

KHIPU Networks

Professional, Support and Managed Services for Alcatel-Lucent Enterprise (ALE) Portfolio

G-Cloud 15 Service Definition Document



Crown
Commercial
Service

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By Royal Appointment to
His Majesty The King
Cyber Security Provider
KHIPU Networks Limited
Hampshire

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KHIPU Networks is a fully certified company to the following quality standards:

- ISO9001 Quality Management
- ISO27001 Security Management
- ISO14001 Environmental Management
- ISO45001 Occupational Health and Safety Standard
- Cyber Essentials Plus

KHIPU Networks supports the National Apprenticeship Scheme and employs and develops apprentices within all sectors of the company.

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TABLE OF CONTENTS

What is the Service? 4

Service Features..... 5

Service Benefits 6

Service Scope..... 7

Reselling 8

Compliance and Certifications..... 9

Social Value..... 10

Operational Details 11

 User Support 11

Security and Compliance 14

Exit Planning..... 15

What is the Service?

Service Name

Professional, Support and Managed Services for Alcatel-Lucent Enterprise (ALE) Portfolio

Service Description

KHIPU services deliver the following elements:

- 1) Design – Initial & Expansion consultancy including workshops
- 2) Configuration – Initial/Expansion configuration and validation
- 3) Deployment – Installation and go-live assistance, initial troubleshooting
- 4) Support – Ongoing support/troubleshooting
- 5) Managing – Configuration and service management post go-live

Service Categories

Cloud Support Services

Set Up and Migration

Data auditing and organising

- Data auditing and organising

Data/information structure design

- Data/information structure design

Engagement and communication planning

- Engagement and communication planning

Project management and governance

- Project management and governance

Service optimisation/right sizing

- Service optimisation/right sizing

Mobilisation coordination

- Mobilisation coordination

Other

- Other

Service Features

- Installation services
- Configuration services
- Support services
- Software/Firmware upgrades
- Knowledge Transfer
- Design and Architecture services
- Project Management
- Best Practice Assessment

Service Benefits

- Professional services in line with vendor accreditations and standards.
- Break-fix services to keep systems up and running.
- Protection of existing investment by utilising qualified engineers.

Service Scope

Constraints

None

Reselling

Supplier Type

I'm not a reseller

Compliance and Certifications

Certifications

KHIPU can confirm that we are Cyber Essentials Plus certified.

KHIPU adhere to ISO policies and procedures. We are certified to:

- ISO9001 (Quality Management)
- ISO27001 (Information Security Management)
- ISO14001 (Environmental Management)
- ISO45001 (Occupational health and safety)

Any potential breach or risk of security or process is highlighted to senior management including the board of directors immediately.

We comply fully with UK GDPR and the Data Protection Act 2018. All personal data is processed lawfully, fairly, and transparently, with appropriate technical and organisational measures in place to ensure confidentiality, integrity, and availability. Data is stored and processed within secure environments that meet ISO27001 standards, and encryption is applied to data at rest and in transit. We maintain strict access controls, role-based permissions, and multi-factor authentication to prevent unauthorised access. Our processes include regular security audits, penetration testing, and adherence to NCSC guidance. We support data subject rights, including access, rectification, and erasure, and provide clear procedures for handling data breaches, notifying customers within agreed timelines.

We are committed to achieving Net Zero by 2050 in line with UK Government policy and PPN 06/21. Our Carbon Reduction Plan (CRP) is published on our website and includes:

- Remote service delivery and reduced travel.
- Energy-efficient equipment.
- Collaboration through initiatives like Techies Go Green.
- Regular ISO 14001 audits for environmental sustainability

Social Value

KHIPU fully comply with the Public Services (Social Value) Act 2012 and the CCS Social Value Model. Our commitments include:

- Creating employment and apprenticeship opportunities, particularly for underrepresented groups.
- Supporting skills development and in-work progression through training and mentoring.
- Promoting equality, diversity, and inclusion in recruitment and supply chains.
- Delivering environmental benefits by reducing carbon emissions and supporting clean energy initiatives.
- Engaging with local communities and stakeholders to co-design and deliver social value outcomes. We have governance processes in place, including a nominated CCS Social Value Contact, to ensure delivery and reporting of social value commitments throughout the contract lifecycle.

Operational Details

User Support

Traditional Services

As with all of our supplied and installed solutions, our Technical Assistance Centre (TAC) is available to provide maintenance, support and managed services with a number of different levels (SLA's) to our customers. The following is available within our support, maintenance and managed service options:

- Network Operations Centre (NOC): Monday to Friday, 24x7x365(6) and bespoke days / hours of cover.
- Security Operations Centre (SOC): Monday to Friday, 24x7x365(6) and bespoke days / hours of cover.
- Pro-active monitoring, alerting and support "KARMA™".
- Telephone, email, SMS and remote access support.
- Next Business Day, 4-hour hardware replacement (with / without engineer) options.
- Flexible tailored managed services "adds, moves and changes" of a customer's environment (OPEX, CAPEX and flexible models).
- Configuration management and change control.
- Updates, upgrades and software releases (major and minor).
- Quarterly health checks and preventative maintenance.
- Professional services / Support Tokens such as for onsite and offsite (remote) configuration, changes and upgrades, assistance to cover staff shortages, an "extra pair of hands" etc.
- Annual or Multi-year 'Pre-paid' Service packages.

