

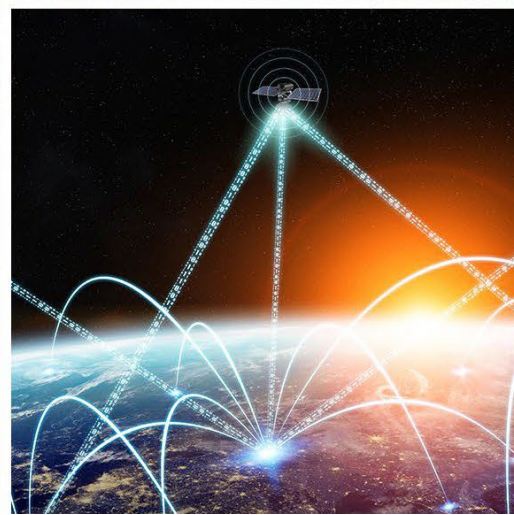
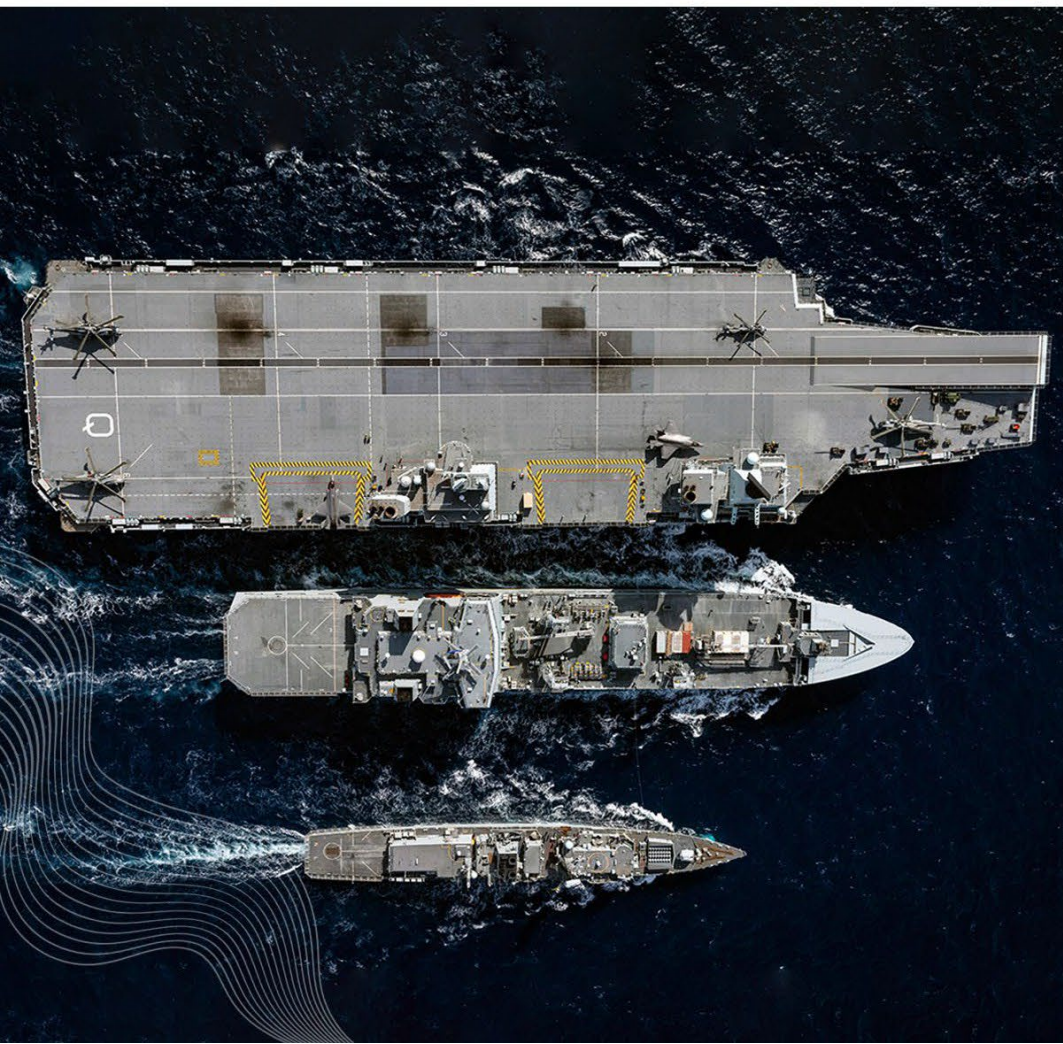
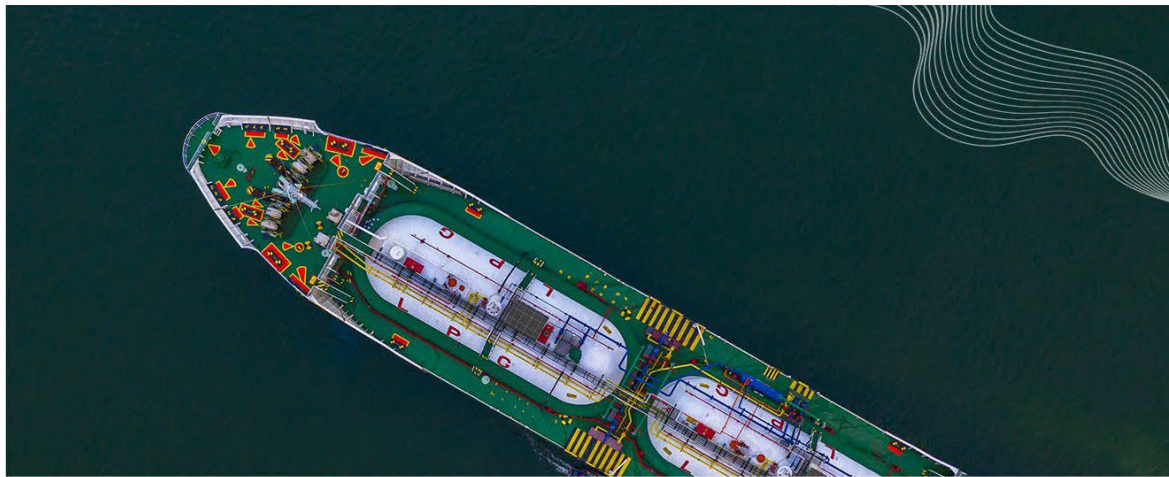
NSSLGlobal

