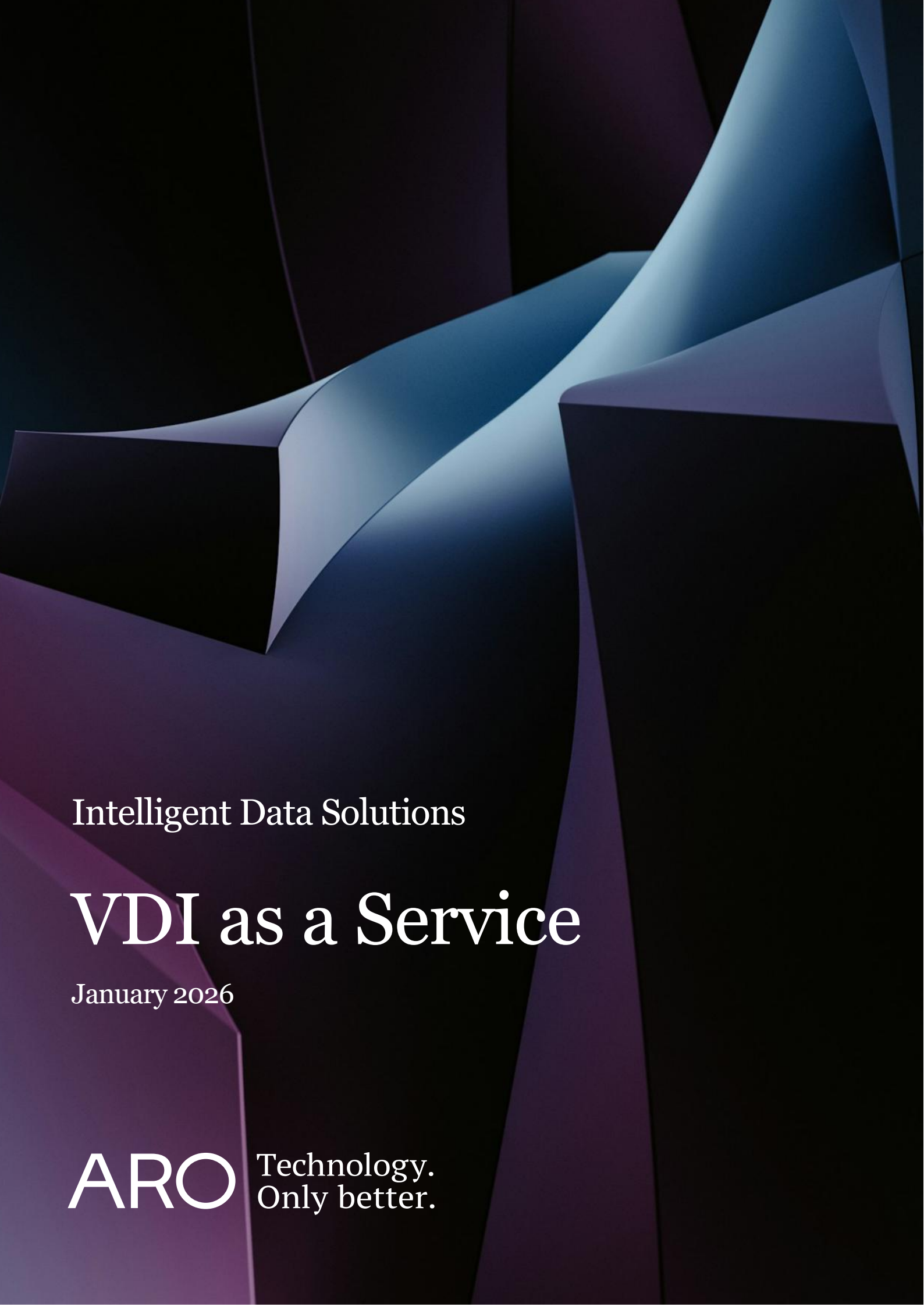




Intelligent Data Solutions

VDI as a Service

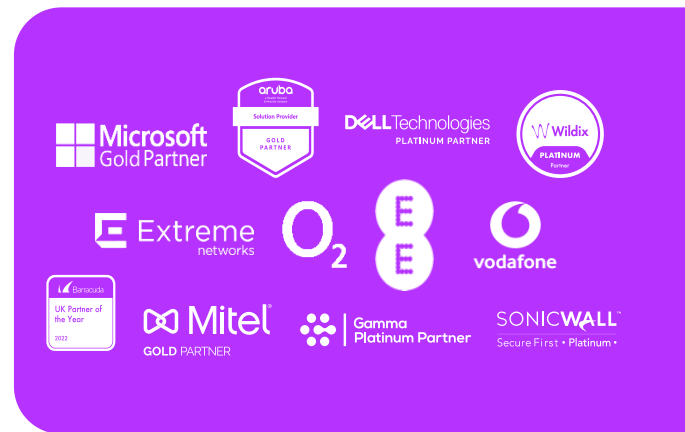
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20

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350

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1. Services Overview

ARO M-Cloud is a secure, software-delivered virtual compute service provided as Infrastructure Software as a Service (iSaaS). The service enables organisations to centrally provision, manage, and govern access to virtual compute sessions via a software-defined control plane, without procuring or managing underlying infrastructure.

M-Cloud is designed to support public-sector and NHS workloads requiring secure, identity-driven access to centrally managed compute environments for clinical, academic, and administrative use.

