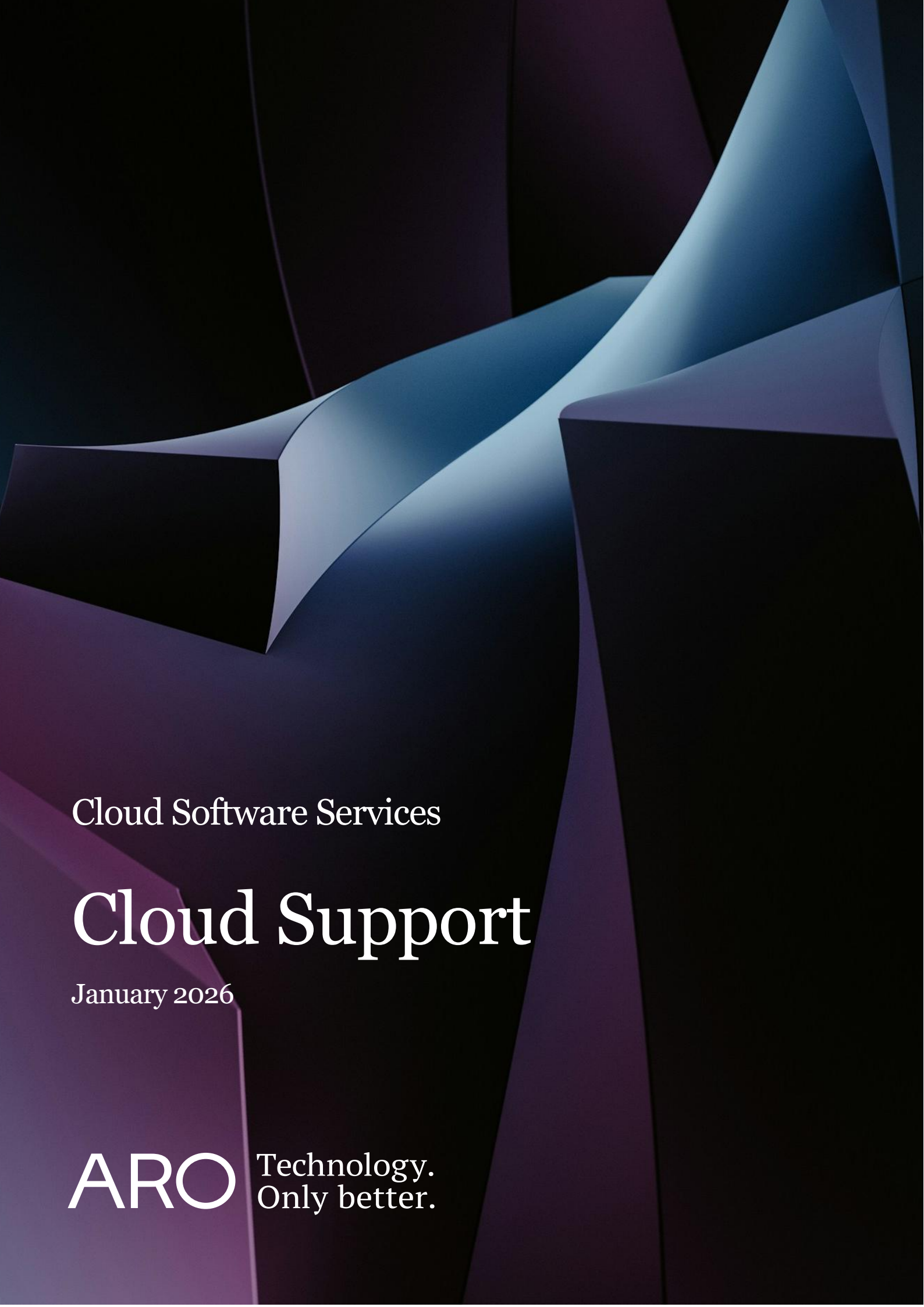




Cloud Software Services

Cloud Support

January 2026

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Only better.



