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Trust Cloud Support Services

Lot3

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Executive Summary

The following document outlines the additional “Trust Cloud Support Services” that can be consumed by a customer of the Trust Cloud platform. The platform is provided with a base and mandatory service (defined as a ‘Bronze Service Level’) but Trust recognises that not all customers have the same requirements, and endeavour to provide flexible options for customers in a consumable, catalogue format.

The Infrastructure as a Service offers customers the options to utilise one of three catalogue hyper-converged platforms, and a base service, with a top up of the following (described) catalogue items.

The Trust Cloud Managed Services are available to provide:

1. Professional Services for Planning, Set-up & Migration and Support as professional services
2. Packaged Enhanced Silver and Gold Managed Services which include (for example) bundle of Virtual Machine (VM) Operating System (OS) management, or Antivirus provision and management
3. Additional Managed service options, where Trust will manage the elements of that service, including the technology and the operation of it, for example Managed Antivirus or Operating System

Introduction

As a proven digital systems integrator delivering managed services to Enterprise class businesses Trust Systems offer whole lifecycle solutions, including in-house consultancy, design, implementation and support services.

Based upon our true Hybrid Multi-Cloud solution we are providing a pathway to public cloud with the proven experience to help buyers migrate to the cloud or between clouds. We utilise AWS, Google & Microsoft Hyperscale cloud environments thereby enabling buyers to Burst into any public cloud provider or multi-Cloud as appropriate. Furthermore, we can rapidly implement BCDR, DC-Migration, with elastic capacity from any public cloud provider.

The Trust Cloud Service is an Infrastructure as a Service (IaaS) offering. It uses dedicated, per customer Hyperconverged Platform and a shared Edge Landing, intermediate/Core LAN

network and dedicated perimeter security Firewall technologies. Additional options for specific features can be included on a case-by-case basis.

Trust Cloud as an operating model not a location. We provide a stepping stone on the journey to Cloud with the flexibility to deliver true segmentation with external and internal network capability. We will help you meet your cost, digital transformation and sustainability goals.

Trust Cloud Support Services

Trust Cloud Planning - provides a pathway to public cloud with the proven experience to help buyers migrate to the cloud or between clouds. Our experienced engineers and consultants will audit, define, review, consolidate and recommend optimal migration plans with and on your behalf.

Trust Cloud Migration - provides a key stepping stone on the journey towards Cloud enabling digital transformation and sustainability goals. It encompasses a wide range of activities and processes that transition IT infrastructures smoothly and with minimal disruption to business operations delivering robust lifecycle solutions, consultancy, planning, design, implementation and support services.

Trust Cloud Support - Trust Cloud is an Infrastructure as a Service (IaaS) to clients, using (dedicated, per customer) Hyper-Converged, (shared) Edge Landing, intermediate/Core LAN (network) and (dedicated) perimeter security Firewall technologies. Additional options are included for specific features on a case-by-case basis. Using the mandatory Bronze Managed service Trust manage all underlying components and configuration: Enhanced Managed Services for Silver, or Gold levels are available and include the optional services such as BaaS and DRaaS, Managed Antivirus, Operating System and BCDR management.

Essential Considerations:

A central issue for clients is how to efficiently migrate their infrastructure (Physical Migration) or their applications and data (Logical Migration), especially when moving away from on-premises hosting installations can be disruptive and costly, often offsetting potential savings. Trust Systems delivers migration services for Physical, Logical or Hybrid Multi Cloud infrastructure solutions — space, racks, power, security, cabling, and connectivity. In addition, Trust Systems are frequently asked to deliver migration-related services including site audits, cable tracing, lift & shift support, project planning, rack and stack, patching, and more. Our experienced teams lead these projects to ensure smooth migrations, leveraging our knowledge to resolve common obstacles.

1. Business Continuity

Migration services ensure that critical business operations continue without disruption during the transition. A well-planned and executed migration minimizes downtime and maintains productivity.

2. Enhanced Performance

Migrating to new and advanced infrastructure can improve the performance and efficiency of IT systems. Newer hardware, software, and cloud platforms offer better capabilities, leading to improved overall performance.

