

# UNIFIED COMMUNICATIONS AS A SERVICE – Service Description

RM1557.15 G-Cloud 15: Lot 2b – SaaS

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# Service

## Service Type

Lot 2b: Software as a Service (SaaS)

## Service Name

Unified Communications as a Service (UCaaS)

## Service Description

The UCaaS Service provides users with unified communications and collaboration functionality from centralised, resilient application servers. The UCaaS Service is customisable based upon user profile as follows:

| Feature                       | Functional Summary                                                                                             | Common Area | Collaborate | Collaborate Enhanced | Collaborate Premium |
|-------------------------------|----------------------------------------------------------------------------------------------------------------|-------------|-------------|----------------------|---------------------|
| Alternate Numbers             | Additional DDIs for a UCaaS user                                                                               |             |             |                      |                     |
| Anonymous Call Rejection      | Automatically rejects calls from parties that have hidden their identity                                       | ✓           | ✓           | ✓                    | ✓                   |
| Call Logs                     | Provides call information dashboards and reports for a group of lines based on data updated every 15 minutes   | ✓           | ✓           | ✓                    | ✓                   |
| Call Forwarding Always        | Forwards a call to one destination regardless of caller id or user line state                                  | ✓           | ✓           | ✓                    | ✓                   |
| Call Forwarding Busy          | Forwards a call to one destination when the user is busy                                                       | ✓           | ✓           | ✓                    | ✓                   |
| Call Forwarding No Answer     | Forwards a call to one destination when the user does not answer                                               | ✓           | ✓           | ✓                    | ✓                   |
| Call Forwarding Not Reachable | Forwards a call to an alternative destination when the user's devices are not registered to the UCaaS platform | ✓           | ✓           | ✓                    | ✓                   |
| Call Forwarding Selective     | Forwards a call to one destination based on a pre-defined set of rules e.g. the calling party's phone number   | ✓           | ✓           | ✓                    | ✓                   |
| Call Transfer                 | Enables the user to transfer an incoming call to a specified destination                                       | ✓           | ✓           | ✓                    | ✓                   |

|                        |                                                                                                                                |   |   |   |   |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------|---|---|---|---|
| Call Waiting           | Enables the user to answer a call while already engaged in another call                                                        | ✓ | ✓ | ✓ | ✓ |
| Call Return            | Enables the user to return the call from the last party that called                                                            | ✓ | ✓ | ✓ | ✓ |
| Do Not Disturb         | Enables the user to appear to be busy and so cannot answer calls                                                               | ✓ | ✓ | ✓ | ✓ |
| Fax Messaging          | Fax to email                                                                                                                   |   | ✓ | ✓ | ✓ |
| Group Night Forwarding | Out of hours call forwarding for group services such as hunt groups                                                            | ✓ | ✓ | ✓ | ✓ |
| Hot Desking            | Provides extension mobility between devices by enabling users to login to access their voice service from multiple devices.    |   | ✓ | ✓ | ✓ |
| Last Number Redial     | Ability to call from a list of recently dialled numbers                                                                        | ✓ | ✓ | ✓ | ✓ |
| Music On Hold          | Comfort music when a caller is placed on hold                                                                                  |   | ✓ | ✓ | ✓ |
| N-Way Call             | Enables the user to add more than one additional participant to an existing call                                               |   | ✓ | ✓ | ✓ |
| Priority Alert         | Alerts the user for calls set as priority                                                                                      | ✓ | ✓ | ✓ | ✓ |
| Push to Talk           | Ability to page individual extensions                                                                                          |   | ✓ | ✓ | ✓ |
| Selective Call Control | Enables the user to specify criteria for incoming calls to be automatically accepted or rejected with a call treatment applied |   | ✓ | ✓ | ✓ |
| Shared Call Appearance | Enables incoming calls to appear on multiple devices simultaneously                                                            | ✓ | ✓ | ✓ | ✓ |
| Speed Dial             | Enables the user to define shortcuts for frequently dialled or hard-to remember digit strings (e.g. conference access codes)   |   | ✓ | ✓ | ✓ |

|                      |                                                                                                                                         |   |   |   |   |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------|---|---|---|---|
| Three-Way Call       | Enables the user to add an additional participant to an existing call                                                                   | ✓ | ✓ | ✓ | ✓ |
| Voice Messaging User | Enables callers to leave voice messages, and the user to be notified of and then retrieve the message                                   | ✓ | ✓ | ✓ | ✓ |
| Webex                | Webex collaboration client for PC, tablet and mobile – features detailed in Webex table below                                           |   | ✓ |   |   |
| Webex Enhanced       | Webex collaboration client for PC, tablet and mobile with personal meeting room included - features detailed in Webex table below       |   |   | ✓ |   |
| Webex Premium        | Webex collaboration client for PC, tablet and mobile with large personal meeting room included - features detailed in Webex table below |   |   |   | ✓ |

