



Bell  
Integration  
Ambitious Transformation

# G-Cloud 15 – Bell Integration Cloud Intelligent Managed Services



# Contents

|                                             |    |
|---------------------------------------------|----|
| About Bell Integration .....                | 03 |
| 1. Introduction .....                       | 04 |
| 2. Service Description .....                | 05 |
| 2.1 Service Delivery Management .....       | 06 |
| 2.2 Service Desk .....                      | 07 |
| 2.3 Managed Database .....                  | 07 |
| 2.4 Managed Cloud .....                     | 07 |
| 2.5 Managed Hypervisor .....                | 07 |
| 2.6 Managed Infrastructure .....            | 07 |
| 2.7 Managed Storage .....                   | 07 |
| 2.8 Managed Network .....                   | 07 |
| 2.9 Managed Monitoring .....                | 07 |
| 2.10 Managed Active Directory / Entra ..... | 07 |
| 3. Service Levels .....                     | 08 |
| 4. Service Acceptance & Onboarding .....    | 09 |



# About Bell Integration

Bell is a privately owned, and truly vendor independent organisation, our people are dedicated to helping our customers reduce cost and risk, while improving agility and the service our customers IT teams provide to their end user stakeholders.

For 30 years, Bell's market-leading technology consultation and managed services have enabled organisations to transform their IT capabilities and elevate their business productivity and cost efficiency.

We are trusted by many global Fin-techs, Telco's, government and public sector organisations, our customers depend on us to ensure their IT services and infrastructure are always available, scalable, sustainable, secure and resilient. Bell is at the forefront of helping companies drive down operating costs and improve their ability to engage with their own customers, either by supporting the growth of their channels to market, or by aiding their responsiveness and service quality.

Head-quartered in the UK and employing over 1000 people across the globe.

**Bell is at the forefront of helping companies drive down operating costs and improve their ability to engage with their own customers.**

## What we do

Providing the catalyst for transformation, innovation and growth needed to accelerate positive impact across your business.

From embracing AI, migrating complex application workload and data environments, to adopting and monetising data from IoT solutions; accelerate your journey and mitigate risk to ensure success and change adoption across your business.





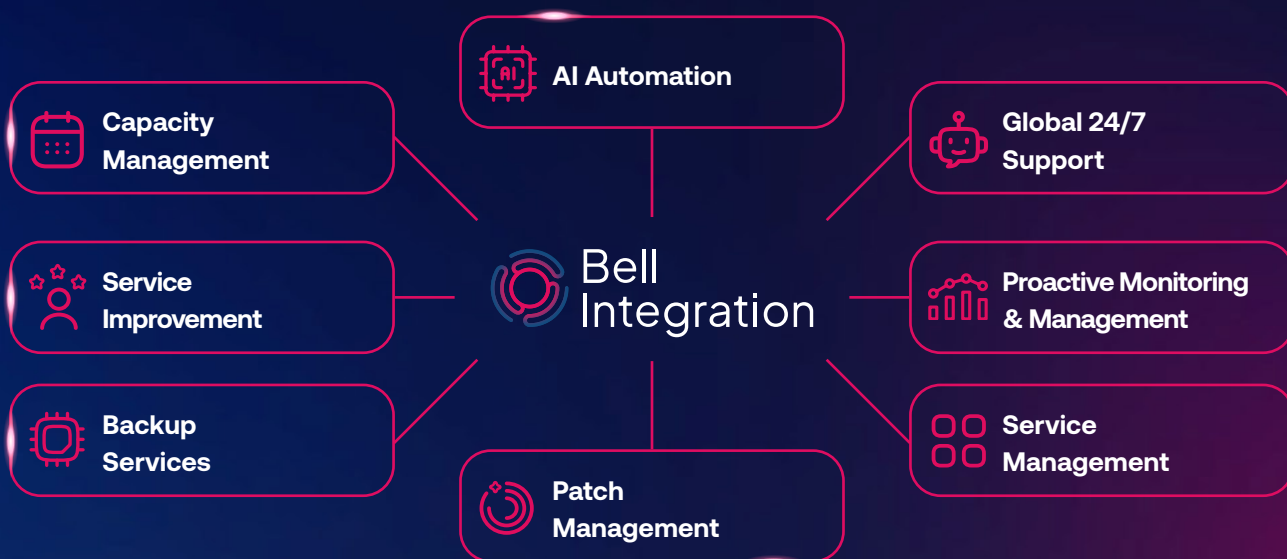
# 1. Introduction

Bell Integration's Cloud Intelligent Managed Services provide a comprehensive suite of solutions and capabilities to fulfil the operational needs of your IT enterprise – across private, public, hybrid and multi-cloud hosting. Our services ensure your IT systems are available, performant and secure, allowing your IT teams to focus on innovation and driving business growth.

