

UK FIELD 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 Field Services

Service Description

Vysiion provides a comprehensive Field Service offering to organisations requiring high-compliance, mission-critical support in various sectors like Utilities, Defence, and Critical National Infrastructure (CNI). Leveraging decades of expertise, it ensures robust implementation, maintenance, and troubleshooting capabilities.

Vysiion's UK Field Services team offers nationwide coverage for the complete lifecycle of infrastructure from installation to active hardware deployment. This includes passive cabling, active communication equipment, and edge device installation. The team is supported by a multi-tenanted, ITIL-aligned Network Operations Centre (NOC), staffed 24/7 by security-cleared personnel trained for high-availability and complex environments. This ensures uninterrupted service through remote fault remediation and on-site repairs.

The field engineers are trained in both passive and active network infrastructure, enabling them to handle installation, testing, fault rectification, and systems management tasks. Dynamic risk assessments are a priority in operations, with methodologies such as the QD90 Daily Safe to Start Work and the POWRA Point of Work Risk Assessment ensuring adaptability to newly encountered risks, thereby upholding the highest safety standards.

Vysiion's approach integrates resource forecasting and allocation under ISO 9001 accreditation to avoid overcommitment. This process is further enhanced by partnerships with industry leaders for specialist deployments wherever necessary, ensuring cost-effectiveness and scalability.

The service is globally scalable but retains a local focus through compliance with accreditations like ISO 45001 and ISO 14001, pertinent to both onshore and offshore environments. The staff also undergo strict clearances, including SC and DV, to operate across highly secure settings.

A Statement of Work (SOW) will support each engagement. The SOW will set out the scope of work to be performed, the full list of Customer Premises Equipment (CPE) to be installed (where applicable), the target timescales and the agreed working hours. Once signed by both Parties, the SOW is deemed to form part of the Contract. The definition of Contract in the General Terms shall therefore be considered amended accordingly.

Services include:

- **Installation and Deployment:** Nationwide support for the complete lifecycle of infrastructure, including passive cabling, active communication equipment, and edge device installation
- **Maintenance and Troubleshooting:** On-site repairs and remote fault remediation managed through a 24/7 ITIL-aligned Network Operations Centre (NOC) staffed by security-cleared personnel
- **Dynamic Risk Management:** Daily dynamic risk assessments using methodologies like QD90 Daily Safe to Start Work and POWRA Point of Work Risk Assessment
- **Resource Allocation:** Proactive forecasting and allocation of resources, supported by tools like Confluence, Kanban boards, and ISO 9001-accredited processes, ensuring avoidance of overcommitment
- **Technical Support:** Expertise spans passive and active network infrastructure, covering installation, testing, fault rectification, and system management
- **Specialist Deployment:** Delivery of specialised services through partnerships with leading industry suppliers, ensuring scalability and cost-effectiveness
- **24/7 Operational Support:** Includes proactive and reactive monitoring of IT and OT environments, tailored service desk solutions, incident management, and end-user support.

Service Features and Benefits

Key Features

- National Field Services team for on-site fault investigation, repair, replacement, and configuration of active technologies
- Operational Service Centre for remote remediation of compute, storage, systems, and platforms
- UK-based 24/7 Service Desk integrated with field engineering via ITIL processes, with security-cleared staff
- QHSE function and governance embedded across field and operations teams
- SC and DV-cleared UK staff; no outsourcing of core functions
- Offshore and hazardous site capability: working at heights, confined space, offshore survival certifications
- Supported by a vendor-certified desk and field service team
- Accredited to ISO 9001, ISO 14001, ISO 27001, Cyber Essentials Plus, Achilles, and JOSCAR.

Key Benefits

- Single partner for passive and active infrastructure reduces handoffs and speeds restoration
- 24/7 monitoring and response improves high availability and incident handling for critical infrastructure
- Remote remediation shortens time to fix and limits site visits for compute and platform faults
- ITIL-aligned Service Desk-to-field coordination enables faster, compliant fault resolution
- Onshore delivery improves responsiveness and UK regulatory compliance
- Security-cleared engineers can operate in sensitive and regulated environments without delay
- QHSE governance improves safety, quality, and documentation standards on site
- Nationwide reach and experience in remote locations ensure access to hard-to-reach assets
- Proven delivery scale and sector breadth reduce delivery risk on complex CNI programmes
- Offshore certifications enable safe deployment on wind farms and marine assets
- Vendor-certified desk plus field team improves first-time fix and technical depth
- Recognised certifications provide audited assurance on quality, security, and supply chain standards
- Referenceable clients in CNI provide assurance of capability in comparable environments.

Service Constraints

- Vysiion's Charges include the cost of daily travel (other than to Remote Location), subsistence, and expenses in connection with the Field Services to be provided. Travel and overnight accommodation for attendance at Remote Locations, shall be chargeable in addition to the extent reasonably and properly incurred by members of Vysiion's Field Services Team in connection with the Services to be provided. Such costs and expenses shall be invoiced by Vysiion at cost price and in accordance with the expenses limits set out in Vysiion's standard expenses policy as current from time-to-time (available upon request from sales@Vysiion.com). Vysiion shall obtain the Customer's approval before incurring any such expense, material or service exceeding £500 per item
- Unless otherwise specified in the SOW, the cost of consumables and materials is not included within the Field Services rate and will be charged separately
- The Customer shall provide Vysiion with prior notice of postponements or delays at least ten (10) Working Days in advance of the scheduled commencement of any professional services activity
- Without prejudice to the Customer's obligations, Vysiion reserves the right to charge for any postponement of previously scheduled Site visits at the following rates:

Where the Customer gives advance written notice of less than one (1) Working Day	If the Customer gives advance written notice of between two (2) Working Days' and one (1) Working Day	If the Customer gives advance written notice of between three (3) Working Days' and ten (10) Working Days'
100% of resources time booked out by Vysiion to undertake the postponed activity charged* plus any non-refundable travel and hotel accommodation required.	50% of resources time booked out by Vysiion to undertake the postponed activity charged* plus any non-refundable travel and hotel accommodation required.	If Vysiion is not reasonably able to reschedule the visit, especially in instances where the Service(s) require participation by Customer personnel that become unavailable, Vysiion shall be entitled to charge the Customer for the time lost and the reasonable additional expenses incurred due to such delays or postponements at Vysiion's then standard hourly rates.

Customer Responsibilities

The Customer shall:

- Provide a space for disposal of waste on site
- Ensure free and ready access for Vysiion's Field Services Team to all areas
- Comply with any Customer responsibilities and obligations set out in the SOW.

The Customer acknowledges that:

- For installations and replacements, existing cabling is to be reused where possible, providing it is CAT6 or above
- Cable runs over 3 metres will only be provided where specifically agreed in the SOW
- Work at heights above 2.8 metres will only be provided where specifically agreed in the SOW.

Supplier Type

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

Service Levels

- Vysiion shall use reasonable endeavours to manage and complete the Bespoke Professional Services, and to deliver the Deliverables to the Customer, in accordance in all material respects with the Statement of Work
- The Customer must notify Vysiion of any failure perform the Services in accordance with the Contract within five (5) days after the relevant performance. Vysiion's entire liability and Customer's sole remedy for Vysiion's failure to so perform shall be for Vysiion to, at its option (acting reasonably), (i) use reasonable efforts to correct such failure, and/or (ii) refund that portion of any fees received that reasonably correspond to such failure to perform.

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**