3. Cost Savings

Efficient migration can result in significant cost savings. By moving to more cost-effective infrastructure, such as cloud services, organizations can reduce capital expenditures on hardware and maintenance.

4. Scalability

Migration services enable organizations to scale their IT resources according to their needs. Cloud platforms, in particular, offer scalable solutions that can grow with the business, ensuring optimal resource utilization.

5. Security and Compliance

Migration services ensure that data and applications are transferred securely, maintaining compliance with regulatory requirements. Secure migration practices prevent data breaches and protect sensitive information.

Challenges in Migration:

While migration services offer numerous benefits, they also come with challenges that need to be addressed. A central issue for clients is how to efficiently migrate their infrastructure (Physical Migration) or their applications and data (Logical Migration), especially when moving away from on-premises hosting installations can be disruptive and costly, often offsetting potential savings. The following are key examples:

1. Data Integrity

Ensuring data integrity during migration is crucial. Any data loss or corruption can have significant repercussions on business operations.

2. Downtime

Minimizing downtime during migration is essential to maintain productivity. Proper planning and execution can help reduce the impact of downtime on the organization.

3. Compatibility

Compatibility issues can arise when migrating applications and data between different environments. Ensuring that all systems are compatible is necessary for a smooth transition.

4. Security

Migrating data and applications involves security risks. It's important to implement robust security measures to protect data during the migration process.

Best Practices for Successful Migration:

As clients transition from on-premises hosting or data migration to Hybrid Multi Cloud Managed Services solutions, there's a requirement for enabling services that support every aspect of the

migration. The methodology applied has key stages with multiple sub sections the principle is as follows:

1. Comprehensive Planning

A detailed migration plan is essential. This plan should include timelines, resource allocation, risk assessment, and contingency measures.

2. Testing

Thorough testing is crucial to identify and address any potential issues before the actual migration. This can involve testing data integrity, application functionality, and system performance.

3. Backup and Recovery

Having a robust backup and recovery plan in place ensures that data can be restored in case of any issues during migration. Regular backups minimize the risk of data loss.

4. Stakeholder Communication

Effective communication with all stakeholders, including employees, customers, and partners, is vital to ensure everyone is informed and prepared for the migration.

5. Leveraging Expertise

Partnering with experienced migration service provider can help organizations navigate the complexities of migration. Trust Systems offer specialized knowledge and tools to ensure a smooth transition.

Service Categories

Trust Cloud Planning (Lot 3)

Trust Cloud is an open Hybrid Multi-Cloud Platform that provides the system integration and managed services to deliver a secure, government certified and sustainable solution from the data centre locations to the solutions architecture fabric.

Full Technical Design, Requirements Capture, Project Definition, Options and Additional Requirements to assist Cloud appropriate services through DevOps Maturity Assessment, Cloud Readiness Assessment and defining the fundamentals of what are the Customers service outcomes that implementing cloud hosting will address.

Data migration via tried and tested Nutanix services and Customer onboarding and support, with customer Professional Services ensuring Enterprise Scale, 24/7/365 service with optional extras offering a holistic service including ITIL function.

Key Deliverables:

- Cloud Migration Planning
- Capability analysis
- Enterprise architecture

- Cloud gap assessment
- Architecture options analysis
- Delivery Road-mapping

Service features:

- Requirements Capture
- Cloud Migration Planning
- DevOps Maturity Assessment
- Cloud gap assessment
- Architecture options analysis
- Solution optimisation and consolidation
- Delivery Road-mapping
- Full Technical Design
- Technical Project Management
- Program Delivery Management

Service benefits:

- Data migration via tried and tested services.
- Defining the fundamentals of what are the Customers service outcomes.
- Customer onboarding and support
- Government certified and sustainable solution from the data centre locations.
- Options and Additional Requirements to assist Cloud appropriate services
- Delivered by experienced in-house consultants, engineers and project managers.
- Outcome focussed delivering a considered roadmap for flexibility and resilience

Trust Cloud Migration: (Lot 3)

The Trust Cloud Service is an Infrastructure as a Service (IaaS) offering that requires customer onboarding known as set-up or migration. There are many obstacles to move existing IT infrastructures into a new data centre. How to transition is a major obstacle and customers require a turnkey service as an enabler to simplify migration projects. Plan, Discovery, Design, Build, Test, Migrate & Handover are key steps and are incumbent within Trust Cloud Support Services. There is a fundamental requirement for enabling services, additional work packages that collectively enable customers to migrate or transition from their current hosting environment into Trust Cloud.