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Crown
Commercial
Service

Service Definition Document for G-Cloud 15 RM1557.15 Lot 3 Cloud Support Fixed Site Support Services



Service Definition Document for G-Cloud 15 – RM1557.15 - Lot 3 Cloud Support Fixed Site Support Services

What are NSSLGlobal Fixed Site Support Services?

NSSLGlobal is able to offer specialist fixed site fibre support to MoD and Government sites to enable and facilitate cloud applications. This also includes providing support to dedicated cloud on premises gateway facilities for both operational and welfare requirements. NSSLGlobal will work with the Customer to develop requirements, manage end-to-end and to ensure work is delivered as requested.

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 work with UK Government / Defence and Private Sector customers on CIS/C4ISTAR/C4ISR and deliver cloud support services CONEMPS, CONOPS, Concepts, Doctrine and deliver Information Management, ICT/CIS Infrastructure, communications and software solutions via remote Helpdesk, Service desk and Technical Guidance and Support (1st / 2nd / 3rd line) to Maritime, Air and Land environments.

The Service Features include:

- Enabling customers to procure easy-to-use secure cloud support solutions for current and future CIS that includes Maritime platforms in Fixed Site locations (UK and overseas dockyards) and transitioning to fixed fibre data bearers to enable private and public cloud services for both operational and welfare requirements.
- Installation and support of dedicated on premises cloud gateways in MoD locations for the provision of welfare and operational requirements.
- Enabling, configuring and optimising Maritime and Military cloud support services.
- Installation, testing and configuration support for dockyards and other fixed site locations.
- Safety and security assurance.
- Network Routing for Maritime, Land and Air Cloud Services.
- Fibre network management across sites.
- Requirement Capture and Assistance
- Cloud support for High Grade Military messaging and Communication and Information security.
- Engineering, helpdesk and 24/ 7 technical support.

The Service Benefits include:

- JSP453 (formally JSP604) regulation expertise and SCIDA qualified engineers
- Complete Project – Installation design through to installation delivery
- 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

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

What we do:

We provide expertise and configuration support to ensure secure efficient connectivity for customers private and public cloud applications. This can cover, as required, the requirement capture, scoping, technical guidance, set-up, installation, migration, integration, testing and configuration support in order to optimise customer's Cloud application over small and large data bearers. We can also provide service assurance consultants in both the safety and security environment.

All our engineers are security cleared personnel and for our government customers we also provide a 24/7/365 technical support, vessel and onsite engineering support as well as train the trainer and user courses.

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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