The following table details the features available within the Webex collaboration client and the three licencing options:

| Feature                         | Functional Summary                                                        | Webex | Webex Enhanced | Webex Premium |
|---------------------------------|---------------------------------------------------------------------------|-------|----------------|---------------|
| <b>Calling</b>                  |                                                                           |       |                |               |
| Dial Pad                        | Dial pad to manually dial calling numbers                                 | ✓     | ✓              | ✓             |
| Audio / Video Calling           | Incoming and outgoing audio and video calls                               | ✓     | ✓              | ✓             |
| Desk Phone Control              | Ability to dial out from a physical handset via Webex                     | ✓     | ✓              | ✓             |
| Seamless Call Handover          | Moves the call seamlessly between Wi-Fi networks                          | ✓     | ✓              | ✓             |
| - Login/logout                  | Ability to login and out of call centre queues and see agent login status | ✓     | ✓              | ✓             |
| Video Call - Virtual Background | Ability to add a customised background                                    | ✓     | ✓              | ✓             |
| Background Noise Reduction      | Restricts background noise from disrupting call audio                     | ✓     | ✓              | ✓             |

| Messaging                                            |                                                                                             |   |   |   |
|------------------------------------------------------|---------------------------------------------------------------------------------------------|---|---|---|
| Presence                                             | Presence status for on call, presenting, in meeting, active, last active and do not disturb | ✓ | ✓ | ✓ |
| Chat                                                 | 1-2-1 chat                                                                                  | ✓ | ✓ | ✓ |
| Spaces                                               | Group chat                                                                                  | ✓ | ✓ | ✓ |
| Persistent Chat                                      | Continuous chat history                                                                     | ✓ | ✓ | ✓ |
| File Sharing                                         | Share file 1-2-1 or within a space / group chat                                             | ✓ | ✓ | ✓ |
| Screen Capture                                       | Screen print                                                                                | ✓ | ✓ | ✓ |
| Edit Messages                                        | Edit messages once they have been sent                                                      | ✓ | ✓ | ✓ |
| Drag and Drop Files                                  | Share documents and files by dropping them into chat                                        | ✓ | ✓ | ✓ |
| Emojis & Emoticons                                   | A range of Emojis & Emoticons                                                               | ✓ | ✓ | ✓ |
| Reactions                                            | React to a chat message                                                                     | ✓ | ✓ | ✓ |
| Favourites                                           | Favourite chat contacts                                                                     | ✓ | ✓ | ✓ |
| Embedded Previews (pdf, gifs)                        | Preview PDFs within the space                                                               | ✓ | ✓ | ✓ |
| Embedded Video Playback                              | Play video files from with the space                                                        | ✓ | ✓ | ✓ |
| File Viewer - Show file in Conversation              | File preview                                                                                | ✓ | ✓ | ✓ |
| External Participant Indicator                       | Shows participants outside of your customer group                                           | ✓ | ✓ | ✓ |
| Advanced Messaging Features                          |                                                                                             |   |   |   |
| Space cover photo                                    | Upload a photo to a space profile                                                           | ✓ | ✓ | ✓ |
| Sharing- screen, application, whiteboard, annotation | Share your screen or share a specific application, whiteboard, or annotation                | ✓ | ✓ | ✓ |
| Moderator - Add / Remove people                      | Moderator can bring participants into chat and remove them                                  |   |   | ✓ |
| Moderator - Edit space name                          | Moderator can amend the space name                                                          |   |   | ✓ |
| Moderator - Add / Remove Moderator                   | Moderator can add / remove an additional moderator                                          |   |   | ✓ |
| Moderator - Edit space image                         | Moderator can amend the space image                                                         |   |   | ✓ |

| Common Meeting Features            |                                                                                         |    |     |      |
|------------------------------------|-----------------------------------------------------------------------------------------|----|-----|------|
| Space Meeting Participants         | Personal meeting space for internal participants                                        | 25 | 100 | 300  |
| Desktop Sharing                    | Share entire desktop                                                                    | ✓  | ✓   | ✓    |
| Application Sharing                | Share a specific application                                                            | ✓  | ✓   | ✓    |
| Screen Sharing on Mobile           | Share your screen to a mobile device                                                    | ✓  | ✓   | ✓    |
| Whiteboard                         | Virtual white board within a meeting                                                    | ✓  | ✓   | ✓    |
| Annotation                         | Annotate documents within a meeting                                                     | ✓  | ✓   | ✓    |
| HD video                           | High-definition video                                                                   | ✓  | ✓   | ✓    |
| Full screen and gallery view       | Different views of meeting participants                                                 | ✓  | ✓   | ✓    |
| Mute all/participant               | Mute participants                                                                       | ✓  | ✓   | ✓    |
| In-meeting participant search      | Search option to find specific participants                                             | ✓  | ✓   | ✓    |
| Web Guest Experience               | Ability for guest participants to join via a web browser                                |    | ✓   | ✓    |
| Virtual backgrounds                | Ability to add a customised background                                                  | ✓  | ✓   | ✓    |
| Background noise reduction         | Restricts background noise from disrupting call audio                                   | ✓  | ✓   | ✓    |
| Advanced Meeting Features          |                                                                                         |    |     |      |
| Personal Meeting Room Participants | Webex Meetings cloud based personal meeting room for internal and external participants |    | 100 | 1000 |
| Animated meeting reactions         |                                                                                         |    | ✓   | ✓    |
| Immersive Share                    | Ability to show the user's video in front of a presentation                             |    | ✓   | ✓    |
| Raise Hand                         | Ability to raise hand to gain moderator's attention                                     |    | ✓   | ✓    |
| Persistent Meetings link           | Ability to use the same meetings link for reoccurring meetings                          |    | ✓   | ✓    |
| Locking                            | Lock the meeting to prevent additional delegates from joining                           |    | ✓   | ✓    |
| Password Protection                | Ability to set a password for meeting access                                            |    | ✓   | ✓    |
| Personal Meeting Room (PMR)        | Webex Meetings cloud based personal meeting room                                        |    | ✓   | ✓    |
| Personal Conference Number (PCN)   | Personal DDI for PMR access                                                             |    | ✓   | ✓    |