Trust Cloud Migration Services undertakes physical site audits, logical discovery audits, cable tracing, lift & shift support, rack, stack and patching project planning etc. for IT

infrastructures being deployed into Trust Cloud. A migration project greatly assists customers because there are many obstacles to move into a new data centre or cloud service that can be seamlessly removed through our understanding and experience. Based upon our true Hybrid Multi-Cloud solution we are providing a pathway to public cloud with the proven experience to help customers migrate to the cloud or between clouds.

Key Deliverables:

- Data auditing and organising
- Data/information structure design
- Engagement and communication planning
- Project management and governance
- Service optimisation/right sizing
- Mobilisation coordination

Service features:

- Accountable Program Coordination and Project Management
- Hardware Decommissioning, IT buy-back, Secure Transportation & Storage.
- Hardware Power Down, Lift & Shift, Rack & Stack, Patching.
- Physical and Logical 'Swing Space'.
- Network Testing, Hardware Resuscitation, Rollback & Handover Options.
- Dilapidations services and licensed recycling.
- Cloud migration requirements
- Workload Migration requirements
- Application Migration requirements
- Data Migration requirements

Service benefits

- Effective communication with stakeholders ensuring everyone is prepared.
- Transitioning services smoothly and with minimal disruption to business operations.
- Information moved securely and accurately without data loss or corruption.
- Business Continuity ensure that critical business operations continue without disruption.
- Testing to identify and address potential issues before the migration.
- Ensuring data and applications maintain compliance with regulatory requirements.
- Secure migration practices prevent data breaches and protect sensitive information.
- Minimising downtime during migration is essential to maintain productivity.
- Backup and recovery plans ensure data is restored during migration.
- Specific features can be included on a case-by-case basis.

Trust Cloud Support: (Lot 3)

Trust Systems provides a Trust Cloud Bronze Monitoring and Reporting Managed Service. This includes Service Desk ticketing and email support providing 30-minute initial response, resolution target is subject to incident severity grading.

Service desk email and ticketing support to 24x7x365 (subject to agreed service level) with no change in response time outside of normal business hours.

A web interface is available to customers to raise, view and manage current and historic incidents and changes. 24/7/365 Phone support.

The holistic service is comprised of the following key elements:

- Platform = The productised offering, including all sub-elements/components required for delivery
 - Managed Services = The specific managed service element of the platform, sized based on a single theoretical workload
 - Technical Solution = The technical elements of the platform that directly comprise the customer systems access:
 - Hyper-Converged infrastructure – Dedicated Hyper-Converged, with customers choosing from one of three base levels
 - Secure Datacentre Hosting - all managed in Crown Hosting facilities
 - Network Infrastructure – Shared switch Platform (VRF/VXLAN)
 - Firewall infrastructure – Virtual, single firewall, Edge based landing (flexible for MPLS, SD-WAN, IPsec VPN or DCI connectivity from customer) on shared hardware solution
 - Management Platform = The Management platform that supports the service for Trust to be able to operate
 - Management Compute and Platform
 - Management Network and Firewall
 - Management Network and Firewall

Services Summary

The managed services build on top of existing “Trust Cloud” Infrastructure as a Service (IAAS) offering to clients, and the Bronze (base Managed and included with it). See “Trust Cloud Hosting Service definition”.

Silver or Gold levels, each with options delivered by either Trust or trusted third-party providers. These include the optional services such as Backup as a Service (BaaS).

