

Service Definition Document

Managed Monitoring

G-Cloud 15 - Lot 3

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G-Cloud Service Reference Number

Celerity reference: GC15 03.01

G-Cloud Lot/s

This service is offered under G-Cloud 15 Lot 3 – Cloud Services

Managed Monitoring: Service: Description

The Managed Monitoring Service provides a fully managed and supported observability platform based on Grafana Cloud / Grafana Enterprise, enabling real-time visibility into the health and performance of infrastructure, middleware, applications, and integrations. The service delivers centralised monitoring, standard dashboards and alerting, agent deployment automation, integration with ITSM tools, and reporting to improve operational efficiency and proactive service management.

- **Infrastructure monitoring:** This involves the continuous observation and analysis of an organisation's IT infrastructure, including hardware components, network devices, servers, storage systems, and virtual environments. It helps to identify potential issues before they escalate into critical problems that can impact business operations.
- **Application and Middleware monitoring:** This process focuses on tracking the performance and availability of applications and middleware components within an organisation's IT environment. It ensures optimal functioning by detecting bottlenecks or errors in application code or middleware configurations.
- **Data and Database monitoring:** This practice entails observing database performance metrics such as query response times, resource utilisation levels (CPU/memory/disk), transaction rates, index usage patterns, to ensure efficient data management processes are in place.
- **Application Performance Management (APM):** APM is a comprehensive approach for optimising application performance through real-time monitoring of end-user experience metrics alongside deep-dive diagnostics into application code execution paths. It enables proactive identification of issues affecting user satisfaction with software services.
- **Security Tools monitoring:** This aspect covers the ongoing surveillance of security tools like firewalls, vulnerability scanning, EDR and antivirus solutions, to maintain robust protection against cyber threats targeting organisational assets.
- **Cloud monitoring:** The process involves keeping track of cloud-based resources' health status across various service models ensuring optimal resource allocation while minimising operational costs associated with cloud deployments.
- **SaaS & PaaS monitoring:** Software-as-a-Service (SaaS) & Platform-as-a-Service (PaaS) specific-monitoring techniques focus on assessing service-level

agreements' adherence concerning uptime guarantees or other contractual obligations between providers and end customers.

Operational Support

The Celerity Service Desk (CSD) will be the customer's point of contact for all aspects of the service.

The CSD operates to ITIL3 standards and is managed by staff with extensive experience in delivering managed IT and data protection services.

Celerity utilises a modern IT Service Management System (ITSMS) which is at the centre of our Service Desk operations. The customer will be allocated accounts on our ITSMS portal. Via the portal users can:

1. Log service requests
2. View the status of service tickets
3. Run standard reports
4. Access contract / SLA information

You may also log service requests by telephone.

An escalation procedure will be incorporated into the SLA agreed between the customer and Celerity.

This will clearly state the contact points, names and positions of staff from both the customer and Celerity, and the points during an incident when they will be involved.

Method	Service Hours	Contact Details
Web Portal	Mon-Fri 08:00-18:00 (exc. bank holidays)	https://help.celerity-uk.com/
Telephone	Mon-Fri 08:00-18:00 (exc. bank holidays)	0191 434 0160

Customer Success Manager

The Customer Success Manager ensures that Celerity customers have a positive and fruitful experience with our products/services. They build a solid and trusting connection with our clients, knowing their goals, and helping them achieve them with our solutions.

They provide regular reporting to the specific needs and goals of each customer, acting as champions for customers within Celerity. They collect feedback and insights from customers during monthly meetings and share this information with relevant internal teams to drive product enhancements and improvements that better meet our customer's needs. Overall, the role of a Customer Success Manager shows the company's devotion to the success and satisfaction of our customers, ultimately leading to mutual benefit and long-term partnerships.

Customer Account Manager

You will also have a Customer Account Manager who will help you take advantage of the services that Celerity provides. The CAM is the main contact person for the customer. They will collaborate with you to understand your business objectives, challenges, and IT requirements. This includes having regular consultations, gathering feedback, and staying updated with your evolving needs. The CAM works with the Customer Success Manager to evaluate how well the services are doing and to make sure your concerns and needs are addressed and managed. The CAM also collaborates with technical teams in Celerity to fix issues fast and to minimise any disruption to your workflow. They keep you informed regularly and maintain transparency throughout. The CAM's role is to be a trustworthy consultant, offering strategic advice and providing useful services that assist your business in reaching its objectives.

