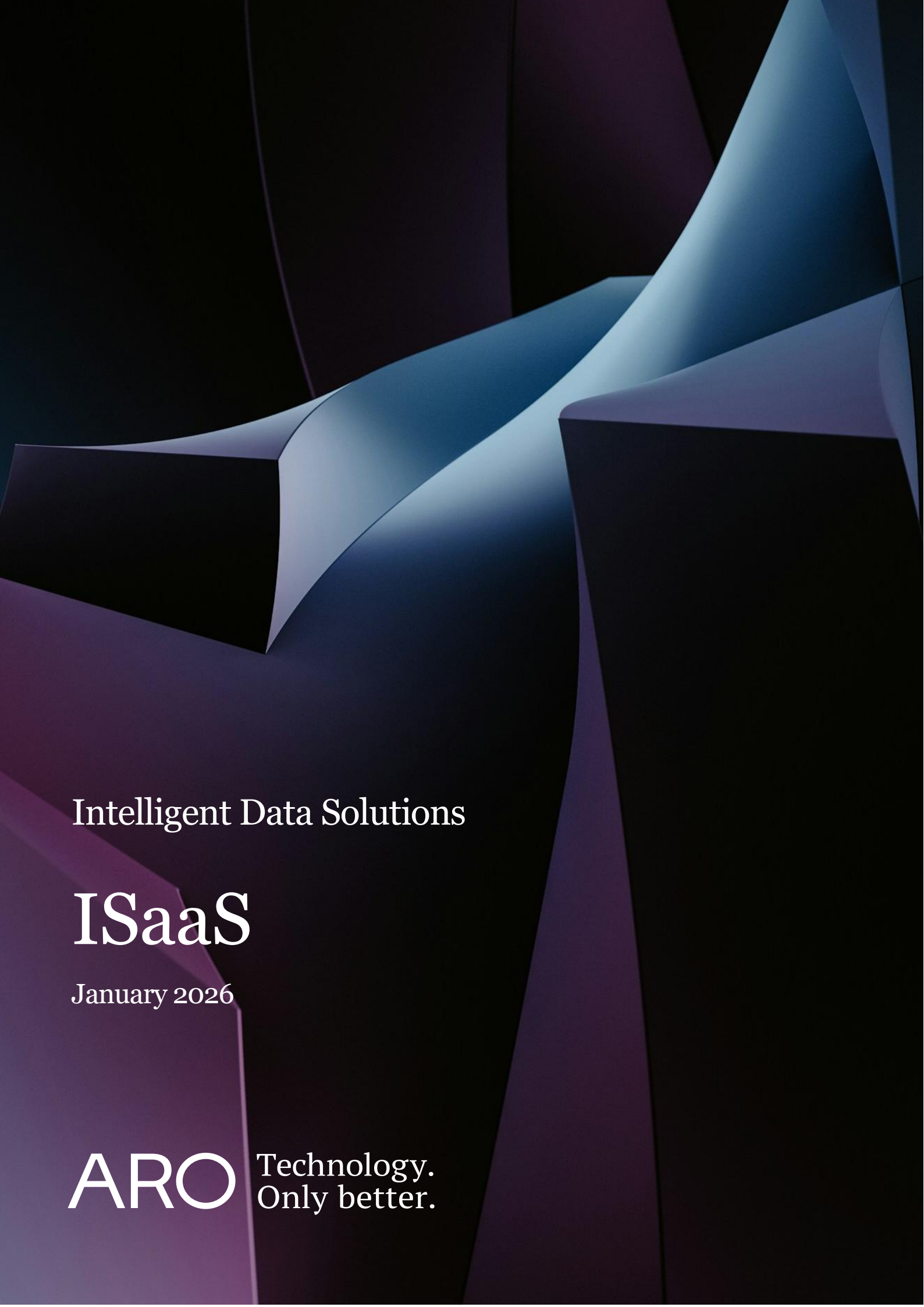




Intelligent Data Solutions

ISaaS

January 2026

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Only better.



Trusted advisors in the Private Sector

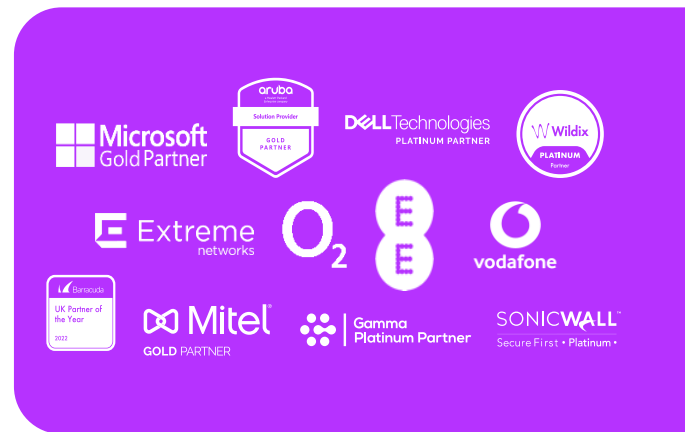
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Contact Centre
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Connectivity
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Data Centre Services

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



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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HEALTH &
SOCIAL CARE
NETWORK
COMPLIANT

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1. Services Overview

Cloud Software-Defined Service Layer

ARO software-defined ISaaS covers two cloud solutions: A-Cloud (internet-facing) and HealthCloud (HSCN-facing).

These are delivered as software-defined ISaaS services with consumption-based delivery. All services are delivered via a software-defined service layer. Customers consume capability through platform-managed software controls rather than managing underlying physical infrastructure, aligning the service with Infrastructure Software as a Service (ISaaS).

What is A-Cloud?

