

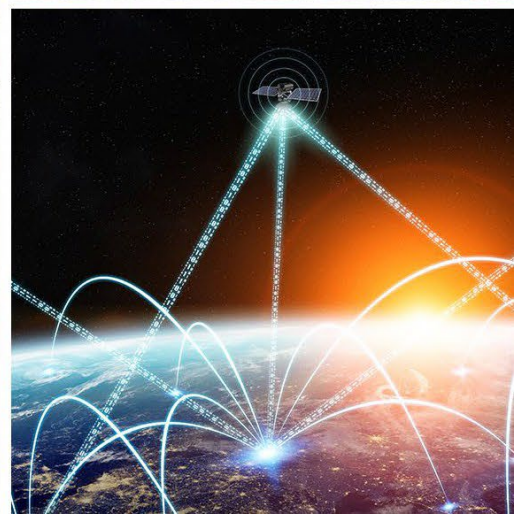
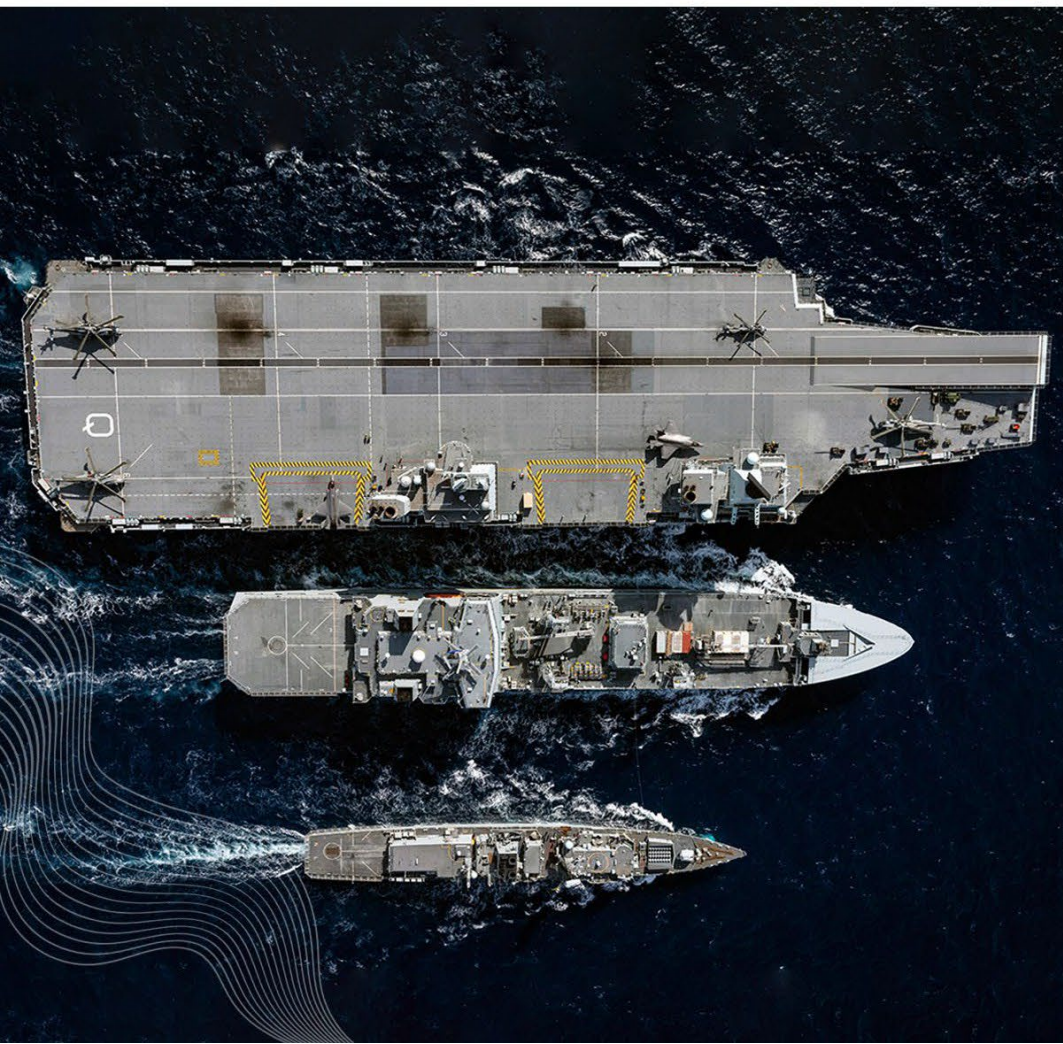
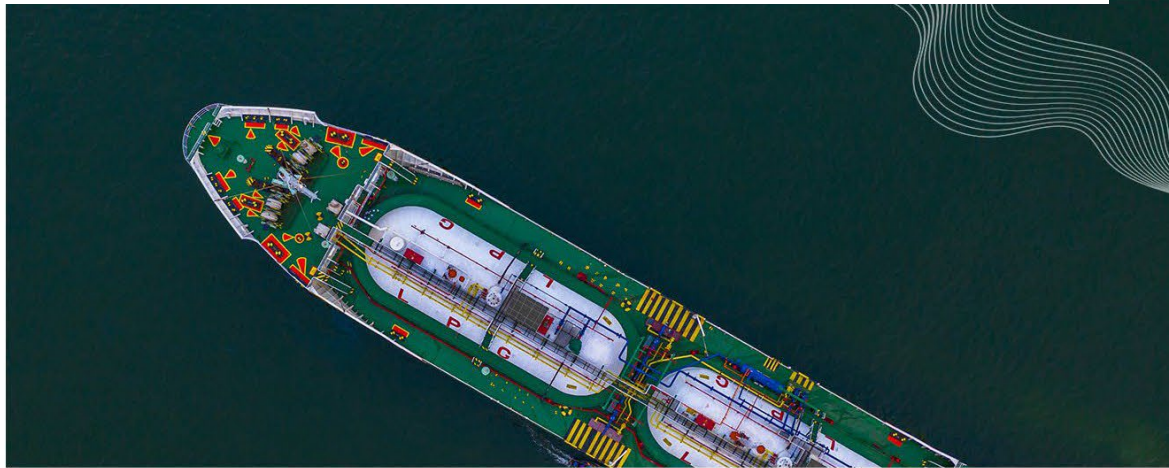
NSSLGlobal