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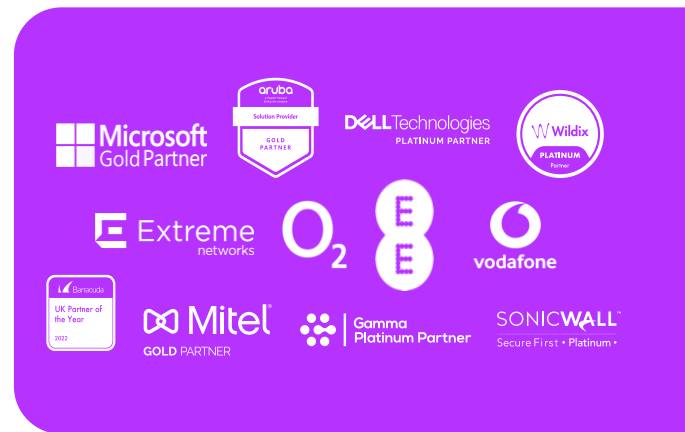
Over 25 years of experience provided through 400 engaged employees. Delivering 24/7 support through a network of 9 local offices throughout the UK.

Collaboration

Unified Communications
Contact Centre
Business Mobiles
Connectivity
SIP and Business Voice
AV and Meeting Room Solutions

Data Centre Services

Public and Private Sector
Hybrid / Private Cloud
IaaS / PaaS
Trusted Research Environment
DRaaS / BUaaS
Managed Connectivity
24/7 Operations Centre (OC)
WAN Design / Implementation



Cloud

Microsoft and Cloud Services
Hybrid Cloud Infrastructure
Next Generation Networking
Backup and Protection
Cyber Security

Sustainability

Net Zero Journey
Energy Procurement and Tenders
Energy Optimisation
Energy Compliance
Total Account Management
POD Energy and Carbon Management



Cloud Software Services
Cloud Support

20

Social Housing
organisations
supported

220

Universities,
Academies and
Schools

350

NHS establishments
from Acute hospitals
to GP surgeries

15

Regional
Councils

999

Services

Design, build and
operate command
and control networks

100

Charities across
the UK



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Join hundreds of public sector clients who trust us with their critical infrastructure. Processes and services.

Everything from providing resilient networks for 999/111 command and control centres to delivering highly secure data safe havens for the NHS. Our experience and expertise is accredited and certified to help you deliver service excellence.



The
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HEALTH &
SOCIAL CARE
NETWORK
COMPLIANT

Table of Contents

1. Expert Support	4
Standard Support.....	4
Pre-Paid Days	4
2. Case Study – Cancer Research UK	4
The Challenge	4
The Solution	4
The Outcome	5
3. Making Innovation Happen	5
4. Our Accreditations	5
5. Unrivalled Flexibility with Cloud Credits	6
What are Cloud Credits?	6
What are the benefits?	6
6. Our Secure Cloud Facility	6
7. Facility Security & Infrastructure	6
8. Connectivity Options.....	7
ARO Net	7
Internet Connectivity (as an LIR)	7
Data Centre Onsite Fibre Providers	7
9. Intelligent Data Solutions	7

1. Expert Support

In-line with our efforts to provide exceptional services to our clients, we have recently re-developed our support services. To provide transparency and flexibility, we have classified our offerings into modules.

Standard Support

This is a collection of core support elements for ARObuilt infrastructure, ensuring the smooth running of services, security, and maintenance of servers, and is recommended to all clients as standard.

- System admin
- Anti-virus
- Basic network management
- User access management
- Firewall rule changes
- Server file-level restores

Other elevated support services are available upon request to enhance existing infrastructure, such as patching, vulnerability scanning and uptime monitoring.

Pre-Paid Days

Pre-paid support days are available for purchase, allowing for organisations to obtain several days of support in advance at a discounted cost. This allows for ARO engineer support time to be used for work such as remote hands and eyes, out-of-hours DC access or ARO engineer investigation work, as well as other ad-hoc requests that typically arise.

With the time being secured in advance at a discounted rate, this is a more cost-efficient solution, as well as providing a more suitable option in a time-sensitive situation.

2. Case Study – Cancer Research UK

The Challenge

Cancer Research UK's Cancer Intelligence team regularly works with highly confidential patient-level datasets from multiple national data providers. Their existing remote-analysis environment met security requirements but lacked adequate computational performance.

The Solution

ARO deployed a TRE-based research environment providing secure storage, controlled dataset access, scalable computing resources, and the ability to whitelist research-related websites for tool expansion. The platform could scale storage and compute resources dynamically as research needs evolved.

The Outcome

The ARO TRE delivered significantly enhanced performance and stability. Analysts saw computation times for large R workloads reduce by approximately 30%, while package-installation tasks became up to 10× faster. The organisation is now expanding the TRE to support additional cancer-research projects.

