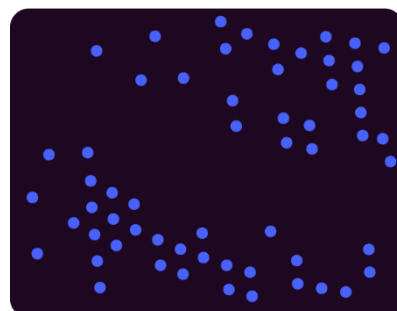
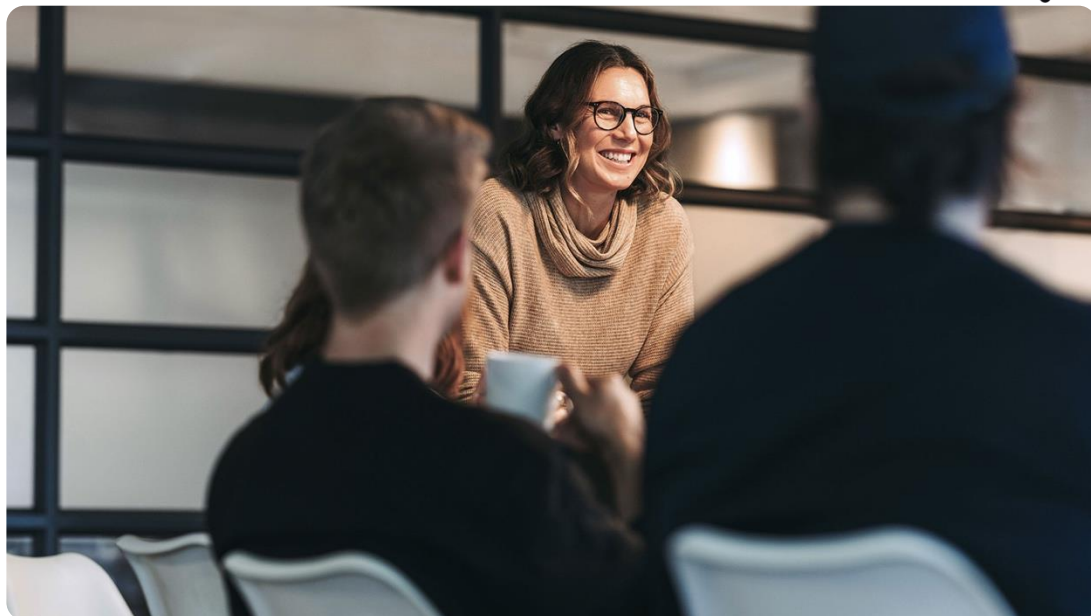


G-Cloud 15 Service Definition

Cloud Support Services by Conscia UK



Conscia
Secure progress



What is the service?

Conscia UK delivers a comprehensive portfolio of proactive and reactive support services for public sector clients, combining manufacturer maintenance with enhanced support and managed services.

Our approach enhances standard vendor support by leveraging in-house technical expertise alongside vendor specialist resources. This enables our clients to:

- Mitigate operational and security risks
- Accelerate incident resolution times
- Maintain up-to-date and compliant technology estates
- Access specialist skills without expanding internal teams

As an authorised reseller and service provider, Conscia UK offers additional features, service levels and support capabilities beyond those available directly from manufacturers – providing a single point of accountability with managed services or enhanced service wrap and UK-based expertise.

Features and benefits

Features

- Managed Services for Cisco Security systems and tools
- Managed Services for Cisco Enterprise Networking systems and tools
- Managed Services for Cisco SD-WAN systems and tools
- Managed Services for Cisco Data Centre systems and tools
- Managed Services for Meraki Enterprise Networking systems and tools
- Enhanced Support for Cisco Collaboration systems and tools
- Enhanced Support for Palo Alto Security systems and tools
- Enhanced Support for Microsoft Identity systems and tools
- Proactive security patching and vulnerability management
- Proactive monitoring and alerting
- Ad-hoc configuration support and change implementation
- 24x7x365 UK-based service desk with priority-based response times
- Direct vendor escalation and technical troubleshooting.

Benefits

- Reduced incident resolution timeframes
- Increased system uptime and availability
- Enhanced security posture and compliance
- Improved application performance and end-user experience
- Access to specialist skills without permanent headcount costs

- Single point of accountability for support and escalation
- Risk mitigation through proactive issue identification
- Operational burden removed from internal teams.

Planning

Our service integrates business objectives, technical rollout planning, and end-user consumption. It focuses on identifying initial goals, optimising the solution based on business use cases/best practice, and delivering the solution in a way that reduces the time it takes end users to understand the value of the solution purchased, how they can best utilise it, and how it can positively impact their role.

