



**G Cloud 15
Lot 3 Service Definitions**

Contact Information:

T: 0330 332 6223

E: sales@nlightn-IT.com

Company Information:

Address: nlightnIT, Elmtan Lodge Farm, Spring Lane, Elmtan, Worksop, S80 4LX

Company Number: 04317633

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Service Summary

<u>Database Support & Managed Services</u>	<u>Cloud Migration Planning</u>	<u>Oracle Managed Cloud</u>
Fixed Price contracts	Objective definitions workshops	Accurate cost analysis and forecasting
Flexible service hours		
Evidence-based support	Requirements documentation	Comprehensive SLAs
Comprehensive SLAs	Source system analysis	Flexible service hours
Unlimited Service requests	Solution architecture	Unlimited Service requests
UK technical teams	Software Gap analysis	UK technical teams
Web-based ticket portal	Build and migration planning	Vendor escalation
Highly resilient, secure monitoring services	Proof of concept engagements	Web-based ticket portal
	Requirements documentation	Highly resilient, secure monitoring services
Continuous system performance dashboards	Migration planning to minimise business interruption	
Proactive administration	Accurate budgeting and consumption forecasting	Continuous system performance dashboards
Proactive Insights		Proactive Insights
24/7 Help line	Best practice environment recommendations	24/7 Help line
Access to Dedicated resources		Access to Dedicated resources
Vendor escalation	Resource gap analysis and service recommendations	Mid-term service adjustments
Bespoke service options		
Mid-term service adjustments		

Technologies

The following technologies form our Service Catalogue:

- Oracle RDBMS
- Oracle E-Business Suite Administration
- Oracle Fusion Middleware
- Oracle KVM
- Microsoft SQL Server/Reporting Services/Analysis Services
- PostgreSQL
- MySQL/MariaDB
- Oracle Cloud Services

nlightnIT are a specialist services provider established to provide a fully customised technical service. Our successful history and loyal customer based provide reassurance above all other credentials what our aim is to provide the leading professional service in our space.

1. Database Support and Managed Services

1.1 Services Set Up

1.1.1 Remote Access

This is the backbone from which all hands-on support is supplied and is, therefore, the center of attention for the services set up. nlightnIT works with each customer to ensure our access conforms with the client's security standards. We work with all forms of remote access methodology/ technology.

Highly secure, segregated networks underpin our remote access domain.
Highly available dual-site solutions guarantee service availability

Soc2 compliant information management systems control information integrity and limit knowledge/access to only those that need to know.

1.1.2 Monitoring

nlightnIT would deploy a local monitoring server (nRemote) on the customer network. Resources on a local environment will need to be made available (physical or virtual) for this purpose; this should not be shared. Communication to our central system is fully encrypted and is tied down to a unique token that will only allow our monitor to communicate with our central systems.

The installation and configuration will be undertaken by nlightnIT against each eligible installation to measure a bespoke set of configuration parameters. These parameters are known to have a direct impact on an installation's availability and or ability to perform standard operations.

1.1.3 nGauge Performance Portal

Next Generation continual performance insights portal.

nlightnIT gathers a wealth of system metrics (Circa 250,000 data points per instance per hour) which can be used for general support as well as issue investigation.

nlightnIT will configure this as part of our monitor installation. This information is often used and shared with our customers as part of issue investigation and to provide evidence of any findings which can be easily identified and corroborated via system metrics.

1.1.4 Initial System Analysis

nlightnIT will undertake an initial build review of each Grade 1 installation covered by the Service. The purpose of this analysis is to ensure that the environments are in a satisfactory logical build and operational state. Professional recommendations may be outlined and put forward for review if beneficial improvements can be made. (Recommendations may be quoted and charged for as a change request if significant time and effort is required to meet with standard best practice configurations).

1.1.5 Customer Inductions

To complete the support setup process and ensure service integration is as simple and seamless as possible, each customer will benefit from a short online induction process.

This induction process is delivered via Teams and will involve a non-technical account manager along with one of the senior technical engineers.

nlightnIT take this opportunity to demonstrate to each customer some of the services so components we have in place to meet the service demands.