|                                          |                                             |   |   |   |
|------------------------------------------|---------------------------------------------|---|---|---|
| Join from a video system (CMR)           | Ability to join PMR from and video system   |   | ✓ | ✓ |
| Support pairing with Cisco Webex Devices | Webex device integration for PMR and Spaces | ✓ | ✓ | ✓ |
| Meetings Recording                       | Local or Cloud meeting recordings           |   | ✓ | ✓ |
| Remote Desktop Control                   | Take control of a participant's desktop     |   |   | ✓ |
| In-app meeting scheduling                | Schedule meetings from within Webex         | ✓ | ✓ | ✓ |

The following features are also available and may be added to individual DDIs.

| Name               | Functional Summary                                                                                                                                                                                                                                |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Go Integrator Cara | Provides caller preview information based on integration with Microsoft Outlook, Lotus Notes, Google Contacts and 3 <sup>rd</sup> party CRM and other applications. Also provides call control and click to call from applications and web pages. |
| Contact Assist     | Plug-in for Go Integrator to provide integration into EMIS and System One EPR systems.                                                                                                                                                            |
| POTS Analogue Line | Provides dial tone to an analogue device through the use of an Analogue Telephone Adaptor                                                                                                                                                         |
| Attendant Console  | Enables receptionists to manage inbound calls and perform a variety of functions relating to incoming calls within an enterprise                                                                                                                  |

## Bundled Minutes

The UCaaS Service may be purchased with outgoing minute bundles. All of the Customer's UCaaS users must have the same minute bundle applied. The following bundles are available:

| Bundle Name    | National/local Calls* | Mobile calls* |
|----------------|-----------------------|---------------|
| Calling Bundle | 2,000                 | 1,000         |

*\* National/Local calls are defined as those calls to UK 01/02/03 numbers. Mobile calls are defined as calls to FM1, FM3, FM4, FM5 and FM6 tariffs. Bundled minutes are aggregated for national/local and mobile across all of the Customer's UCaaS Service users. If the aggregated usage national/local or mobile exceeds the aggregated bundle then Usage Charges in accordance with the current rate card shall apply.*

## UCaaS Service Demarcation Point (SDP)

The UCaaS SDP is the point up to which Vysiion's UCaaS service obligations apply and is the point up to which the UCaaS service level agreement covers. The Customer-facing Ethernet port(s) on the router will be the default SDP, unless a LAN switch is supplied as part of the UCaaS Service, in which case the Customer-facing Ethernet port(s) on the LAN switch becomes the SDP. Any failure of an EDD or router provided as part of the Vysiion Ethernet access service, shall only be considered as a failure of the Ethernet access service and not a failure of the UCaaS Service.

## UCaaS Service Implementation

Vysiion will confirm low-level configuration requirements. If additional requirements not included in the original specification are uncovered during this stage, additional costs will apply.

## CPE and Training

Vysiion provides an on-site installation service to connect telephone handsets to a LAN switch and ensure they operate correctly. If on-site training is to be provided, an engineer will visit a pre-defined Customer Site and provide training on the operation and features of the telephone handsets. Training is provided on a "one-one", "train-the-trainer" basis.

## Customer-Supplied Equipment

Vysiion will provide configuration details for UCaaS users and agree IP addressing. It is the Customer's responsibility to obtain installation support.

