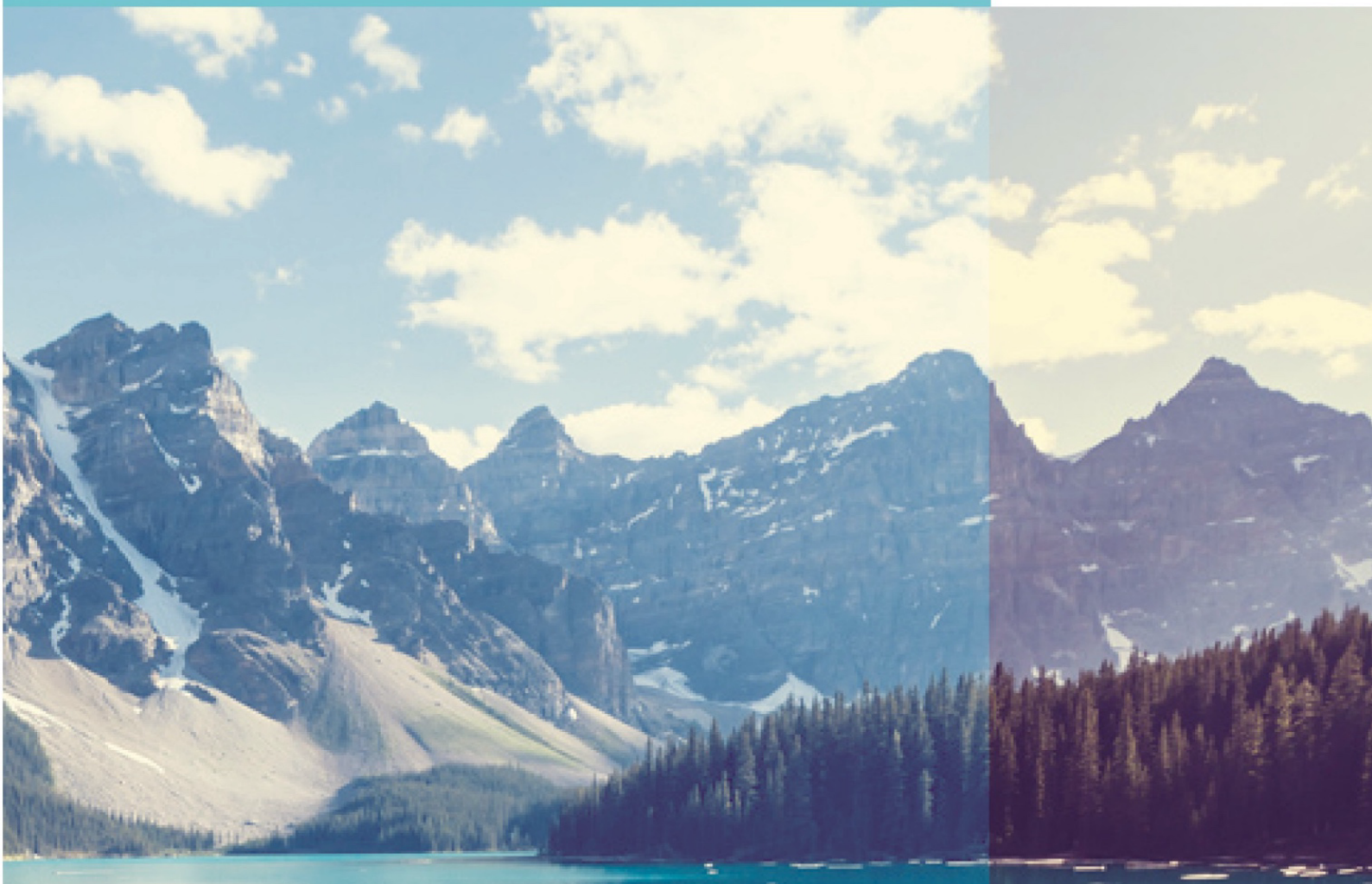




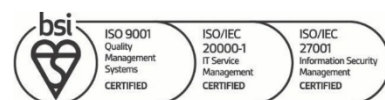
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ITPS Private Cloud

Service Level Description



Crown
Commercial
Service
Supplier



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Contents

1.0	Service Name & Reference ID	5
2.0	Service Overview	5
3.0	Business Benefit.....	5
4.0	Detailed Service Description	5
5.0	Scope of Service	6
6.0	Included Service Components	6
7.0	Service Exclusions	7
8.0	Toolsets & Platforms.....	7
9.0	Service Hours	7
10.0	Service Metrics/SLAs.....	7
11.0	Optional Bolt Ons.....	8
12.0	Reporting & Service Reviews.....	8
13.0	Compliance & Standards Alignment	8
14.0	Pricing Summary & Commercial Terms.....	8

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Sales	Sales Team	
Platforms	Platforms Team	

1.0 Service Name & Reference ID

ITPS Private Cloud

2.0 Service Overview

ITPS private cloud is a platform that leverages the cloud responsibility model to provide Infrastructure as a Service (IAAS) and Platform as a Service (PAAS) to customers, utilising a flexible financial approach to maximise cost efficiency. Designed to deliver immediate identity and traceability, it enables organisations to benefit from a secure, scalable, and self-service environment tailored to diverse business needs. This service aligns with the standard cloud responsibility structure, wherein ITPS supports all underlying systems up to the virtual machine layer, ensuring robust reliability and operational control. Customers gain access to agile resources that underpin digital transformation whilst managing expenditure effectively, establishing a foundation for innovation and streamlined service delivery. The private cloud is particularly suited to stakeholders and budget holders seeking value and transparency before delving into technical specifics, providing a comprehensive solution that balances performance, security, and financial prudence.