We then provide each customer with a short service induction, enabling them to efficiently log tickets with the support desk and gain access to our extremely informative nGauge platform.

1.2 Service Levels

1.2.1 Incident Focused Support: (Reactive)

Provision of technical database assistance to investigate, diagnose and resolve issues within the software, which will prevent the database from standard operation. The principal focus of this service is to return a system to its error-free state and resume standard operations.

Database support will be provided reactively in response to a logged call or proactively in response to a monitoring alert.

1.2.2 Enhanced Support: (Proactive)

In addition to the incident-focused service, this enhanced offering will allow clients to engage with the help desk as a general extension of an internal team to fulfil ad-hoc BAU tasks such as script deployments and quarterly critical path updates.

1.2.3 Tailored Support and Administration Services

Our expert team of experienced advisors will work with you to identify the exact level of support and services that you need. Our tailor-made approach will accommodate any combination of technology/production and non-production systems, providing complete technology cover under a single service agreement.

1.3 Service Functions Explained

1.3.1 Standard business hours support:

Weekday working hours: 08.00 – 18.00 Monday to Friday, excluding England public/bank holidays.

1.3.2 24/7 Support:

Extended service hours allow a system to benefit from critical Severity 1 incident coverage every day of the year outside of our standard business hours listed above.

1.3.3 Reactive:

Delivery of support in response to a customer-logged incident.

An incident must be logged via the following means first, before any response is initiated.

- Telephone call
- E-mail
- Ticket portal

1.3.4 Proactive

Proactive monitoring tools, enable us to accurately track over 70 Core database availability and performance indicators, amounting to over 250,000 key metrics per hour.

A single KPI can comprise of 10 or more contributing components providing complete database coverage.

The culmination is a very granular account of a database habitat, its operations and its ability to cope with the demands a customer imposes upon it.

Forecasting of weekly or month-end reporting processors is no longer guesswork. Predictability of peak trading times becomes a measurable, known quantity.

Identification of unexpected poor performance can be pinpointed. For example. down to the code, or the user running the code, that could be causing it.

Bau activities are defined by the system, building efficient and purposeful DBA routines.

Activities include, but are not limited to:

Database Management	Availability Checks
Instance Management	Disk Space Checks
Memory Management	Performance Analysis & Management
Resource / Capacity advice	Incident Handling & Ownership
Problem Assessments & Ownership	Database Users Role & Permissions (security)
DR Availability & Management	Availability Group Status & Management
Index Assessments	Wait Event Assessment
Backup Stability & Optimization	Performance analysis with point in time comparison

1.3.5 Vendor Escalation

In the presence of an unknown Installation bug, nlightnIT can, on behalf of a customer, escalate the matter to the appropriate Vendor. nlightnIT may require a user account on the customer's support account to do so.

nlightnIT will manage the vendor engagement from start to completion, involving our customer along the way.

1.3.6 Backup Recovery & Cloning

nlightnIT work with each customer to establish a sensible, secure backup route for each database within a support agreement. Database backups that use tools within the DBA support remit become the responsibility of the DBA service team. Successful completion is continually monitored, and if ever required, the recovery from backup will fall under the DBA Service remit.

A non-production system may periodically require updating with fresh production-like data, cloning a production system to a non-production system can be achieved in several ways. clone requests will be assessed on receipt, and the most efficient/appropriate method used to minimise customer impact and delay.

1.4 Professional Services

Access dedicated Specialist engineers to complement your business project needs.

A dedicated resource is available on a day rate basis to ensure our projects run smoothly and on time.

Professional service resource is available to accommodate any requirements that are not captured by your support/management service agreement.

They can join you throughout the project journey to assist with project inception, through detailed planning and implementation. View them as an extension of your team, or a splinter cell that will take the project and hand it back on completion.

These may include, but are not limited to, the following examples:

- New installation builds and upgrades
- Disaster recovery provisioning
- Critical Patch updates
- Security releases
- Disaster Recovery Testing
- Formal Health Assessment Reports

2. Cloud Migration Planning

The Cloud Migration Planning Function provides end-to-end strategic and technical planning services to enable secure, cost-effective, and low-risk migration of on-premises or legacy environments to target cloud platforms.