Using our unified communications platform, our 24x7x365(6) manned NOC and SOC, our TAC provides a single point of contact for the following

- Reporting issues and faults.
- Technical queries and general requests for information.
- Progress updates on KHIPU TAC calls.
- Remote problem investigation e.g. remote support.
- Upgrades / Software Releases (major and minor).
- Advanced hardware replacement
- Escalating issues to the Escalations Manager.

After Sales Account Management

Account management is one of our key strengths when working in partnership with our customers, to support the commercial and technical aspects within the service delivery team. For all projects, we allocate the following senior account management team to the customer:

- **Chief Commercial Officer**; responsible for future strategies and overall relationship between KHIPU and the customer
- **Account Manager**; responsible for day to day queries, general updates, generate quotes, organising account management and service review meetings, providing product updates, invitations to events, new features, new solutions and offerings
- **Chief Information Officer**; Similar to the Chief Commercial Officer's role but from a technical perspective
- **Technical Account Manager**; responsible for the day-to-day relationship from a technical perspective.

We also provide effective account management through:

- Regular email and phone calls
- Quarterly onsite account management meetings

As part of our extensive after sales support, regular service review meetings are held with our customers. These are extremely important in the on-going successful management of our deployed solutions, maintenance, support and managed services. We believe this is the best mechanism to review all commercial aspects of the relationship including charges throughout the lifetime of the maintenance contract, based upon experience of product reliability and service performance.

More in-depth information regarding our account management process and our service review agenda is available upon request.

Email or Ticketing Support

KHIPU delivers support packages with associated SLAs. The response time SLA is linked to the priority of the incident. Response times can vary from 30 minutes (Priority 1) to 4 hours (Priority 4), depending upon the severity of the support call logged. We can also offer bespoke support packages that allow the initial response time to be tailored to the environment if required. The initial response time does not differ based upon the time of day nor day of the week.

Phone Support

Yes, phone support is available 24x7.

Web chat Support?

No

Onsite Support

Onsite support is available but at an extra cost.

Support Levels

KHIPU's ethos is to provide outstanding technical and after sales support, both during and after a project implementation. To evidence this, we have a number of exceptional customer references should customers wish to speak with them. For all supplied solutions we provide maintenance and support services, with all of the proposed equipment being supported and maintained by KHIPU to the required level based upon the customers' cover. The following is included within our available support/maintenance services:

- Maintain Services: Break-fix support with 1st, 2nd and 3rd line troubleshooting for all KHIPU delivered solutions. KHIPU holds top-level certifications and works directly with manufacturers as required.
- Monitor Services: Proactive monitoring, alerting and analysis.
- Fully Managed Service: Complete responsibility for device management.
- Co-Managed Service: Shared responsibility for device management.
- SOC Service: Comprehensive detection and response to protect critical infrastructure from cyber threats.

All services are available 24x7x365 or during business hours (08:00–18:00) and include support via telephone, email, secure portal and remote access.

KHIPU would also assign a Technical Account Manager to every customer, who would be responsible for ensuring that SLA's are met in the event that customers call upon the agreed support service.

Support Available to Third Parties?

Yes

Security and Compliance

Staff Security Clearance

Staff screening performed which conforms to BS7858:2019

Government Security Clearance: Up to Security Clearance (SC)

KHIPU adhere to ISO policies and procedures. We are certified to ISO9001 (Quality Management), ISO27001 (Information Security Management), ISO14001 (Environmental Management) and ISO45001 (Occupational health and safety). Any potential breach or risk of security or process is highlighted to senior management including the board of directors immediately.

Cyber Essentials

KHIPU can confirm that we are Cyber Essentials Plus certified.

Exit Planning

End-of-contract data extraction

KHIPU End-of-Contract Data Handover Checklist:

When a contract ends, KHIPU ensures a secure and compliant process for returning customer data if requested:

1. **Data Identification** Confirm all customer-owned data, including logs, reports, configurations, and backups, across systems covered by the agreement.
2. **Data Extraction** Prepare data in the agreed format (e.g., encrypted files, CSV, PDF) and verify completeness and integrity before transfer.
3. **Secure Transfer** Use encrypted channels such as secure portals or physical media. Apply encryption for data at rest and in transit, and confirm authorised recipient access with multi-factor authentication.
4. **Customer Confirmation** Obtain written confirmation that the data has been received and validated for integrity and usability.
5. **Data Destruction** Remove all residual copies from KHIPU systems and confirm deletion within the agreed timeframe.
6. **Compliance** Ensure all steps comply with GDPR and Data Protection Laws. The process is documented for audit purposes.

This structured approach guarantees security, transparency, and legal compliance during the data handover process.

End-of-contract process

At the end of the contract, if the organisation chooses not to renew and continue with the service, all data pertaining to the organisation is deleted. If the organisation chooses to renew then the service continues as normal. 90-days prior to the contract expiration date an initial reminder email is sent, followed up by gradually increasing reminders until the date of expiration. Included in the Price Data extraction and secure transfer in standard agreed formats. Customer confirmation and validation process. Secure deletion of residual data. Compliance with GDPR and legal requirements. Additional Costs Bespoke data formats or media (e.g., physical drives, custom encryption). Accelerated timelines for data handover or destruction. Extended storage beyond the agreed retention period. Consultancy or technical support for data migration to third-party systems.

Version History

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1.1	30 th January 2026	Approved release

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