# Service Features and Benefits

## Key Features

- Collaborate effectively with customers, partners and colleagues with integrated video, voice and content sharing
- From anywhere on any device -desktop, mobile, web, video devices – with an easy, consistent experience
- UCaaS service provides deep integrations with leading productivity tools, including Microsoft Teams, Slack, Salesforce and many others
- Exponential-e's UCaaS service is built with leading industry expertise, which helps ensure speed and performance. Our customers get secure, high-quality collaboration tools without compromise. Our UCaaS Service provides the highest level of protection for meeting data with support for AES 256-Bit GCM Encryption
- With one click, easy to join meetings and simple file sharing to name a few for easy and simple collaboration
- UCaaS platform built within geographically diverse Data Centres – providing end users with always-on inbound/outbound calling functionality, driving productivity and responsiveness
- Reducing the time spent by internal IT teams managing and supporting telephony systems or multiple disjointed UCC applications
- Our on-going 24/7 management and support from UCC specialists completely removes the IT burden from the customer's internal team to make more effective use of resources
- Provides visibility of the customer estate and enable customers to perform basic modifications to their existing estate
- Allows users to privately message one person or create group chat in seconds, allowing users to communicate faster and have a higher engagement rate
- Lets customers meet with confidence and take the difficulty out of conferencing no matter where they are working
- Customers can hold meetings of up to 1,000 participants, make their business more accessible for employees and customers, by erasing geographical barriers, and reach your business goals to achieve their desired outcomes
- Allowing customers to focus on building and delivering meaningful artifacts to end users in shared spaces.

## Key Benefits

- Simple video-first experiences from any device
- Connect securely
- Integration wherever you work using tools you love
- Industry leading security and compliance
- Direct and team chats screensharing emoji's and GIPHYS
- Fully resilient service with 99.99% SLA
- Fully managed solution
- Customer Portal
- Simple Instant Messaging
- Noise removal with UCaaS technology
- Reach a wider audience
- Share content safely.

## Cloud Deployment Model

The service is deployed using the following Cloud Deployment Model:

- Private cloud

## Service Constraints

### UCaaS Customer Premises Equipment (CPE)

In the event the Customer does not have an existing router suitable for the UCaaS Service, Vysiion will provide the UCaaS Service with a router at an additional cost. Where additional optional CPE is provided to the Customer by Vysiion, it will be maintained and supported by Vysiion. Customer-supplied equipment will not be supported by Vysiion, this may include, but is not limited to, telephone handsets, mobile phones, PDAs, desktop/laptops and gateway devices. Configuration details for UCaaS users will be provided to allow Customers to self-provision softphone clients (if applicable), but no support will be provided. Vysiion's CPE management obligations are limited to such management activity as are required to provide the UCaaS Service in accordance with this Service Definition. Should the Customer request that Vysiion undertake reconfiguration (or other) work in respect of this CPE, such work, if agreed to be undertaken by Vysiion, shall be chargeable in accordance with Vysiion's then-current Professional Services rates.

### UCaaS LAN Switching

In UCaaS deployments, Layer 2 LAN switches are necessary to connect multiple telephone handsets to the Vysiion SDP. This switch can be supplied by the Customer or provided by Vysiion at additional cost. Power over Ethernet (PoE) technology should be supported by the LAN switch for the telephone handsets to receive the power they require to operate. If the LAN switch does not support PoE, it will be necessary to purchase Power Supply Units (PSUs) for each handset requiring power. PSUs are not supplied with Telephone Handsets unless otherwise stated. Customers must ensure that their LAN switch is capable of generating the DC power output required by all connected devices. Failure to supply consistent levels of DC power can result in telephone handset malfunction for which Vysiion cannot be held liable. If Vysiion supply LAN switching, it is imperative that only the devices included in the original solution design are connected to prevent malfunction.

## Structured Cabling

Customers must ensure that they have sufficient good quality cabling infrastructure, including network ports, to support the use of the UCaaS including CAT5e/CAT6 cabling infrastructure with RJ-45 connectors capable of supporting PoE. Vysiion will not be responsible for any problems caused by sub-standard, poor quality or damaged cabling.

## System Requirements

The system requirements for Vysiion's Unified Communications as a Service (UCaaS) include the following key components:

- **Customer Pre-Requisite Requirements for Onboarding**
  - Creation of public cloud customer accounts
  - Provision of one public cloud administrative account for managed services onboarding
  - Synchronisation of the public cloud with Vysiion's CSP licensing model
  - Completion of onboarding activities as identified by Vysiion, including the provision of necessary information for managing and supporting the solution
  - Documentation of the design and configuration of currently running supported items, if available
  - Provision of configuration documents or CMDB information for equipment and users to be migrated to the public cloud
- **Customer Dependencies**
  - Provision of documented naming conventions for all supported items
  - Sharing of active customer IT policies for all supported items before starting onboarding
  - Notification of specific modifications or configurations applied to the supported environment
  - Responsibility for documenting and maintaining custom configurations differing from standard practices
  - Timely approval for patching events, updates, and firmware installations
- **Network and Bandwidth Requirements**
  - Reliable internet connectivity to support cloud-based operations
  - Network configurations must allow for communication between the customer environment and Vysiion's services
- **Hardware and Software Requirements**
  - Supported devices, such as desktops or laptops, must meet specific hardware configurations including RAM, processor speed, and storage
  - Latest versions of supported operating systems and web browsers are recommended
  - Devices must have the necessary peripherals, such as microphones and headsets, for communication

- **Post-Migration Testing**
  - Application and pre-deployment compatibility testing must be performed by the customer before migration
  - Post-migration application functionality and compatibility testing are required before Vysiion assumes responsibility for the environment
- **Security and Compliance**
  - Configurations must align with Vysiion's standard practices for security and compliance.

