

Cloud Managed WAN & Private Cloud Connectivity by Nasstar

Service Definition Document G-Cloud 15

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1 About Nasstar

Nasstar is a cloud services and networking specialist.

With an integrated suite of services, we design, implement, and manage multi-cloud solutions, innovative communication tools and high-performance networking to help our customers transform and modernise. We help companies evolve infrastructure from capital-intensive hardware to a discipline that is modern, software-defined and intelligent.

We can help you move to the cloud. We can improve your contact centres with self-serve tooling and AI. We can integrate collaboration into your culture and transform your network in a software-defined world. We can help your teams to work efficiently from anywhere, with security and compliance built into every step. We can provide tangible returns, intelligent insight, and the agility to evolve in line with market trends and customer demand.

- We modernised the UK's leading rail company's applications and infrastructure and reduced their costs by 25%
- We helped a major insurance company improve its CSAT score from 52% to 89% with self-serve applications and AI
- We assisted a large public sector authority to accelerate its transformation of our highways with a secure SD-WAN deployment.

We can help you too.

Why Nasstar?

Track record of innovation

- With over 25 years' experience we provide next generation services and solutions to keep you ahead of the curve

In-depth knowledge

- From our Technical leads to Project Managers, Account Managers, and everyone in between, our team of experts are on hand to support you

Quality Assured

- Market leading portfolio
- We partner with the very best to power your business change, including Microsoft, AWS, Citrix, Cisco and Fortinet

Quality and Compliance at every step

- ISO 27001, 20000, 14001 & 9001 accredited and PCI-DSS certified

Public Sector Approved

- Trusted HSCN (NHS-Digital) and Crown Commercial Services approved partner

Next-Generation Managed Services

- 24/7 proactive services with systems automation and AI



2 Service Summary

Cloud Managed WAN & Private Cloud Connectivity by Nasstar

Empowering Your Business with Secure, Resilient, and Fully Managed Connectivity

Nasstar delivers a complete suite of managed network services designed to keep your business connected, secure, and ready for the future. Built on our highly resilient ICC Core Network, we provide end-to-end solutions that combine performance, security, and flexibility.

Managed WAN Service

Ensure 24/7 enterprise-grade management of your Wide Area Network. Our service proactively monitors and manages WAN circuits and on-site equipment, minimising downtime and optimising performance. Backed by strict SLAs and a dedicated Service Desk, we guarantee maximum uptime and operational efficiency.

- Proactive monitoring & incident resolution
- Historical performance insights
- Resilient architecture for wired & wireless environments

ICC Cloud Connect

Achieve secure, private, and unlimited connectivity to leading Cloud Service Providers. ICC Cloud Connect offers dedicated bandwidth, multi-cloud flexibility, and optional failover redundancy for business continuity.

- Unlimited usage with predictable costs
- High availability with dual connection options
- Direct routing for enhanced security

Connectivity

Choose from a range of high-performance access solutions:

- Ethernet up to 10Gb for mission-critical speed
- FTTP & SOGEA broadband for cost-effective connectivity
- Mobile access for rapid deployment or backup

Combine options for maximum resilience, with SLAs up to 99.999% availability. All services integrate seamlessly with Nasstar's managed solutions.

Next-Generation Managed Firewall

Protect your network with fully managed next-gen firewall technology. Our service includes proactive monitoring, patch management, and advanced threat prevention, ensuring your business stays secure without the complexity.

- 24/7 security management
- Intrusion detection & application-level controls
- High Availability options for resilience

Why Nasstar?

With Nasstar, you gain a trusted partner delivering secure, scalable, and fully managed connectivity—so you can focus on driving your business forward.



3 Service Overview

3.1 Nasstar Managed WAN

Enterprise-Class Connectivity, Fully Managed

Maximise Network Performance. Minimise Disruption.

Nasstar's Managed WAN Service provides 24/7 enterprise-grade management of your Wide Area Network, powered by our highly resilient ICC Network. We take full responsibility for monitoring, managing, and optimising your WAN across all sites, ensuring seamless connectivity and superior user experience.

Key Benefits:

- Proactive Monitoring & Incident Resolution: Advanced platforms automatically detect and resolve service-impacting issues, from WAN links to hardware and software incidents.
- End-to-End Visibility: Continuous health checks and performance reporting across your entire WAN infrastructure.
- Operational Efficiency: Reduce downtime and optimise network utilisation with historical performance insights and trend analysis.
- Dedicated Expertise: A specialised Service Desk and engineering team operating under strict SLAs for guaranteed responsiveness.
- Resilient Architecture: Built on Nasstar's ICC Network for high availability and reliability across wired and wireless environments.

Why Choose Nasstar Managed WAN?