Features included in the Service	BRONZE	SILVER	GOLD
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(Included in Trust Cloud)

IaaS platform Hosting, WAN Management	✓	✓	✓
IAAS platform Reporting	✓	✓	✓
IAAS platform Monitoring	✓	✓	✓
IAAS platform Service Mgmt	✓	✓	✓
IAAS platform Service Desk	✓	✓	✓
IAAS platform Back end infra Mgmt	✓	✓	✓
IAAS platform Firmware Mgmt	✓	✓	✓
IAAS platform Break Fix Mgmt	✓	✓	✓
Virtual Firewall Mgmt	✓	✓	✓
VM OS Mgmt & AV	✗	✓ For 25 VMs	✓ For 50 VMs
Backup - On box Snapshot	✓	✓	✓
SIEM MDR (Managed Detect and response)	✗	✗	O
Vulnerability Scan	✗	✗	✓
Encryption (Software)	✓	✓	✓
BAAS - Backup – Off host (HYCU)	✗	O	O
DRAAS – DR as a Service	✗	✗	O
Web site publishing and load balancing	✗	O	O
Web Application Firewalls - Security	✗	O	O

O=Option

Management Platform

The Management Platform is comprised of the following elements/services, which although largely are transparent to the end customer, are key for platform operations.

Design Element	Consideration/Design Detail	Additional notes
Separate Platform for Hyper-Converged	Based on Nutanix AHV with secure FortiGate firewall and Mellanox switch implementation	
Management Active Directory	Secured by GPO to NIST/DoD selected standards, based on Windows 2022. Domain	Will undergo Cyber Essentials + and accredited third-party penetration testing (bi-annual) using

	controllers have no internet access except for items like NTP, and firewall policy managed	NESSA or similar ISA toolsets
Windows Update services	Dedicated and allowed internet access for updates	All systems will be Windows based except for specific functions such as Load Balancer, updates occur automatically with approval by managed services team
Native PKI platform based on Windows	No internet access, providing internal PKI SSL requirements	
External PKI provider for web services	Provided by TBC, for customer facing SSP provision	
Windows NPS Servers	Provide RADIUS for LDAP based authentication of management platform	
Load Balancer for SSP	Kemp based virtual load balancer	Publishes SSP portal
Auditing and security	Managed Defence Response (MDR) and SIEM provided by Alert Logic for management platform	Additional penetration testing scheduled bi-annually
Windows RDS platform for service desk management	Provided with Duo 2FA integrating into management AD	Audited via MDR service

Additional/Optional Services

As with all service providers, the product does offer additional subset of services to assist customers in their operations.

Mandatory Services

- Platform Technical overview - Technical documentation pack, welcome pack, and 3-hour familiarisation training (remote) – Provided in Bronze service

Key Deliverables:

- Managed Private Cloud
- Managed Private IaaS
- Application management
- Managed Hybrid Cloud
- Managed Hybrid IaaS

Service features:

- Dedicated Hyper-Converged infrastructure, customers choosing from three base levels
- Crown Hosting UK Location assuring Secure Government Security Classifications standards
- 24/7/365 UK based support provided by Trust Service Desk team
- Network Infrastructure – Shared switch Platform (VRF/VXLAN)
- Virtual firewall, Edge based MPLS, SDWAN, IPsec VPN, DCI connectivity
- Dedicated environment is not multi-tenanted
- The productised offering, including all sub-elements/components required for delivery
- Trust to support operate Management Compute, Platform, Network and Firewall
- Self Service Portal provides pre-configured automated API deployment scripts
- Self Service for management, ISO templates and Performance data

Service benefits:

- Nutanix Acropolis Hypervisor (AVH) and Self-Service Portal (SSP) included
- Dedicated environment not multi-tenanted
- Bronze support Monitoring, Reporting, Service Desk included, Silver/Gold options.
- Crown Hosting UK Location Secure Government Security Classifications standards
- Nutanix default security baselining (with auto-remediation)
- Nutanix Security Technical Implementation Guide (STIG) included in platform operations
- Self Service Portal provided by Nutanix Prism Central and CALM
- Manage virtual machines as per traditional management portal management
- Create VM's with predefined configurations and settings
- View performance data for customer system (CPU, RAM etc)

Service constraints:

Trust Cloud provides fixed size dedicated Hyper Converged Infrastructure environments for client workloads reference Trust Cloud Hosting service description.