2.1 Workshops & Discovery Sessions

Based on the scale of the project, nlightnIT arranges discovery sessions and technical deep-dive workshops with stakeholders to define the scope and objectives of the project. The outcome of this will begin to define the follow-on order of events and key project deliverables.

2.2 Source Environment Assessments

Conduct comprehensive inventory and dependency mapping of applications, servers, databases, networks, and storage. Where possible, identify a performance baseline to allow and calculating the total cost of ownership of a cloud-based solution.

2.3 Target Solution Design

Provide a high-level design that will map the source environment to an equivalent Cloud-based solution, taking into consideration as many relevant project requirements as possible.

The solution focus at this stage is optimised for function and will maintain as much simplicity as is possible to maintain longer-term agility.

Follow-on workshops allow rational / calculated customisation where necessary.

2.4 Technology Mapping & Gap Analysis

Subject to project scope and source environment specification, it may be necessary to pivot away from a current configuration to harness new/alternative methodology.

Where required or available, nlightnIT will highlight such options/requirements for further discussion. Proofs-of-Concept (PoCs) may be required to validate the function or satisfy customer risk assessment.

2.5 Budget Proposition & Cost Optimisation

Based on the agreed target solution and technology use, provide, as detailed as possible a cloud spend forecast (covering compute, storage, data transfer, and licensing costs); build time and Operating models subject to vendor platform and charging structure availability.

2.6 Migration Planning & Road Mapping

The culmination of all prior tasks will allow nlightnIT to define and provide a build and migration proposal. Where relevant, this will define the waves, scope for each, and sequencing based on business criticality, e.g low-risk-first, dependencies, and business freeze periods. Detailed within this will be cutover strategies, rollback plans, and downtime windows.

Subject to responsibility ownership, resource planning will require collaboration between teams and departments. While based functionalist validation would be included as far a technology structure is concerned, the customer is always strongly advised to have and detailed functional test that can be completed as part of the cut-over exercise.

3. Oracle Managed Cloud

IaaS, SaaS, PaaS, Public or Hybrid, nlightnIT has a team of experienced engineers on hand to take or share the load of cloud-based systems management.

We can take part or full responsibility for running, securing, optimising, and supporting your entire cloud environment, operating as an extension to your existing team, or taking over that responsibility, allowing your internal team to focus on more strategic projects.

Our suite of support services, underpinned with a guaranteed SLA, allows us to handle everything from landing zones, networking, security patching, backups, disaster recovery, and cost control.

You retain complete ownership and control of your applications and data; we simply remove the operational burden. Our services scale to accommodate estates of all sizes and complexities.

3.1 Services set up

3.1.1 Remote Access

This is the backbone from which all hands-on support is supplied and is, therefore, the centre of attention for the services set up. nlightnIT works with each customer to ensure our access conforms with the client's security standards. We work with all forms of remote access methodology/ technology.

Whether this is direct access to a customer site and then onward access to the cloud-based or Hybrid solution, or direct Bastion access, we work with each client to gain the access and permission required to fulfil our service obligations.

Highly secure, segregated networks underpin our remote access domain.
Highly available dual-site solutions guarantee service availability

Soc2 compliant information management systems control information integrity and limit knowledge/access to only those that need to know.

3.1.2 Monitoring

nlightnIT would deploy a local monitoring server (nRemote) on the customer network. Resources on a local and or cloud platform will need to be made available (physical or virtual) for this purpose; this should not be shared. Communication to our central system is fully encrypted and is tied down to a unique token that will only allow our monitor to communicate with our central systems.

The installation and configuration will be undertaken by nlightnIT against each eligible installation to measure a bespoke set of configuration parameters. These parameters are known to have a direct impact on an installation's availability and or ability to perform standard operations.

Native cloud platform monitors may also be available; however, our nRemote ensures a single standard methodology for support and management.