With Nasstar, you gain peace of mind, predictable performance, and a partner committed to keeping your business connected and productive, every hour of every day.

- | | |
|--|--|
| • Cloud-based centralised management | • Simplifies network management and control |
| • 24/7 pro-active monitoring and alerting | • Ensures maximum uptime and reliability |
| • Managed Firewall for enhanced security | • Enhances security across all sites |
| • Five 9's SLA for high availability | • Supports business continuity seamlessly |
| • Expert driven network insights and reporting | • Future-proofs network for digital transformation |
| • Multi-vendor hardware support | • Offers vendor flexibility and choice |



3.2 Nasstar Connectivity

Flexible, Resilient, High-Performance Access

Build a Network That Works for Your Business

Nasstar delivers enterprise-grade WAN connectivity through our national ICC Core Network, with presence in major UK data centres and NNIs into all leading UK fibre providers. Our goal: secure, scalable, and cost-effective connectivity tailored to your needs.

Connectivity Options include:

- High-Speed Ethernet: Dedicated circuits up to 10Gb for mission-critical performance.
- Business Broadband: FTTP and SOGEA options for cost-effective, high-speed access.
- Mobile Connectivity: Rapid deployment and backup for ultimate flexibility.

Resilience Built-In: Combine Ethernet, broadband, RA02 circuits, or mobile backup for maximum uptime. We offer SLAs up to 99.999% availability, ensuring your business stays connected.

Key Benefits:

- Supplier-Agnostic Approach: Always aim for on-net connectivity to reduce costs.
- Enterprise-Grade Security: Internet access with DDoS protection included.
- Market-Leading Hardware: Cisco, Fortinet, and Juniper CPE managed by Nasstar's expert team.
- Seamless Integration: Interconnect with Nasstar services like Central Internet Breakout, ICC Cloud Connect, and Next-Gen Managed Firewall.

Why Choose Nasstar Connectivity?

With Nasstar, you get high availability, high bandwidth, and a network designed for resilience and growth, all backed by our managed services expertise.



3.3 ICC Cloud Connect

Direct, Secure, Unlimited Cloud Access

Seamless, Secure, Unlimited Private Connectivity to your Cloud Services

Nasstar's ICC Cloud Connect Service delivers a dedicated, symmetrical link from Nasstar's core network to leading Cloud Service Providers (CSPs). Unlike usage-based models, ICC Cloud Connect offers unlimited data transfer, so when combined with unlimited plans such as ExpressRoute Local, provides you far more predictable cloud egress costs and consistent application performance.

Key Benefits:

- **Guaranteed Performance:** Dedicated bandwidth at contracted levels for reliable cloud access.
- **Unlimited Usage:** No data caps – scale your cloud operations without constraints and reduce CSP internet egress charges.
- **Multi-Cloud Flexibility:** Connect to one or multiple CSPs or regions via a single service.
- **High Resilience:** Optional dual connections for failover redundancy and business continuity.
- **Secure & Private:** Direct routing from your WAN to CSP regions, bypassing the public internet.

What's Included:

- Virtual cross-connects from Nasstar's ICC Network to CSP regions.
- Configurable bandwidth and IP addressing for point-to-point links.
- Options for multiple connections and CSP regions for maximum flexibility.

Why Choose ICC Cloud Connect?

Enjoy predictable costs, enterprise-grade reliability, and secure private connectivity to the cloud – all managed by Nasstar's robust ICC Network.



3.4 Nasstar Next-Generation Managed Firewall

Complete Security, Fully Managed

Protect Your Network. Simplify Your Security.

Nasstar's Next-Generation Managed Firewall Service delivers enterprise-grade security management 24/7, ensuring your business is protected against evolving cyber threats.

Providing a secure gateway on the Nasstar ICC Network between your networks, cloud services, and the Internet, this service provides end-to-end firewall management without the complexity.

Key Benefits:

- **Next-Gen Firewall Technology:** Advanced threat prevention, intrusion detection, and application-level controls for maximum protection.
- **24/7 Proactive Management:** Continuous monitoring, patching, and incident resolution to keep your firewall secure and up to date.
- **High Availability Options:** Choose single or HA firewall configurations for uninterrupted security and resilience.
- **Comprehensive Reporting:** Gain visibility into network security posture with detailed analytics and performance insights.
- **Reduced Operational Burden:** Eliminate the need for in-house firewall expertise—Nasstar handles everything from configuration to compliance.
- **Integrated Security:** Seamlessly connects with Nasstar ICC Network Services and your third-party cloud environments for unified protection.

Why Nasstar Managed Firewall?

With Nasstar, you get next-generation security, expert management, and peace of mind, ensuring your business stays protected while you focus on growth.