Our Cloud managed services are powered by intelligent AIOps providing enhanced value for our customers, including:

- **Increased operational efficiency** – automation of repeatable tasks and workflow, helping to increase value and control cost.
- **Reduction in unexpected failures** – leveraging historical data analysis to recognise early warning signs, allowing pro-active preventative maintenance to be applied, increasing platform availability and reducing Mean-Time-To-Detect (MTTD).
- **Reduced Mean-Time-To-Resolution (MTTR)** – automation of root cause analysis and reactive maintenance to accelerate incident resolution.
- **Increased data-driven insights** – utilising data aggregated from multiple monitoring to proactively optimise resources and recommend changes to enhance availability and performance.

**Figure 1 – Bell Intelligent Managed Services Overview**





## 2. Service Description

Our Cloud Intelligent Managed Services are built on a foundation of:

- 24/7 proactive monitoring.
- Comprehensive infrastructure management.
- Application & Workload support.
- Robust security operations.
- Expert certified teams.

This foundation is enhanced by Bell AIOps for Cloud & Infrastructure, providing:

- Automated anomaly detection.
- Predictive insights and prevention.
- Intelligent incident resolution.
- Automation remediation flow.
- On-going cost analysis and optimisation.
- Digital Agents to enhance first-time-fix rates.

Combined, these services ensure:

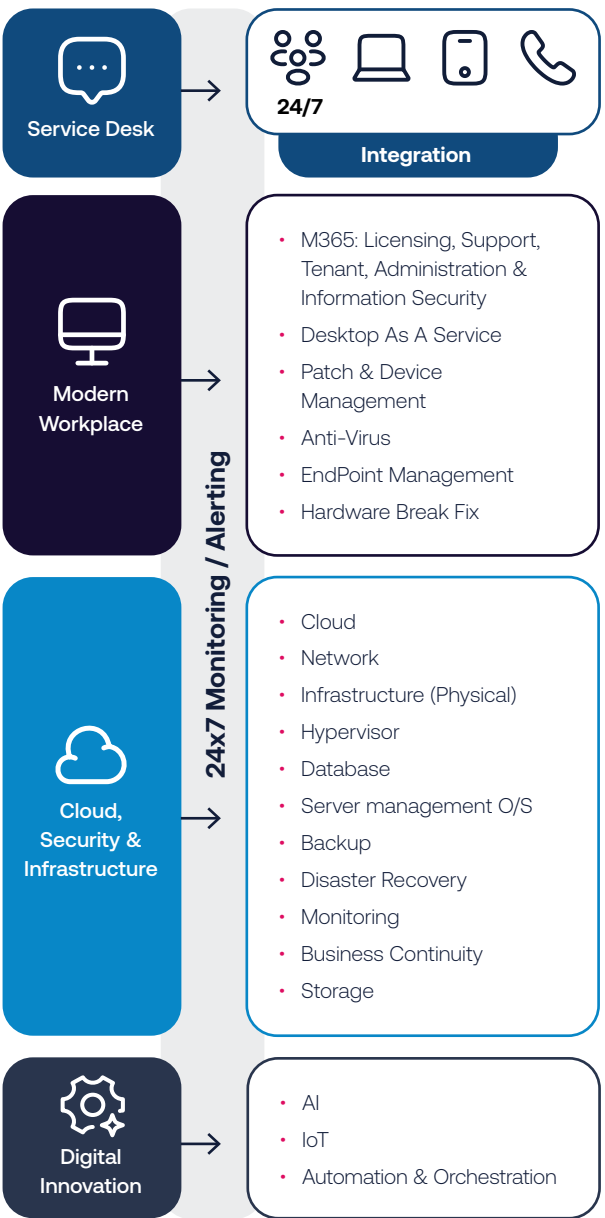
- Increased uptime and stability.
- Faster incident resolution.
- Enhanced security posture.
- Optimum resource allocation, utilisation and cost.
- Empowerment of your internal teams.