3.0 Business Benefit

The ITPS Private Cloud enables organisations to accelerate service delivery and strengthen operational control by adopting a proven cloud responsibility model. With ITPS managing all underlying infrastructure up to the virtual machine layer, internal teams can redirect effort toward strategic innovation rather than day-to-day maintenance. The platform's self-service capabilities allow resources to be deployed quickly, supporting faster project delivery and improving organisational agility.

A flexible financial model—combined with strong governance and transparent billing—helps businesses optimise spend, eliminate unexpected charges, and plan confidently. Customers can tailor a Private Virtual Data Centre (PVDC) to preferred hardware and financing approaches, ensuring alignment with both technical and commercial strategies. Advanced analytics provide insight into growth trends, right-sizing opportunities, carbon efficiency, and performance, empowering leaders to make data-driven decisions that enhance service quality and reduce waste. Overall, the ITPS Private Cloud delivers a scalable, secure foundation that drives digital transformation while maximising value and financial transparency.

4.0 Detailed Service Description

The ITPS Private Cloud is built on VMware Cloud Foundation, delivering a market-leading hyper-converged infrastructure (HCI) deployed across a resilient, multi-site architecture. The platform operates from three strategically selected UK datacentres: the ITPS-owned facility in Chester-le-Street, alongside enterprise-class environments in Stellium (Newcastle) and Sunderland. This tri-site footprint provides exceptional resilience, geographic diversity, and high-availability capability, supported by extensive connectivity presence throughout the UK. Software-Defined Networking (SDN) underpins the platform, offering advanced, flexible connectivity options. Customers gain access to direct internet services through integrated edge gateway functions, alongside seamless connectivity into colocation environments via the ITPS MPLS network.

For hybrid cloud strategies, the platform also supports direct connectivity into hyperscale services such as Azure (ExpressRoute) and AWS (Direct Connect), enabling smooth extension of workloads across private and public cloud boundaries.

The storage architecture is designed to meet diverse performance and capacity needs. Standard configurations utilise SSD storage, while customers adopting Private Virtual Data Centre (PVDC) services can select enhanced, full-NVMe storage tiers to support high-performance or latency-sensitive workloads. This ensures consistent, predictable performance across all service tiers.

Resilience and continuity are engineered into the core of the platform. A dedicated 100Gbps replication fabric spans all three datacentres, ensuring high-speed data movement and enabling synchronous or asynchronous replication depending on workload requirements. Customers also benefit from up to 10Gbps internet connectivity and dedicated optimised routes for Microsoft 365 traffic to ensure high-quality user experiences.

Thanks to SDN Layer 2 (L2) network capabilities across the datacentre footprint, applications can run across multiple sites on the same network segment. This enables true geo-redundancy—applications can remain online or recover quickly even in the event of a full datacentre outage. The platform's geo-resilience model ensures that a catastrophic site failure typically results only in a virtual machine reboot before services automatically resume at an alternate site, maintaining continuity with minimal disruption.

5.0 Scope of Service

The ITPS Private Cloud service provides a full suite of capabilities designed to support business-critical workloads through managed, highly available cloud infrastructure. The service includes:

- End-to-end management of cloud infrastructure resources, covering provisioning, monitoring, lifecycle management, and optimisation of compute, storage, and network components.
- Fully managed operational support, ensuring consistent performance, patching, updates, and proactive system health monitoring for the cloud infrastructure.
- Self-service resource deployment, enabling IT teams to rapidly provision virtual machines, networks, and storage while maintaining central governance and control.
- High-visibility governance, providing organisations with complete insight into their cloud utilisation, performance, and compliance posture.

6.0 Included Service Components

ITPS operates the IaaS model including:

- ITPS Cloud network functionality
- Storage (per GB)
- vCPU
- Memory (Per GB)

- Self-service portal
- Edge Gateway services (firewall, NAT,
- External IP

As part of the cloud adoption model:

- Hardware Support
- Power
- Connectivity
- Colocation
- Hypervisor update and support
-

7.0 Service Exclusions

OS level operations and support (*optional addon*)

Migration of services (*optional addon*)

8.0 Toolsets & Platforms

SDDC manager

NSX-T

VMware ESXi

VMware vSAN

VMware vCentre

VMware Cloud Director

Aria suite

Zerto

Dell Openmanage

9.0 Service Hours

Service hours are 24x7 365

10.0 Service Metrics/SLAs

Customer workload Service uptime is 99.95% for basic IaaS with options up to 99.99% for geo resilient clusters.

Self-service portal 99.9% uptime

11.0 Optional Bolt Ons

Consultation services
 Migration
 Managed services
 Patching options
 Data resilience options (backup and DR)
 Private Virtual Datacentre
 Geo-redundancy
 Geo-resilience
 Platform as a service (PaaS)
 Containerisation
 High performance compute (HPC)
 Private AI services
 Additional connectivity options
 Colocation
 Security services

12.0 Reporting & Service Reviews

Reporting can be customised for the service specific needs and scheduled to offer.

Options include but are not limited to:

- VM performance
- Right size optimisation report
- Capacity planning
- cost optimisation
- utilisation reporting

13.0 Compliance & Standards Alignment

The ITPS Cloud is compliant with the following standards

- ISO 27001
- CIS
- PCI
- Sovereign Cloud

14.0 Pricing Summary & Commercial Terms

IAAS pricing

Product	Price £ per annum
vCPU	£96.00
RAM (GB)	£96.00
Storage (GB)	£1.20
Edge Firewall	£999