Reporting

Celerity considers detailed reporting as a crucial component of managed service contracts. The data gathered under such contracts is essential to our philosophy of ongoing enhancement and providing value through expert account management. We do this by taking a pro-active approach, and we follow the Kaizen methodology. Celerity will produce reports every month and review them with you.

Customer Responsibilities

The customer will be required to:

- Provide network access and credentials for monitored systems
- Approve maintenance windows for configuration changes
- Supply a list of Authorised Users (Admin & Use Only)
- Provide a CMDB or equivalent reference for monitored assets
- Maintain application and infrastructure ownership (for incident routing)
- Provide escalation contacts for incident triage and service reviews
- Participate in onboarding and PoV validation

Outline Implementation Plan

Celerity will assign a lead technical consultant to oversee the implementation of the service. This will involve an initial online implementation meeting where we will collate operational documentation which will be utilised to ensure everyone clearly understands their roles and responsibilities, and ensure we deliver the highest quality of service.

The key components are:

- **Scope of service:** agree the scope of the Intuition service provision
- **Environment:** confirm and agree all in-scope elements of the customer environment
- **VPN:** establish VPN connection/s
- **Preparation:** onboarding meeting with key stakeholders
- **Test:** testing of monitoring service

Service Level Agreement

Incidents will be logged and actioned in accordance with the SLA below

Service Desk Response Times:

Severity Level	Priority	Description	Response Time	Service Hours
1	High	Complete failure of a critical business system resulting in the loss of monitoring visibility	30 Minutes	08:00-18:00hrs on Business Days
2	Medium	Partial service degradation or major dashboard issue	2 hours	08:00-18:00hrs on Business Days
3	Low	Minor incident, non-critical component or dashboard issue	4 hours	08:00-18:00hrs on Business Days
4	Normal	Service request, reporting, or low-impact change	4 hours	08:00-18:00hrs on Business Days

Monitoring System Availability:

Monthly Uptime
99.9%*

*Excluding planned maintenance windows

Pricing

Please refer to the separate pricing document for this service.

Why Celerity?

Celerity is an Enterprise IT Services Solutions provider and trusted advisor based in the UK, focused on Hybrid Cloud and Managed Services. Cross industry offerings include Cybersecurity, Disaster Recovery, and a range of Systems Management services such as monitoring, automation, and data protection supported by a 24x7 UK Service Desk.

We provide an innovative approach to supporting our enterprise clients and channel partners transitioning to an “as a service” model. Our skilled staff work with enterprise organisations, systems integrators, and public sector organisations, such as local government and healthcare, to design and implement services solutions that address real business needs.

Celerity builds trusted, commercial, and technical partnerships based on an understanding of our customers’ requirements. Our experience in supplementing in-house skills, out-tasking processes and supporting our customers and partners in their digital transformation, is recognised informally through recommendations and formally through leading vendor and Industry awards.

Established in 2002 with consistent and sustained growth over many years, Celerity today manages and secures multi-petabytes of highly sensitive data for government, defence, health, financial and commercial organisations globally. We understand that change is constant in almost all businesses today as our clients embrace modernisation and digital transformation,

demanding innovation, and creative open-minded thinking to meet the outcomes needed for a digital future.

Core capabilities of the Celerity organisation are:

1. Data Security & Management Services including Backup, Disaster Recovery, Cyber Security
2. Enterprise Compute, Storage, Backup & DR Infrastructure Integration
3. IT Technical Consultancy
4. Infrastructure Monitoring & Management
5. Private / Public / Hybrid Cloud Service Deployment & Management
6. Fully Managed IT Services

We have received a wealth of accolades and industry recognition for delivering exceptional results and service to our clients; providing benefit from collaborative relationships that have been developed over many years of success. Celerity bridges the gap between customer and IT vendors providing access to best-of-breed services via cloud, managed and traditional routes.

- ISO9001 Quality Management
- ISO27001 Information Security Management
- ISO14001 Environmental Management
- Cyber Essentials Plus

Celerity holds several accreditations and key skills with experience from a wide range of vendors including VMware, Cisco, Veeam, AWS, Azure, IBM Cloud, Cloudian, Red Hat, Microsoft, IBM, Oracle, Dell, Lenovo