ON LAND ■ ONBOARD ■ ONLINE



Crown
Commercial
Service

Service Definition Document for G-Cloud 15 RM1557.15 Lot 3 Cloud Support ISP Welfare Support Services



Service Definition Document for G-Cloud 15 – RM1557.15 - Lot 3 Cloud Support ISP Welfare Support Services

What are NSSLGlobal ISP & Welfare Support Services?

The NSSLGlobal ISP & Welfare Support Services are a mechanism for which NSSLGlobal's existing gateways can be utilised by government customers. NSSLGlobal's gateway allows cloud access (from all cloud based services) as required.

The Service Features include:

- Internet Service Provider Support
- Welfare Services for the Maritime and Military Sector
- Network Routing for Maritime, Land and Air Cloud Services
- Deployed Maritime Solutions and Connectivity Services
- Online Portal for Usage Monitoring and reporting
- Robust and Secure Gateway access
- Bearer and Service Connectivity
- Requirement Capture and Assistance
- LTE Bearer and Services

The Service Benefits include:

- Internet Service Provider Support to allow for connectivity and optimisation of cloud applications
- Deployable Welfare Support and Reach-back for the Maritime / Military
- Network Routing for Cloud Services
- Security Cleared Personnel (SC & DV)
- UK/Overseas coverage – CONDO Technical Experts
- 24/7/365 UK Support
- Bearer and Cloud Service Connectivity

Our Experience:

NSSLGlobal has worked with a range of MoD and Government Departments for nearly 50 years, providing subject matter expertise and developing innovative secure solutions. We have significant experience in the organisation and technical challenges faced in particular by vessels and remote locations where connectivity is challenging, communications are often limited in bandwidth and optimisation of the onboard/onsite bearers is critical in order to ensure that customer cloud applications work quickly and cost effectively.

Service Management:

NSSLGlobal's **first and foremost** commitment to our customers is our first class 24/7/365 technical support.

NSSLGlobal is ISO9001:2015 certified and actively follows Quality Assurance (QA) procedures to ensure the highest quality management standards are achieved and maintained. We provide a three tier support structure and have 24 x 7 x 365 Technical Service Centres including dual Network Operation Centres (NOC) for full redundancy.

General Enquiries:

Telephone: +44 (0) 1737 648 800
Email: enquiries@nsslglobal.com
VAT No.: GB 725 1519 48
Company Registration: 3879526 England

Support Desk:

Telephone: +44 (0) 1737 648 800
Email: support@nsslglobal.com
Web: www.nsslglobal.com

Operating our support centres are skilled and highly trained staff that analyse technical network issues, produce reports, conduct line-ups, upgrades and additional hub and gateway changes.

A dedicated Service Manager will be allocated to the customer to oversee the day-to-day running of the account throughout the duration of the contract and will manage any commercial requirements for this contract, as well as provide advice in order to ensure costs are kept to a minimum.

The customer will also have access to an on-line portal called INSIGHT, which will allow the customer to monitor usage and produce reports accordingly.

Ordering and Invoice Process:

NSSLGlobal have a simple, yet robust and consistent process in place which will be communicated with the customer upon award of contract. The main points of the process are:

- Requirements will be discussed and assessed including required package, location, and required in-service dates
- Our Logistics and Service teams will set this requirement up on our systems and an internal order will be raised
- Gateway and Network configuration for the required Cloud routing will be performed and the SIM card will be sent to the customer and/or installed by our engineers into the customer's onboard/onsite systems
- Our online INSIGHT portal will provide customer live usage information and/or management reports
- The customer will receive an electronic invoice on a monthly basis

Benefits of an NSSLGlobal Solution:

- Independence - Truly independent advisors with no affiliation to product or software suppliers
- Breadth - Delivering support to Maritime, Air and Land Frontline Commands
- Operational Knowledge - Extensive MoD fixed/deployable CIS and C4ISTAR experience
- Requirements Based - Can develop systems IAW Information Exchange Requirements (IER)
- Worldwide - UK/overseas coverage – technical experts and CONDO accredited
- Flexible - Independent Information Security advice using its own team of Security and Safety Assurance Managers
- Comprehensive - Information Security, IA, IT Health Checks and testing services
- Experienced - 40 years' experience handling sensitive data in MOD/OGD
- Partnership - Collaborative relationship approach

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