## Service Levels

### UCaaS Availability

The UCaaS availability is defined, for each particular Customer Site, as the ability to make/receive calls to/from the PSTN from the SDP.

|               | Target Availability |
|---------------|---------------------|
| UCaaS Service | 99.99%              |

The Service Level Agreement is only provided where an uncontended Vysiion private Ethernet over Fibre connectivity service is used to access the UCaaS Platform. Where alternative Vysiion connectivity service are used (e.g. Ethernet over Copper or Broadband), 3rd party Ethernet over Fibre connections used or connectivity is achieved via a mobile or desktop client over the Internet, no service level agreement will apply.

### Service Credits

|              | Measure           | Service Credit* |
|--------------|-------------------|-----------------|
| Availability | >0.1 Below Target | 5%              |
|              | >0.5 Below Target | 10%             |

\* The service credit is applied as a percentage of the fixed Monthly Charge for the UCaaS Service for the affected Customer Site only (not including variable call spend).

## 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](mailto: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.

These contact options are designed to provide a single point of contact for all support needs, ensuring issues are logged, tracked, and resolved efficiently.

## 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.

This structured approach ensures flexibility, scalability, and alignment with customer-specific goals.

# Onboarding and Offboarding

## Onboarding Process

Vysiion ensures a seamless onboarding experience for users of its Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) solutions. The process begins with a comprehensive consultation to understand the customer's requirements and existing infrastructure. Following this, Vysiion delivers managed implementations, including in-house design and testing of the proposed solution, ensuring it aligns with the customer's operational and security needs.

### Training and Documentation

Vysiion provides both online and onsite training, tailored to the customer's needs. Bespoke documentation is created as part of this process, detailing system configurations, user guides, and operational manuals. This ensures users are equipped to fully utilise the capabilities of the service. Documentation includes high-level designs (HLDs) and low-level designs (LLDs), structured reviews, and step-by-step guides for managing the service.

### Initial Setup

Vysiion's cloud experts assist with the setup, enabling a stress-free transition. This includes provisioning secure access for end-user devices, integration with existing systems, and deployment of hybrid solutions where required.

## Offboarding Process

When the contract ends, Vysiion ensures the secure and compliant extraction of customer data. Data stored within the IaaS and PaaS platforms is exported in formats agreed upon during the contract initiation. Vysiion supports customers in securely migrating their data to alternative platforms or storage solutions.

### Data Extraction

Vysiion uses encryption and secure transfer protocols to prevent data loss or breaches during extraction. Customers can request additional services for bespoke migration needs, which may incur extra costs.

### Account and Access Management

Access to the system is revoked upon contract termination to prevent unauthorised use. Vysiion provides detailed offboarding reports, outlining actions such as account deactivation and system audits.

## Pricing Structure

The contract price typically includes:

- Access to Vysiion's multi-tenant IaaS and PaaS cloud platform
- Standard onboarding services including consultation, training, and documentation
- 24/7 operational support from Vysiion's ITIL-accredited service desk.

Additional costs may apply for:

- Bespoke training or documentation requests beyond the standard provisions
- Data migration services during offboarding if unique requirements are specified
- Advanced features such as encryption at rest, hybrid cloud solutions, or bespoke connectivity setups.

Vysiion's structured onboarding and offboarding processes ensure smooth transitions while maintaining security and compliance at every stage.

## Data Exporting

Vysiion provides users with a structured and secure approach to data export within its software services. The company's approach ensures compliance with data protection regulations, operational efficiency, and user control over their data.

Users can export their data using supported protocols such as Object, HDFS, and NFS, which are facilitated through a customer-accessible portal. The portal enables users to create, view, and manage their storage resources independently. Data exports are typically generated in formats such as CSV files, ensuring they are accessible and usable for the customer's needs. For example, in specific scenarios, data may be exported to an AWS bucket, where users can securely access it using their credentials.

To maintain compliance with standards such as GDPR, Vysiion employs secure processes for data handling. The company adheres to principles of data protection by design and default, including procedures for data minimisation and encryption. This ensures that exported data is handled securely and complies with legal and organisational requirements.

Vysiion has implemented robust exit management procedures. Upon contract termination, the company securely removes client data following documented policies, ensuring no residual data is left behind. This process further underscores their commitment to secure data handling throughout the data lifecycle.

By combining user-friendly export mechanisms with stringent data security protocols, Vysiion offers a reliable and compliant framework for data exportation, ensuring customer data remains secure and accessible as needed.

## Independence of Resources

Vysiion ensures that users of its IaaS and PaaS offerings are not affected by other users' demands through robust architecture, monitoring, and tailored resource allocation.

We employ a robust infrastructure strategy to prevent service impact from cross-tenant demands across its IaaS and PaaS solutions. Dedicated or electronically segregated resources within our Virtual Data Centre ensure complete separation of compute and storage, mitigating noisy neighbour risks. Logical separation of client data and workloads is maintained through multi-tenant data encryption and resource partitioning.