Setup and migration

We align the technical considerations of on-prem or cloud-to-cloud migrations with the end-user experience, understanding and supporting activities that ensure the technical migration and end-user experience is seamless, and disruption and risks are limited. Through careful end-to-end planning, we design a migration plan that is painless to technically administer and transition as an end user.

Service and support

All cloud software and services include **base vendor support** as standard, delivered directly by the vendor in accordance with their published service descriptions and terms and conditions.

Conscia UK offers **Managed Support** and **Managed Services** (Gold, Silver and Bronze tiers) as value-added services, providing an additional layer of expertise and service acceleration beyond base vendor support.

Managed Support is delivered by specialist engineers with deep expertise across Cisco, Meraki, Palo Alto and Microsoft Identity technologies. This service accelerates incident resolution and removes operational burden from Customer teams by having Conscia UK take ownership of vendor escalations and technical troubleshooting on the Customer's behalf.

Our service desk operates **24x7x365**, with response times tailored to incident priority – including response within 15 minutes for critical incidents under our highest service tiers.

Managed Services provide ongoing proactive monitoring, management and optimisation of Customer environments, with service levels differentiated across Gold, Silver and Bronze tiers to match Customer requirements and risk profiles.

Quality assurance and performance testing

Conscia UK offers managed proof of concept services, provided either as part of the sales process or as a default step in our phased rollout planning. We ensure there is opportunity for technical application testing within the client environment, allowing pilot users to test experience and feedback before the final design is accepted and the solution is rolled out globally.

Technical requirements

Supported browsers

- Google Chrome
- Internet Explorer 11
- Microsoft Edge
- Firefox
- Chrome
- Safari

Compatible operating systems

- Android
- iOS
- Linux
- macOS
- Windows

Onboarding and offboarding

Onboarding

Conscia UK's project, technical services and service onboarding teams manages all service onboarding to ensure a smooth transition and clear understanding of service outcomes.

For **Managed Support services**, our onboarding includes:

- Service outcome alignment and documentation
- End-user communications and training materials
- Quick start guides and support resources
- Regular performance check-ins throughout the service period

For **Managed Services**, we conduct a comprehensive Service Take-on process that includes:

- Asset and configuration discovery
- Gap Analysis against industry best practice
- Cost estimates for any required remediation activities
- Knowledge capture to enable rapid incident response throughout the service lifecycle

Where remediation activities are identified as essential prerequisites to service delivery, Conscia UK reserves the right to defer service commencement until these are completed, either by the Customer or through Conscia UK Professional Services.

Offboarding

For cloud services hosted within vendor platforms (such as Webex), Customers retain full access to their data via admin dashboards and can download their information at any time. Upon contract expiry or cancellation, services cease immediately in line with the notice period defined in the contract terms.

For Managed Services, Conscia UK will work with the Customer to ensure an orderly transition, providing documentation and knowledge transfer as appropriate to support service continuity.

Security

Security and Vulnerability Management

Conscia UK partners with world-leading vendors in the cloud software and services market, including Cisco, Palo Alto, Microsoft, and Fortinet. These vendors own and control configuration and change management of their respective cloud platforms. Security is integrated into each vendor's software and services development lifecycle through robust secure development processes, ensuring that security considerations are embedded from design through to deployment.

Conscia UK plays an active part in this ecosystem, conducting our own due diligence relating to early release developments and providing feedback to our vendor partners. This is conducted under Conscia UK's Portfolio Management process and examines the products and service developments across our vendor portfolio. Clients taking enhanced support services from Conscia UK benefit from our insight and knowledge gained from this activity.

Our vendor partners own and control vulnerability management for their cloud software and services. As world leaders in cyber-security, with capabilities including globally recognised security intelligence and research teams, they are positioned to apply vulnerability management to the highest effect. Each

vendor operates dedicated security incident response teams that work globally, around the clock, to respond to security incidents and coordinate vulnerability remediation.

The cloud platforms are owned and operated by vendors who are established leaders in the provision of cloud services on a global scale. They employ highly effective technology, including protective monitoring, and apply robust processes to operate securely and resiliently in the cloud. This is managed under comprehensive business resiliency programmes, with incidents coordinated through dedicated security response teams.

Standard support for cloud services is delivered directly to clients by vendor technical support centres, available around the clock and operating best practice using email, telephone, and web portal support, knowledgebases, and priority case management and escalation procedures. With Conscia UK's managed services and managed support, we support customers directly through our own Technical Services Centre and incident management procedures, operating 24x7x365 and accessed by email, telephone, and web portal. Our incident management capability is based on ITIL v3 and has been validated through vendor partner audits.

Information security

Conscia UK has an Information Security Management System (ISMS) in place certified to ISO 27001:2013. This includes policies, processes, and procedures based on information security best practice. The ISMS and all IS-related issues are managed by our Information Security Management team, headed up by the role of the Information Security Officer (ISO). The ISO is our Director of Business Operations, who sits on the Company Board of Directors.