ensures its clients receive best-in-class service.

Proven Expertise

Vysiion is a trusted provider of cloud solutions with proven expertise in delivering tailored, secure, and scalable cloud deployments across a wide range of sectors including central and local government, utilities, defence, and emergency services. Our solutions are designed to meet the unique requirements of enterprise-level organisations, providing the foundation for seamless digital transformation and operational efficiency.

Vysiion offers a full suite of cloud services, including Public Cloud, Private Cloud, and Hybrid Cloud solutions. These services are designed to optimise performance, scalability, and security, ensuring organisations can transition their workloads to the cloud with confidence. Our team works closely with clients to design bespoke solutions tailored to their goals, compliance requirements, and existing infrastructure.

Vysiion specialises in designing and managing cloud environments for sectors with complex requirements, including CNI, Defence, and Central Government. Our solutions provide isolated development environments optimised for testing, development, and production, ensuring security and compliance are always maintained.

Experience

Vysiion's combination of industry expertise, robust methodology, and strong vendor partnerships makes us the ideal choice for organisations seeking reliable and efficient cloud services. Our cloud solutions are designed to maximise cost savings and scalability. By utilising intelligent automation, we deliver faster deployments and ensure organisations can scale resources up or down based on changing demands, reducing operational overheads and improving efficiency.

A range of G-Cloud services and complementary capabilities are available from Vysiion. These can be procured alongside this service to support an organisation's transition towards more commodity-based ICT.

Partnerships with Leading Providers

We have established strategic partnerships with key vendors such as Microsoft Azure, AWS, VMware, Cisco, and Ark Data Centres. These partnerships allow us to leverage cutting-edge technologies to deliver robust cloud environments that meet the stringent compliance and security standards required for enterprise applications.

Robust Security and Accreditation

Vysiion demonstrates robust capabilities in delivering secure cloud solutions, ensuring compliance and accreditation with industry-recognised standards. Our cloud solutions are built on stringent security frameworks, including ISO 27001, Cyber Essentials, Cyber Essentials Plus, and ISA/IEC 62443 certifications. These certifications confirm Vysiion's commitment to maintaining high standards in information security management systems and mitigating vulnerabilities in critical infrastructure design and operation. Vysiion also adheres to the NCSC's Cyber Assessment Framework (CAF) and Secure by Design principles, ensuring the comprehensive protection of customer infrastructures from cyber threats and unauthorised access.

We integrate security as a fundamental aspect during the design phase of business applications. A 'Secure by Design' approach ensures infrastructure and assets are protected from initial concept through ongoing operations, validated against applicable regulatory frameworks. This includes proactive measures informed by the latest threat intelligence to mitigate risks across IT and OT environments. Access controls such as multi-factor authentication and role-based permissions further enhance the security of internal systems used in pre-sale, design, delivery, and support processes.

Vysiion employs security-cleared engineers and operates a UK-based Cyber Security Operations Centre (CSOC) that provides 24/7 real-time security monitoring and alerting services. This approach ensures organisational cyber resilience and minimises risks associated with cybercrime. Additionally, Vysiion engages CREST-approved third-party vendors for penetration testing to validate the security of IT infrastructures.

Hosting solutions are delivered through Tier 3+ Data Centres, offering high levels of physical and cyber security. These data centres are equipped with multi-layered security measures, biometric access controls, and environmental monitoring systems, ensuring compliance with Cabinet Office and NCSC standards.

Our Accreditations

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

- ✓ **ISO9001** - Quality Management
- ✓ **ISO2000** - IT Service Management
- ✓ **ISO27001** - Information Security
- ✓ **ISO14001** - Environmental Management
- ✓ **ISO45001** - Health & Safety Management
- ✓ **Cyber Essentials Plus**