Operating on VMware ESXi in two UK-based availability zones, Vysiion ensures redundancy and availability SLAs between 99.9% and 99.99%. With vSphere, tenants receive Virtual Data Centres with reserved resources and enforced limits, guaranteeing performance stability during demand peaks.

To ensure users are not affected by other users' demands, Vysiion employs a robust personnel resource strategy. We manage skills centrally to allocate qualified staff to tasks without overcommitment. Our team includes SC and DV-cleared personnel, supported by a skills matrix of certifications like VMware, Cisco, and Microsoft. Resource requirements are modelled at project initiation to ensure accurate allocation of personnel and timelines. Real-time tracking of resource utilisation via project management platforms enables dynamic adjustments to meet demand. We maintain agreements with vetted, security-cleared specialist partners for supplementary expertise during peak periods or niche requirements.

## Availability and Resilience

### UCaaS Availability

The UCaaS availability is defined, for each particular Customer Site, as the ability to make/receive calls to/from the PSTN from the SDP.

|               | Target Availability |
|---------------|---------------------|
| UCaaS Service | 99.99%              |

The Service Level Agreement is only provided where an uncontended Vysiion private Ethernet over Fibre connectivity service is used to access the UCaaS Platform. Where alternative Vysiion connectivity service are used (e.g. Ethernet over Copper or Broadband), 3rd party Ethernet over Fibre connections used or connectivity is achieved via a mobile or desktop client over the Internet, no service level agreement will apply.

### Service Credits

|              | Measure           | Service Credit* |
|--------------|-------------------|-----------------|
| Availability | >0.1 Below Target | 5%              |
|              | >0.5 Below Target | 10%             |

\* The service credit is applied as a percentage of the fixed Monthly Charge for the UCaaS Service for the affected Customer Site only (not including variable call spend).

### Resilience

The service is provided via Geo resilient architecture with full redundancy. The platform Data Centres are Global, UK and EEA and we continually evolve our architecture to ensure geographical service and best-of-breed technology.

## Service Reporting of Outages

### Email Alerts

Vysiion provides automated email alerts for outages related to unified communication services, ensuring effective communication during incidents. Notifications are sent to the primary customer contact, with the option to agree on additional contacts during the onboarding process. Updates are continuously provided until the issue is resolved. Customers can also report incidents 24/7 via telephone, email, or the Service Centre portal, powered by ServiceNow.

### API integration

For an additional optional charge, an API integration between a customer's ITSM tool and Vysiion's instance of ServiceNow can be provided.

Vysiion's API integration facilitates seamless communication between customer ITSM tools and Vysiion's ServiceNow instance. This integration supports automated ticket creation, change request submissions, and alert synchronisation while preserving the customer's existing workflows. Leveraging an API-driven architecture, Vysiion ensures data sharing, consolidated dashboards, and proactive incident handling without operational disruption. For clients with bespoke requirements, Vysiion collaborates to define and align ITSM processes, including field mapping and system configurations, ensuring tailored solutions.

### Dashboards

In addition to a mandatory agent license, there are a number of optional, chargeable dashboard add-ons for the service.

## Information Security Policies and Processes

Vysiion implements robust information security policies and processes, aligning with international standards such as ISO/IEC 27001 and the UK Network and Information Systems (NIS) Directive to safeguard customer data and operational integrity. The organisation adopts a 'Secure by Design' approach, ensuring security is embedded into the design and delivery of systems, covering IT and operational technology (OT) environments. This methodology integrates controls for confidentiality, integrity, and availability of information, while also considering compliance with frameworks like NCSC guidelines and IEC-62443.

Vysiion's policies are enforced through a structured framework, including annual reviews and updates of security policies. The company maintains comprehensive Information Security and a Data Protection Policies, which address key aspects such as data breach management, risk assessment, and access controls. For incident management, Vysiion employs ITIL-aligned procedures, logging all incidents and ensuring major breaches are reported to relevant authorities within 72 hours. Post-incident reviews are conducted to identify causes and implement preventive measures.

A dedicated Data Protection Officer (DPO) oversees compliance with data protection laws, supported by a Personnel Security Controller to manage personnel assurance and mitigate insider threats. All employees and contractors are required to cooperate with supervisors on security matters and are trained on corporate policies during induction. Annual online security training and simulated attack tests further ensure staff adherence to security protocols.

The effectiveness of these measures is monitored through real-time network surveillance using industry-standard tools. Vysiion also conducts formal security risk assessments at least annually or following significant changes to highlight and mitigate new risks. Regular board and staff meetings include security as a discussion point, fostering a culture of awareness and accountability.

To ensure compliance across its supply chain, Vysiion employs rigorous supplier management processes, including assessments. Subcontractors are required to meet stringent security requirements, demonstrating their capability through certifications and compliance checks.

## Operational Security

Vysiion's security framework ensures protection, compliance, and efficiency in cloud services. A 24/7 in-house Cyber Security Operations Centre (CSOC) ensures real-time monitoring and incident response. This eliminates reliance on third-party IT providers, ensuring full control over security.