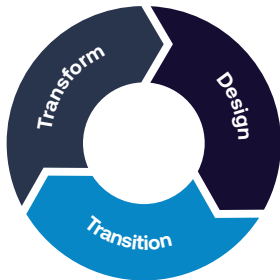
## 2.1 Service Delivery Management

Our services are delivered with a full ITIL aligned IT service management & delivery wrap, backed by contractual SLAs and KPIs. The figure below is a representative example. Specific SLAs and KPIs are tailored to meet the needs of your business:



### Service Delivery & Transition

- 24 x 7 Service Desk
- NOC – Monitoring & Alerting
- Reponse & Restoration SLAs
- Service Level Targets
- Third Party Vendor Management
- Dedicated SDM, monthly reporting and Service Reviews
- Duty Manager 24 x 7



#### Target Service Level Times

|            | Response    | Resolution     |
|------------|-------------|----------------|
| 1 Severity | 15 Minutes  | 80% < 12 hours |
| 2 Severity | 30 Minutes  | 80% < 12 hours |
| 3 Severity | 90 Minutes  | 80% < 24 hours |
| 4 Severity | 180 Minutes | 80% < 48 hours |

#### Definitions

|                         |                                                                     |
|-------------------------|---------------------------------------------------------------------|
| 1 Severity (Critical)   | Critical / Total outage to a hospital                               |
| 2 Severity (Major)      | Significant impact to a hospital, data centre, or critical systems  |
| 3 Severity (Minor)      | Degraded service with a production downtime to a department or team |
| 4 Severity (Individual) | Minor degradation affecting an individual                           |
| Service Request         | Pre-Approved catalogue or services with SLA's                       |



## 2.2 Service Desk

**24x7x365** access to Bell's Service Desk, ensuring continuous support for Incident and Service Request management. Tickets can be raised via phone, email, or support portal providing multiple channels for efficient issue reporting and resolution.

Incidents and Service Requests are addressed within the agreed Service Level Agreements (SLAs) and contracted coverage hours.

## 2.3 Managed Database

### **Managed service offering encompassing:**

Database installation and configuration, monitoring and performance tuning, backup & recovery, security & access control, patching & upgrades, maintaining scalability and high availability.

## 2.4 Managed Cloud

### **Managed service offering encompassing:**

Resource provisioning & deployment, instance scheduling automation policy definition and implementation, resource monitoring and performance management, security & compliance management, resource optimisation & cost management, cloud resource backup management and monitoring, task automation, cloud vendor management and incident escalation, billing alerts threshold management & reporting.

## 2.5 Managed Hypervisor

### **Managed service offering encompassing:**

Deployment of VM guests following standardised build/deployment procedures, VM guest resource monitoring and management, VM guest OS level support, VM guest patch management, guest OS anti-virus monitoring and policy, adherence, hyper-visor configuration maintenance and performance tuning.

## 2.6 Managed Infrastructure

### **Managed service offering encompassing:**

installation, configuration, system updates, patching and performance monitoring, on-site smart hands support.

## 2.7 Managed Storage

### **Managed service offering encompassing:**

storage device and storage networking device configuration and support, storage provisioning and capacity allocation, storage performance monitoring and optimisation, storage utilisation and trend analysis to provide capacity forecasts, access control and data encryption implementation and support.

## 2.8 Managed Network

### **Managed service offering encompassing:**

WLAN network management and support, VLAN management, support and provisioning, VPN management and monitoring, QOS configuration & management, routing changes, device firmware updates, management of web and application filtering rules, firewall rules management and monitoring, network device management and support.

## 2.9 Managed Monitoring

### **Managed service offering encompassing:**

continuous monitoring of supported resources application performance monitoring, compute, network, storage sub-systems, databases, configuration and management of alerting thresholds aligned to agreed KPIs, anomaly detection/alerting, performance monitoring, capacity monitoring, availability monitoring, historical monitoring data trend analysis, forecasting and reporting.

## 2.10 Managed Active Directory / Entra

### **Managed service offering encompassing:**

configuration and management of directory objects (user accounts, user groups, group membership, user access rights and privileges), configuration and management of password policies, access control lists, multi-factor authentication, group policy management.