3.1.3 nGauge Performance Portal

Next Generation continual performance insights portal.

nlightnIT gathers a wealth of system metrics (Circa 250,000 data points per instance per hour) which can be used for general support as well as issue investigation.

nlightnIT will configure this as part of our monitor installation. This information is often used and shared with our customers as part of issue investigation and to provide evidence of any findings which can be easily identified and corroborated via system metrics.

Subject to responsibilities, nGauge will capture and track a wealth of storage, server, database and middleware key performance indicators to aid the smooth running of systems and business processors.

3.1.4 Initial System Analysis

nlightnIT will undertake an initial build review (existing installation) covered by the Service. The purpose of this analysis is to ensure that the environments are of a satisfactory logical build and operational state. Professional recommendations may be outlined and put forward for review if improvements or cost savings can be made. (Recommendations may be quoted and charged for as a change request if significant time and effort is required to meet with standard best practice configurations).

3.1.5 Customer Inductions

To complete the support setup process and ensure service integration is as simple and seamless as possible, each customer will benefit from a short online induction process.

This induction process is delivered via Teams and will involve a non-technical account manager along with one of the senior technical engineers.

nlightnIT take this opportunity to demonstrate to each customer some of the services so components we have in place to meet the service demands.

We then provide each customer with a short service induction, enabling them to efficiently log tickets with the support desk and gain access to our extremely informative nGauge platform.

3.2 Service levels

3.2.1 Cloud Administration:

The provision of ongoing operational support of a cloud environment. Confined to the support and administration of existing deployments and workloads. Providing incident support and resolutions, monitoring the stability and availability of deployments, managing user, roles permissions within the cloud platform and estate in accordance with the customer change control process, and ensure successful, secure backups are available.

3.2.2 Enhanced Cloud Support:

In addition to the cloud administration service, this enhanced offering will review and maintain security, work with customers to maintain and deliver patching, offer assistance with compliance and external auditors, and provide performance tuning of infrastructure, platforms, and services subject to administrative console controls.

In essence, it is the day-to-day “caretaking” that keeps cloud workloads running reliably and economically after migration or deployment is complete.

3.2.3 Tailored Support and Administration Services

Our expert team of experienced advisors will work with you to identify the exact level of support and services that you need. Our tailor-made approach will accommodate any combination of technology/production and non-production systems, providing complete technology cover under a single service agreement.

3.3 Service Functions Explained

3.3.1 Standard business hours support:

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3.3.2 24/7 Support:

Extended service hours allow a system to benefit from critical Severity 1 incident coverage every day of the year outside of our standard business hours listed above.

3.3.3 Reactive:

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An incident must be logged via the following means first, before any response is initiated.

- Telephone call
- E-mail
- Ticket portal

3.3.4 Proactive

Our advanced proactive monitoring platform continuously tracks a wealth of core availability and performance indicators across an entire cloud estate (compute, storage, networking)

A single composite KPI can aggregate 15+ underlying metrics, providing a clear insight into across critical components in a cloud environment.

This results in an exceptionally granular, real-time view of your cloud landscape — its health, behaviour, and capacity to handle current and future customer demand.

Unexpected performance degradation or cost spikes can be instantly pinpointed — when run in association with a database support service, it's often possible to narrow down to the specific workload, user, API call, or line of code responsible.

Day-to-day “business-as-usual” (BAU) administration tasks are system-defined, creating efficient, purposeful, and repeatable cloud operations routines.

Typical proactive activities we perform on your behalf include (but are not limited to):

- 24/7 anomaly detection and automated alerts
- Performance baseline drift analysis and auto-remediation
- Capacity forecasting and rightsizing recommendations
- Cost anomaly detection and optimisation actions
- Patch management and vulnerability remediation
- Log analysis and intelligent incident correlation

3.3.5 Vendor Escalation

In the presence of an unknown Installation bug, nlightnIT can, on behalf of a customer, escalate the matter to the appropriate cloud Vendor.

nlightnIT will manage the vendor engagement from start to completion, involving our customer along the way.