Customers to provide and perform:

- VM OS update toolsets
- VM OS update management
- Bring Your Own Licencing (BYOL) VMware licenses are required; the customer must provide Trust access to the appropriate licensing portals to obtain patches
- Where BYOL has been provisioned for Windows or Linux services, the customer is responsible for VM OS support.
- Planned Maintenance to be advised as in the Service T&Cs
- SSP is limited in relation to the underlying infrastructure provisioned on the nodes of the cluster

User support

The following describes the managed service provision for the platform.

Bronze Service

Base provision with all service levels (Mandatory service – all others built on this template):

- Managed Infrastructure platform, including:
 - All patching - minor and major upgrades for all elements
 - Software upgrades – major version changes
 - Management platform – secure management of platform and Self Service Portal (SSP) Provision
 - Support of infrastructure components (configuration, hardware and software upgrades and management)
 - Any third-party management (such as hosting datacentre, Internet circuit provider)
 - Hardware Break-Fix management of all components
 - Customer focused configuration changes – i.e. perimeter firewall policy changes
- Managed Firewall and network configuration, with changes made based on quantity required and default change package included with service, and incrementing with catalogue service level
- Trust Service Delivery Management with customer reports and inclusive performance management and reviews
- Default Customer specific IAAS component change management package (5 per month) for firewall and LAN configuration
- Trust UK based Service Desk available 24/7/365 with access to support technicians via email, phone and live chat
- Trust Service Desk portal for raising incidents and change requests, and reviewing in flight requests

Silver Service

Offering built on Bronze, offering in addition management of up to 25 VM's at an operating system level, on box comprehensive backup and restore, and additional changes:

- Management of customers VMs, with patching of operating system, guest tool management and base operating system AV management (where provided by vendor)
- Base Backup and restore service via Nutanix Snapshots (on box)
- BAAS Service as additional service (if taken out) with Consultancy to design (off cluster, in same datacentre)
- Additional (top-up) change management package (2 * 5 per month) for firewall and LAN configuration and VM's in managed service at double bronze service*

Gold Service

Inclusive of Bronze and Silver with:

- Penetration testing, twice annual, with vulnerability assessments and reports
- Enhanced VM OS Anti-Virus (provisioned and managed) service
- Backup as a Service Included and management of VM's with backup and restore operations (on cluster Nutanix Snapshot based)
- Additional (top-up) change management package (2 * 5 per month) for firewall and LAN configuration and VM's in managed service at double bronze service*

*Purchase of separate additional change packs is needed once the base are exhausted. Change packs roll over when not used.

Service Notes

The following notes should be made for the services:

- Trust Cloud Managed Services are only for Trust Cloud Hosting LOT1
- Patching VM OS (Silver and Gold levels) excludes major patches or OS upgrades (i.e. Windows 2109 to 2022 upgrade is a Consultancy engagement)
- VM OS must be "in" vendor support lifecycle and have valid vendor contract, either current contract provided by customer or a new contract supplied at time of onboarding as separate engagement by Trust Cloud Sales team
- OS support excludes supporting installed apps; Advise provided to customer on 'how do I' query basis (P3 SLA) on reasonable endeavours only
- VM OS management/support included per service:
 - 0 in Bronze
 - 25 VM's in Silver
 - 50 VM's in Gold
- Any BYOL licenses will need current vendor support contracts and software updates, and these must be provided to Trust for accessing updates where needed for

Gold/Silver support services. OS and respective license must be for a version supported by Trust.

- Remote support via Trust Networks Service Desk team only
- Bronze service - customer manages Virtual Machine OS/apps, including Nutanix guest tools
- VM Health-check performed with Silver and gold with consultancy engagement required to remediate any issues identified, if not to be fixed by customer
- Backup Definitions:
 - Base Snapshot – on box (Point in time) PIT snapshots, 1 per day
 - BAAS – Backup to separate physical platform (off box) using HYCU
 - DRAAS – DR to a separate physical datacentre and separate infrastructure

Bespoke IaaS Managed Cloud Requirements

To ensure Trust Cloud meets base requirements for varied customer service requirements outside G-Cloud specific services, a tailored and bespoke solution design and provision can be included in addition the above default, templated offerings.