Vysiion adheres to ISO 27001, Cyber Essentials Plus, and ISA/IEC 62443 standards to ensure top-tier security. A 'Secure by Design' approach integrates security into all project phases, from planning to maintenance. This aligns with NCSC guidelines and NIS-2 directive for regulatory compliance.

Vysiion uses the Purdue Model and automated monitoring to map data flows and ensure resilience. Tier 3+ sovereign data centres with multilayered security and biometric access host Vysiion's infrastructure. These facilities ensure secure data processing and integration with various cloud platforms.

Technical assurance involves rigorous design reviews to ensure industry and customer compliance. This includes cross-functional reviews, dependency management, and risk mitigation. CREST-approved third-party penetration testing validates infrastructure security.

Vysiion delivers secure, scalable solutions for defence, government, and critical national infrastructure (CNI). Its framework ensures resilient, compliant, and optimised cloud services for modern demands.

## Configuration and Change Management Approach

We govern configuration and change through an ITIL-aligned process embedded in our Service Operations and ISMS, ensuring standard methods, procedures, authorisation and auditability for all changes across supported items and suppliers. Every change is logged as a Request for Change, assessed, approved and implemented in a controlled workflow that minimises service disruption and keeps configuration records accurate and current. Our Service Management platform provides real-time tracking, automated notifications and transparent reporting of planned changes, giving stakeholders clear visibility and audit trails. Oversight is maintained by ITIL function specialists and Service Managers operating a 24/7/365 Service Desk, ensuring changes and related incidents are coordinated for rapid recovery and minimal business impact.

We track service components as Configuration Items and assets from introduction through to disposal, maintaining ownership, configuration, and status in our managed records and asset register. Our responsibilities include delivery, installation, configuration, support, re-configuration and disposal of user devices and in-scope items, which ensures full lifecycle control and traceability. The Change Management process requires that any approved modification updates the status of affected Configuration Items, keeping our records aligned with the live environment. Documentation such as low-level designs, network diagrams, configurations and knowledge articles is maintained to support faster resolution and accurate service documentation throughout the lifecycle.

All changes, including supplier-initiated, follow a standardised workflow covering initial logging, impact assessment, risk evaluation and formal authorisation before implementation. We apply consistent methods and procedures across supported items, so every planned or unplanned change is controlled, transparent and auditable. The Service Management platform underpins this with real-time tracking, notifications and reporting, ensuring change windows, approvals and outcomes are visible. When customer-specific processes exist, we integrate with them; otherwise, we use our framework to minimise operational disruption through risk assessment and contingency planning.

We assess every change for potential security impact as part of formal evaluation, covering effects on security posture and compliance requirements before authorisation. Our Cyber Security and Compliance team conducts formal security risk assessments at least annually and after any significant change, ensuring new risks are identified and mitigated. We embed Secure by Design practices and align to ISO 27001, Cyber Essentials Plus, ISA/IEC 62443, NIS-2 (UK) and NCSC's Cyber Assessment Framework to ensure changes do not compromise confidentiality, integrity or availability. Access impacts are reviewed against our least-privilege access management controls to prevent unauthorised exposure when roles, systems or configurations change. Legal and regulatory obligations are considered within our ISO 27001 ISMS and Incident Response Plan, with documented processes to evidence compliance during change and post-implementation review.

## Vulnerability Management Approach

Vysiion employs a robust vulnerability management process that integrates threat assessment, timely patch deployment, and reliable threat intelligence sources. This ensures the security and resilience of its services.

**Assessing Potential Threats:** Vysiion's Cyber Security Operations Centre (CSOC) continuously monitors the environment to detect vulnerabilities, untriggered threats, or attack vectors. This is achieved through a Unified Security Management device, which provides a web-based dashboard displaying results prioritised by risk levels. The CSOC team conducts vulnerability scans using tools like Nessus, which align with recognised standards such as IEC 62443 and NIST. These scans identify misconfigurations, missing patches, and known vulnerabilities, enabling effective risk management.

**Deploying Patches:** Vysiion follows a stringent patch management policy to apply security updates promptly. This practice ensures compliance with vendor recommendations and covers a comprehensive range of IT systems, including endpoint devices, servers, network equipment, and applications. Regular service tickets are raised automatically to ensure timely review and patch implementation. For operational systems, Vysiion conducts in-place upgrades through automated mechanisms within predefined patching windows, ensuring minimal disruption to services.

**Sources of Threat Information:** To stay ahead of emerging threats, Vysiion's Cyber Security and Compliance team collaborates with appointed security advisors and accreditation bodies. The company participates in the Cyber Security Information Sharing Partnership (CISP), a joint initiative with the government, which provides real-time updates on cyber threats. Additionally, Vysiion subscribes to industry threat intelligence feeds and uses these insights to proactively address risks. These sources allow the team to adopt new technologies or enhance processes to mitigate potential threats.

Vysiion's integrated approach ensures vulnerabilities are identified, prioritised, and mitigated effectively, safeguarding its services against an evolving threat landscape.