“We partnered with ARO because they offered the right balance between price, technical specifications and the relevant accreditations and experience.”

Simon Parker, Data Liaison Manager, Cancer Research UK

3. Making Innovation Happen

ARO has been delivering innovative cloud solutions and services to our customers for over 10 years. We have developed a unique skillset during this time in the healthcare and health data research communities to provide our intelligent data solutions.

Originally spun out from the University of Liverpool, we have continued to build strong ties with academic institutions which is evidenced through our market- leading Trustworthy Research Environment (TRE), which we have provided for a number of top-ranked UK Universities.

Our track record for providing intelligent solutions for NHS Trusts and CCGs is also proven. Through various services ranging from M-Cloud, our specialist virtual desktop infrastructure which continues to enable staff at NHS Tavistock and Portman to work flexibly; to OpenCARE, a world-leading AI precision tool for cardiovascular care developed in partnership with Barts Health NHS Trust and University College London.

Whether we are facilitating cancer research on sensitive data sets, providing managed network solutions for NHS Trusts or collaborating to develop an AI system to predict mental health crisis, innovation is something we continue to aspire towards.

4. Our Accreditations

ARO maintains a range of certifications demonstrating its approach to data security, governance, and compliance. These align with the accreditations referenced within the existing service definition and supporting documentation.

- ISO 27001 Information Security Management System (ISMS)
- ISO/IEC 27017 Code of Practice for information security controls in cloud computing
- ISO/IEC 27018 Code of practice for protecting Personally Identifiable Information (PII) in public clouds.
- Data Security & Protection Toolkit.
- Cyber Essentials Plus.
- Data Centre Alliance Class 3 Facility.
- European Code of Conduct (EUCOC).

5. Unrivalled Flexibility with Cloud Credits

What are Cloud Credits?

Our Cloud Credit option allows organisations to purchase ARO Cloud Credits upfront, and redeem them against any ARO cloud services over a mutually defined period. This allows organisations to commit their CAPEX or budgetary spend in advance, with usage deducted from their cloud credit balance until depleted.

What are the benefits?

Any urgent IT work can be carried out instantly, without purchase orders and other delays. Cloud Credits roll over to the subsequent financial year. Organisations benefit from savings of 5% when buying Cloud Credits, compared with purchasing services on an adhoc basis. Cloud Credits can be spent on any combination of ARO G-Cloud services.

6. Our Secure Cloud Facility

ARO owns and operates a Tier 3-equivalent enterprise cloud facility (Kilby House) within Liverpool Innovation Park.

This facility underpins the ISaaS platform and provides:

- 99.9996% uptime – less than 5 minutes of downtime annually
- 24/7/365 manned UK service desk
- Diverse secure connectivity routes (HSCN, MPLS, direct cloud links)
- Rapid provisioning of software-defined services

7. Facility Security & Infrastructure

Location

The ARO data centre is situated in a purpose-built secure technology campus with perimeter fencing, controlled access and active security patrols.

Fire Suppression

FM200 gas suppression supported by early-warning VESDA detection.

Back-up Power

Dual A+B feeds protected with UPS and diesel generator resilience.

Cooling

Innovative cooling design enabling flexible rack power densities.

Rack-Level Security

All racks include individual combination locks.

Access Control

Four security layers — foyer, anti-tailgating zone, data hall entrance and locked racks.

Surveillance

Full CCTV coverage and monitored access logs.

8. Connectivity Options

ARO Net

A national-scale, resilient, high-bandwidth software-defined network service connecting to major UK peering and backbone locations.

Internet Connectivity (as an LIR)

- RIPE membership permits ARO to request IPv4/IPv6 space and AS numbers.
- Enables digital certification of IP resources.
- Supports client IP assignments.

Data Centre Onsite Fibre Providers

- Openreach
- Virgin Media Business
- Vodafone
- BSO
- LCR:Connect
- HSCN

Connectivity underpins the software-defined service layer powering ISaaS delivery.

9. Intelligent Data Solutions

ARO continues to deliver innovative cloud solutions to public and private sector customers.

Our teams specialise in:

- Software-defined cloud platforms (ISaaS)
- Virtual Client Computing (VCC)
- Managed connectivity
- Cyber security
- Trustworthy Research Environments (TRE)
- Hybrid cloud integration

We blend software innovation with high assurance to deliver a performance-led cloud experience.

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