Blue Sky Hosting Ltd
hello@bluesky.co.uk
tel: 020 7183 5854
www.bluesky.co.uk

1. Service Overview

Blue Sky is the UK's leading specialist in HCL Domino, providing a fully managed support layer for cloud based Domino environments. We transition the burden of infrastructure management, security patching, and application-level administration from your internal teams to our expert UK-based support staff.

Our service is built on a dual-ISO certified Management System (ISO 9001 and ISO 27001), ensuring that your managed support is both high-quality and exceptionally secure.

2. Managed Service Features

- **Proactive Administration:** We handle all server-level tasks, including HCL Domino v12/v14 upgrades, native TOTP (2FA) configuration, and Passkey/FIDO2 support.
- **Application Modernisation Support:** Expert assistance for deploying HCL Nomad and **Domino REST APIs**, allowing legacy Notes data to be accessed via modern web and mobile services.
- **Resilience Management:** We configure and manage high-availability Symmetrical Clusters and DAOS to ensure your data remains redundant and your performance remains high.
- **Security & Monitoring:** 24/7 proactive monitoring of the entire solution, including automated patching and vulnerability management.

3. Onboarding & Migration

- **Step 1: Discovery:** We perform a full audit of your current Domino environment (on-premise or existing cloud).
- **Step 2: Configuration:** We provision your dedicated, high-performance environment within 5 working days of contract sign-off.
- **Step 3: Migration:** Our engineers manage the secure transfer of your `.nsf` files and ID vaults into the managed environment.

4. Offboarding & Data Extraction

- **End of Contract:** We provide a complete `.nsf` file dump via Secure FTP (SFTP) to ensure your data remains portable.
- **Secure Deletion:** In accordance with ISO 27001, we perform certified data sanitisation once you have confirmed successful receipt of your exit data.

5. Service Levels & Support

- **Network Availability:** 99.99% network availability with a 2-hour hardware repair guarantee.
- **Expert Access:** Direct access to HCL Premier Business Partner engineers for troubleshooting and architectural advice.