## 3. Service Levels

Bell's Response Service Level represents our commitment to promptly acknowledging and raising a ticket for any Incident or Service Request reported by the Customer. This ensures that the appropriate response is initiated within a predefined time frame based on the urgency and impact of the issue.

The table below outlines the Response Service Levels for Incidents and Service Requests, including the priority, Service Coverage hours, response metrics, notification methods, and the associated Service Level Agreement (SLA).

| Service Level            | Description                                                                                                                                                                                                                                                                                              | Service Coverage Hours | Response Metric      | Notification Method                                              | SLA                  |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------------------|------------------------------------------------------------------|----------------------|
| <b>Priority (P1)</b>     | Critical business impact or imminent impact within 4 hours. Includes full Customer site outage, failure of business-critical systems, or inability to perform essential functions. May cause loss of revenue or severe reputational damage. All end users are unable to perform business-critical roles. | 24x7                   | < 15 Minutes         | Phone Call, Email or Automated alert, or our Monitoring Platform | 95%                  |
| <b>Priority (P2)</b>     | Partial Customer site outage, loss of redundancy, or degradation in service affecting a non-business-critical system or product. Significant service degradation impacting revenue generation or multiple end-users unable to perform key roles.                                                         | 24x7                   | < 30 Minutes         | Email or Phone or Automated alert, or our Monitoring Platform    | 95%                  |
| <b>Priority (P3)</b>     | Single end-user issue impacting their ability to perform business-critical tasks, or multiple end-users affected by the same issue without full disruption to business operations. Includes reduced redundancy for business-critical systems.                                                            | 24x7                   | < 4 Hours            | Email                                                            | 95%                  |
| <b>Priority (P4)</b>     | Non-business-critical issue affecting a single user or a reduction in redundancy for non-business-critical systems. The issue does not prevent the user from performing their role or critical operations.                                                                                               | 24x7                   | 1 business day       | Email                                                            | 95%                  |
| <b>Service Request</b>   | Low to moderate impact requests that do not disrupt business-critical operations, such as general queries or routine tasks.                                                                                                                                                                              | 24x7                   | 1 business day       | N/A                                                              | 95%                  |
| <b>Change Management</b> | Co-ordination and implementation of standard, emergency, and scheduled changes, ensuring minimal disruption to operations. Response and implementation times vary based on change classification.                                                                                                        | 24x7                   | Based on change type | Email (including CAB notifications), ServiceNOW (if enabled)     | Based on change type |



## 4. Service Acceptance & Onboarding

Once a Customer's Purchase Order (PO) is received, Bell Integration initiates the contract confirmation by issuing a Customer Contract.

Upon confirmation of the contract, the onboarding period begins. This is a preparatory phase during which any necessary prerequisites for service delivery are established. Key tasks in this period include gathering essential information from the Customer, such as operational or system details critical to ensuring the service meets the Customer's needs.

If the onboarding process reveals the need for further assessment of the Customer's operating environment, Bell will conduct this assessment within the onboarding period to validate compatibility and address potential integration requirements.

The Activation Date (the official service start date) occurs upon the successful sign-off of the onboarding period by the customer. If no sign-off is received, service activation will commence five days after the completion of onboarding tasks.

Bell's service delivery commitments rely on the timely provision of all required information by the customer; any missing information by the Activation Date will mean that Bell will use best efforts to fulfil the service.

To help the customer transition smoothly, Bell provides a "Welcome Pack" shortly after the Customer Contract is issued. This document includes key Bell contact information, an outline of the escalation process, and additional resources to guide the customer in their engagement with Bell's services.

This structured onboarding process ensures that customers have the necessary information and support to experience a seamless start to their service.





## Quality Statement

This is to certify that the attached documentation has been produced in accordance with the Bell Microsystems Ltd, trading as Bell Integration, integrated management system risk assessment process and has been approved for release. It has been written in commercial confidence and is copyright protected.

## Contact us

With over 30 years of experience and offices across the globe, Bell Integration delivers Data Centre, Cloud and End User services within some of the world's most prestigious customer environments. With capabilities covering technology provision, consulting, project and managed services and asset retirement services, we add value to our customers at several touch points throughout the life-cycle of their IT environments.

See how Bell Integration can help your business succeed. Please contact us on [marketing@bell-integration.com](mailto:marketing@bell-integration.com) or visit [www.bell-integration.com](http://www.bell-integration.com).