## Protective Monitoring Approach

Vysiion employs a robust protective monitoring process to ensure the security and integrity of its systems and data. The process is underpinned by real-time monitoring of internal networks using industry-standard tools. This approach enables the detection and logging of any suspected security breaches, ensuring swift intelligence gathering to identify potential compromises.

When a potential compromise is identified, Vysiion follows documented procedures for incident management. These frameworks provide a structured approach for reporting, escalation, and investigation of incidents, including suspected fraud or misconduct. Incidents are reported immediately to a dedicated incidents email with as much detail as possible to facilitate a thorough investigation.

Response times to incidents are prioritised within Vysiion's ITIL-aligned service delivery framework. The Network Operations Centre (NOC), manned 24/7 by security-cleared staff, ensures incidents are addressed promptly. For major incidents, such as security breaches, notifications to supervisory authorities occur within 72 hours, followed by a Major Incident Review to identify causes and implement preventive measures. This structured and proactive approach ensures that response times are optimised and aligned with stringent service level agreements (SLAs).

## Incident Management Approach

Vysiion's incident management processes for Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) are robust, ITIL-aligned, and tailored to ensure minimal disruption and optimal service delivery. These processes are supported by advanced tools, clear escalation paths, and proactive incident handling strategies:

**Pre-defined Processes for Common Events:** We employ pre-defined processes aligned with ITIL standards to manage incidents effectively. The incident management lifecycle is initiated through the ITIL-aligned service management tool, ServiceNow. ServiceNow integrates with advanced monitoring tools, enabling seamless detection, logging, categorisation, and escalation of incidents. Pre-set workflows are configured to handle common events, ensuring swift and appropriate resolution.

**How Users Report Incidents:** Users can report incidents via multiple channels, including telephone, email, or through a dedicated web portal. For urgent or critical incidents, telephone reporting is encouraged to ensure immediate attention. When an incident is logged, users receive a unique reference number to track progress throughout its lifecycle. Automated status updates are provided in accordance with the SLA and assigned priority, ensuring users remain informed. Additionally, customer access to the web portal offers real-time ticket tracking.

**Provision of Incident Reports:** Incident reports are generated and shared with customers in accordance with agreed timelines. These reports include detailed records of incident cause, resolution, and preventive measures. For major incidents, a formal review is conducted post-resolution to capture lessons learned and identify service improvements. Reports are coordinated with the Customer Service Delivery Manager (CSDM), ensuring transparency and structured communication throughout the incident lifecycle.

**Escalation Procedures:** Vysiion operates a structured escalation path to ensure accountability and rapid issue resolution. Escalation levels include Service Desk, Service Desk Manager, Director of Engineering, and Managing Director, with additional oversight provided by the CSDM. Automated alerts notify teams if service levels are at risk, triggering the escalation process as needed.

## 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.

## Identity and Authentication

Vysiion employs stringent measures to restrict access to management interfaces and support channels when providing Infrastructure as a Service (IaaS) and Platform as a Service (PaaS). These measures ensure the security and integrity of customer environments while maintaining operational efficiency.

Access to management interfaces is controlled through robust technical and procedural security controls. Vysiion utilises multi-factor authentication (MFA) across all remotely accessible services, including internal IT systems and third-party SaaS platforms. This ensures that only authorised personnel can access critical systems and data. Additionally, access to key infrastructure components, such as routers and equipment, is regulated via secure protocols like SSH and HTTPS. Management traffic is segregated through out-of-band Virtual Private LAN Service (VPLS), with all access meticulously logged via the ServiceNow portal. These practices comply with ISO27001 and PCI-DSS standards, ensuring comprehensive protection of customer data.

Vysiion enforces access control policies based on the principle of least privilege. Employees are granted access only to the applications, data, and servers necessary for their specific roles and responsibilities. This minimises the risk of unauthorised access and ensures compliance with security best practices. The ITIL-aligned Access Management process further bolsters this approach by providing structured oversight of user access.

To enhance accountability and traceability, all network connections undergo rigorous risk assessments. Vysiion maintains a tightly secured, ring-fenced customer network, which is isolated from external exposure. Connections within this network are limited to secure Site-to-Site (S2S) VPNs, further safeguarding customer environments from external threats.

Vysiion's commitment to security is reflected in its adherence to ISO 27001 standards, Cyber Essentials Plus certification, and compliance with frameworks such as ISA/IEC 62443 and NIS-2 directives. These guidelines ensure security is embedded into the design and operation of infrastructure services.

By combining secure access controls, stringent policies, and adherence to international standards, Vysiion ensures the integrity and security of management interfaces and support channels for IaaS and PaaS solutions.

## 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:

- |                                          |                                                |
|------------------------------------------|------------------------------------------------|
| ✓ <b>ISO9001</b> - Quality Management    | ✓ <b>ISO14001</b> - Environmental Management   |
| ✓ <b>ISO2000</b> - IT Service Management | ✓ <b>ISO45001</b> - Health & Safety Management |
| ✓ <b>ISO27001</b> - Information Security | ✓ <b>Cyber Essentials Plus</b>                 |