3.3.6 Backup Recovery

nlightnIT work with each customer to establish a sensible, secure backup route for each workload. Backups take many forms and must ultimately be fit for the workload purpose. Frequency and retention are discussed, agreed and managed.

3.4 Professional Services

Access dedicated Specialist engineers to complement your business project needs. A dedicated resource is available on a day rate basis to ensure projects run smoothly and on time.

Professional service resources are available to accommodate any requirements that are not captured by your cloud support service agreement.

They can join you throughout the project journey to assist with project inception, through to detailed planning and implementation. View them as an extension of your team, or a splinter cell that will take the project and hand it back on completion.

These may include, but are not limited to, the following examples:

- New installation builds and upgrades
- Disaster recovery provisioning
- Critical Patch updates
- Security releases
- Disaster Recovery Testing
- Formal Health Assessment Reports

4. SLA Summary

4.1 Standard SLA

Response Times and Definitions

Severity 1 Calls (Grade 1)

Severity	System Impact	Target Response	Target Resolution	Definition
1	Urgent	30 Minutes (24x7 where applicable)	2 Hours	The entire system is inaccessible to all users. Unable to perform normal business functions on all parts of the System. Performance degradation resulting in severe loss of productivity. A Dedicated DR instance or process is compromised.

Incident Reports: (Grade 1)

Severity	System Impact	Delivery Time	Definition
1	Urgent	Within 1 Working day	A detailed major incident report will be supplied following severity 1 database issues.

High to Low Impact Calls (All Grades)

Severity	System Impact	Target response	Target Resolution	Definition
2	High	1 Hour (0800-1800)	4 Hours	Errors or degradation resulting in reduced performance or productivity. Failure or errors relating to scheduled backups or maintenance plans etc.
3	Normal	4 Hours (0800-1800)	1 Business Day	Errors or performance issues that whilst not causing an immediate impact on the business or system operations, will have an impact if not rectified.
4	Low	1 Business Day	2 Business Day	Raised queries/questions. A general query regarding system operation. Non-urgent queries & and queries regarding the future or potential use of the system.

**Target resolution times are associated with isolated and documented database-level incidents*

In the above table, 'hours' means the number of hours during the supported period.

The above priorities and target responses are for calls relating to a production system; in general, calls relating to other systems, for example, a test system, will be allocated a lower call priority.

All calls receive a response confirming logging and a Company call reference number. Call progress will be updated against this reference.

In the event of a communications failure, the call response time will exclude the time during which the call could not be responded to due to the communications failure.

Severity 1 calls will be responded to within ½ hour of receiving the call, the call will be worked on until the problem is resolved or a workaround has been put in place to restore normal working. Status updates will be provided on a best endeavours basis where the update does not impact issue progression.

5. License Resale Service

With extensive commercial experience in database software licensing, dating back to the mid-1990s, nlightnIT possesses a deep-rooted understanding of all the available database software licensing models for Oracle, MariaDB and EDB PostgreSQL technology portfolios.

We provide expert guidance to help you navigate the complexities of licensing and compliance, offering a range of commercial license services, including:

- Licence Advice
- Licence Qualification
- New Licence Sales
- Licence Migration Services
- Impartial Licence Reviews
-

Our services ensure you maintain a compliant and optimised licensing/subscription model tailored to your organisation's needs.

In addition to our technical expertise, we uphold an open-book policy with every customer. This guarantees you receive transparent and accurate guidance, empowering you to make fully informed business decisions with confidence.

Accreditations

nlightnIT is proud to maintain the following accreditations:

- SO 9001 (ISO 9001:2015 - June 2024 – June 2027)
- ISO 27001 (ISO/IEC 27001:2022 – June 2024 – June 2027)
- Environmental Green Small Business Certification
- Cyber essentials
- Oracle Partner
- Microsoft SQL Server Partner
- MariaDB Partner
- EDB PostgreSQL Partner
- DBVisit Partner

Insurance

Per Incident

- | | |
|----------------------------|-------------|
| - Professional Indemnity | £2,000,000 |
| - Employers Liability | £10,000,000 |
| - Public/Product liability | £10,000,000 |
| - Cyber | £1,000,000 |