All underlying infrastructure components are fully abstracted from the customer and are operated solely to enable delivery of the software service.

Secure VDI Designed for NHS

ARO M-Cloud is a secure, software-delivered virtual compute service provided as Infrastructure Software as a Service (iSaaS). The service enables organisations to centrally provision, manage, and govern access to virtual compute sessions via a software-defined control plane, without procuring or managing underlying infrastructure.

M-Cloud is designed to support public-sector and NHS workloads requiring secure, identity-driven access to centrally managed compute environments for clinical, academic, and administrative use, hosted in an ISO27001, 2717,2718, ISO 9001, Cyber Essentials Plus and NHS DSP Toolkit Standards Exceeding environment.

All underlying infrastructure components are fully abstracted from the customer and are operated solely to enable delivery of the software service.

Why M-Cloud?

M-Cloud is a cloud-based virtual desktop service that scales in line with organisational requirements. As a consumption-based service, customers only pay for the software-enabled virtual desktop sessions they use rather than maintaining fixed infrastructure. The service supports:

M-Cloud is a cloud-based virtual compute software service that scales in line with organisational requirements. As a consumption-based iSaaS offering, customers pay only for the virtual compute sessions consumed rather than maintaining fixed infrastructure capacity. The service supports:

- Secure access from corporate and personal devices
- Consumption-based, software-defined virtual compute sessions
- Integration with customer identity services and domains
- NHS-aligned workloads and configurations
- Access via client software or HTML5 browser
- High-availability, resilient platform design

M-Cloud enables organisations to maintain control and governance while reducing the operational overhead traditionally associated with infrastructure-based solutions.

2. Technical Overview

M-Cloud is designed to address operational and user-access challenges for both end users and IT teams through a software-defined management layer.

Administrators manage and provision virtual compute environments through existing identity and access toolsets, including integration with Active Directory and single sign-on (SSO) services. Application authentication remains governed by customer policies.

All communications between users and the M-Cloud platform are encrypted end-to-end. Customer data remains governed by the customer at all times.

Onboarding includes requirement-capture sessions and user-acceptance testing (UAT) to ensure the service aligns with organisational workflows and security requirements.

A secure software gateway enforces multi-factor authentication and identity linking for NHS-based applications. The service is accessible from Windows, macOS, Linux, and tablet devices (iOS and Android). The service is accessible from Windows, macOS, Linux and tablet devices (iOS and Android).

3. Our Testimonials

Background

Tavistock and Portman NHS Foundation Trust operates as both a mental health organisation and a university, requiring clinical system access for honorary staff and students. Prior to the pandemic, students typically relied on shared on-site machines.

The Challenge

When COVID-19 began, remote clinical sessions became the norm, and the Trust urgently required a secure way to provide external access to internal systems.

Having a long relationship with ARO, the Trust engaged M-Cloud to rapidly deliver a suitable solution.

The Solution

ARO developed a tailored M-Cloud configuration consisting of a mixture of persistent and non-persistent virtual desktops, accessible via a branded login portal and domain. Students received training workshops and a Trust-specific tutorial to support onboarding.

Initially delivering 50 virtual desktops, the Trust later expanded to 500 as usage grew.

“ARO reacted so swiftly to help us for an unplanned request, at such short notice. It shows they are a company who care and are genuinely supportive of organisations like us.”

Muhammad Akram, Assistant Director of IM&T

4. Making Innovation Happen

ARO has delivered intelligent cloud and data solutions for more than a decade, with deep expertise in healthcare and health-data research environments.

Originating from the University of Liverpool, ARO continues to collaborate with academic institutions and NHS Trusts to deliver secure, compliant, and scalable software-delivered services aligned with public-sector needs.

5. Accreditations and Certifications

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.

6. European Code of Conduct (EUCOC). Cloud Credits

Cloud credits allow organisations to pre-purchase ARO cloud service consumption and redeem it across any combination of ARO cloud services during an agreed term. This allows organisations to commit budget in advance while maintaining flexibility.

Benefits include:

- Rapid commissioning of services without procurement delays
- Roll-over of unused credits to the next financial year
- 5% savings versus ad-hoc purchasing
- Usable against any ARO G-Cloud service

7. Support Services

Support services are structured into Standard and Premium options, providing assistance with operation of the M-Cloud software platform.

Standard support includes:

- Platform administration
- User access management

- Software-defined security policy updates
- Platform-level recovery and restore assistance

Premium support includes:

- Platform patching and updates
- Vulnerability assessment support
- Service availability monitoring
- Advanced engineering assistance

Pre-paid support days provide access to out-of-scope activities related to the operation and optimisation of the software service.

8. Secure Cloud Delivery Platform

M-Cloud is delivered as Infrastructure Software as a Service (iSaaS). Customers consume a software-defined virtual compute access platform without procuring, managing, or operating underlying infrastructure components.

All physical infrastructure, compute capacity, storage, networking, and facilities are fully abstracted from the customer and operated solely to support delivery of the M-Cloud software service. The platform is designed to provide high availability, resilience, and continuity of service while maintaining clear separation of customer environments and administrative responsibilities.

9. Connectivity and Access

M-Cloud enables secure access to centrally managed virtual compute environments through encrypted, software-defined connectivity mechanisms.

Users access authorised compute sessions via client software or browser-based interfaces, with access policies enforced at the service layer.

Customers are not required to manage network infrastructure, carriers, or access gateways. All connectivity components are operated as part of the underlying platform to enable delivery of the M-Cloud software service.

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