ARO A-Cloud is an enterprise class software-defined ISaaS virtualised platform technology, provided via the internet and/or private software-defined network service. This enables customers to consume software-defined compute service, software-defined storage service and software-defined network service and a software-defined service layer through a simple unified platform.

Cloud resources are easily controlled and managed for the rapid provision and scaling of ICT software-defined service layer with enterprise-class security and management capability.

A-Cloud offers value-add cloud services via a highly skilled support service. Our Network Operations Centre (NOC) is headed up by the Service Delivery Management Team, who can support customers when needed.

A-Cloud Summary:

- Enterprise virtualised cloud stack
- Internet-facing only
- Compute performance options
- Storage performance options:
 - Standard
 - Tiered

What is HealthCloud?

ARO is a Health Cloud provider to the NHS and has an established track record in delivering innovative and transformational IT hosting services in complex healthcare environments using a collaborative approach with both vendors and NHS Trusts.

Platform monitoring, OS partition monitoring and software-defined network service monitoring are all included as standard with software-defined virtual machine services.

We have a strong understanding of the detailed security and system requirements of the healthcare marketplace and have a professional approach to addressing these issues. With technical staff sharing over 40 years combined NHS experience, ARO understands the unique challenges faced by healthcare organisations and clinical priorities.

ARO are involved at the forefront of research and IT innovations, and actively welcome opportunities to share our knowledge and experience.

Health-Cloud Summary:

- Enterprise virtualised cloud stack
- HSCN-facing
- Governance sign-off required
- Client support via 2FA client VPN
- Storage performance options:
 - Standard
 - Tiered

2. Available Services

Windows virtual software-defined compute services are available in specifications ranging from:

- 2 CPU / 4GB RAM up to 8 CPU / 32GB RAM (100GB software-defined storage service)

Linux virtual software-defined compute services are available in specifications ranging from:

- 1 CPU / 2GB RAM up to 8 CPU / 32GB RAM (40GB software-defined storage service)

We are also able to provide bespoke configurations for virtual software-defined compute services if required.

SLA

All software-defined virtual machine services with two or more instances deployed in the same Availability Set are guaranteed to have Virtual Machine Connectivity at least 99.99% of the time.

Microsoft SPLA

ARO provides Microsoft Licensing under our Service Provider License Agreement (SPLA) for SQL Web, SQL Standard, SQL Enterprise.

Anti-Virus (AV)

Installation of AV software is the client's responsibility and is compulsory across cloud services. ARO can assist if required.

3. Functionality Breakdown

Both A-Cloud and Health Cloud have the following functionality:

- Self-Provisioning
- Managed Firewall
- Managed Backups
- Tiered Storage

- Anti-Virus
- Intrusion prevention
- Certificate and renewal
- Data or disk encryption

Additional features:

- Additional disk software-defined storage service (standard or premium)
- Microsoft licensing
- Virtual machine service backup
- RAM
- SQL licensing
- Additional VLAN (HSCN or internet-facing)
- SFTP software
- Managed support
- CPU
- 2 form factor client licence
- Cisco AnyConnect licence

4. Our Testimonials

Background

The National Institute for Health Research (NIHR) BioResource is a panel of thousands of volunteers, both with and without health problems, who are willing to be approached to participate in research studies investigating the links between genes, the environment, health and disease. NIHR were introduced to ARO in 2014. Quickly an understanding and appreciation of the expertise delivered by ARO led to a short design project which delivered a proof of concept; this work was later consolidated into the production informatics systems for the NIHR BioResource.

The Challenge

The stringent requirements for the safe, documented and verifiable handling of health data at scale exceeded the in-house resources and budget. Teaming with an external organisation was pivotal to delivering quality in the timescales available.

The Solution

ARO provided all aspects of a full service: systems design, software-defined service layer design, IG audit & accreditation, hardware/software provision, production services and dev ops.

The Outcome

We are now in the third generation of systems. In each generation, the unit spend has reduced although the volume, performance and capacity increases has resulted in near 'level' annual payments. Working with ARO increased our effective 'heft' in dealing with the resource-sapping challenges.

"The most impressive aspect of working with ARO is the team approach and their ability to

‘fill any gaps’ in the team needs, this is of critical expertise for research work.”
Roger James, NIHR Research Collaboration IT Director

5. 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 My Heart Passport, improving the quality of care and safety for patients with heart devices by providing them with a convenient and secure way to access and share their heart health and device information, in partnership with Barts Health NHS Trust.

Whether facilitating cancer research on sensitive datasets, providing managed software-defined network service solutions for NHS Trusts or collaborating to develop AI systems to predict mental health crisis, innovation remains central to our purpose.

6. Governance and Accreditations

- 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):

7. 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 fits the ISaaS model by allowing consumption of software-delivered cloud capabilities using pre-purchased credit.

Benefits:

- Urgent IT work can be carried out immediately without purchase order delays.

- Cloud credits roll into the next financial year.
- Organisations benefit from around 5% savings compared with ad-hoc purchasing.
- Credits can be used across any ARO G-Cloud service, including ISaaS and Virtual Client Computing.

8. Expert Support

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

Standard Support

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

- System administration
- Anti-virus (core software configuration)
- Basic software-defined network service management
- User access management
- Firewall rule changes
- Server file-level restores

Premium Support (Advanced Software Platform Services)

- Patching & software lifecycle maintenance
- Vulnerability scanning
- Uptime monitoring
- Additional managed services

Pre-Paid Days

Available in blocks of 8 hours, used for project, configuration or advanced platform work not included in standard support. More cost-effective than ad-hoc professional services days.

9. 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

10. 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.

11. 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.

12. 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

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