



SERVICE DEFINITION DOCUMENT

FIELD FORCE DATA CENTRE SERVICES

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TABLE OF CONTENTS

FIELD FORCE OFFERINGS.....	3
OUR CAPABILITIES.....	5
APPROACH.....	6
RISK MANAGEMENT, GOVERNANCE & ASSURANCE.....	9
SUSTAINABILITY/GPM	10
UN SUSTAINABILITY GOALS	11
PRICING	11
CONTACTS.....	11
ABOUT US.....	12
OUR GLOBAL FOOTPRINT	12
CORE CAPABILITIES.....	13
ACCREDITATIONS & CERTIFICATIONS.....	13
CROSS-INDUSTRY IMPACT	14
POWERED BY PEOPLE	14

TABLE OF FIGURES

<i>Figure 1: Field Force Service Offerings</i>	<i>3</i>
<i>Figure 2: Field Force Service Capabilities</i>	<i>5</i>
<i>Figure 3: Field Force Service Approach.....</i>	<i>6</i>
<i>Figure 4: Field Force Service Approach.....</i>	<i>7</i>

BACKGROUND

Modern enterprises operate across increasingly complex data centre environments that include on-premise facilities, co-location sites, and hybrid cloud architectures. These environments demand **secure, precise, and highly controlled physical operations** to ensure uptime, compliance, and business continuity.

Simplex Services provides **Field Force Data Centre Services** that deliver hands-on engineering support for the full lifecycle of physical infrastructure. Our services support data centre transformation initiatives, including consolidation, migration, hybrid enablement, and decommissioning, while maintaining strict governance, security, and operational discipline.

Simplex Services' also have Field Force Desk-Side Support provides responsive, on-site assistance that ensures end-user productivity and a seamless digital workplace experience. Delivered by skilled field engineers and supported by structured governance, the service covers device support, IMAC activities, rollouts, break-fix resolution, and hypercare during transitions. Through a lifecycle-driven approach aligned with ITSM processes, Simplex enables consistent, SLA-aligned service delivery while maintaining strong alignment between users, business needs, and IT governance

Through skilled onsite engineers and structured delivery models, Simplex enables organisations to manage critical data centre operations without the overhead of permanent specialist teams. Field Force Data Centre Services are delivered in direct support of cloud migration, hybrid cloud operations, and modernised cloud-connected infrastructure.

FIELD FORCE OFFERINGS

Simplex delivers comprehensive Data Centre Services across enterprise, public sector, and regulated environments.



Figure 1: Field Force Service Offerings

1. Installation & Physical Infrastructure Support

- Rack & stack of servers, storage, and network equipment
- Cable installation, labelling, and structured cable management
- Power connection, patching, and port mapping
- Hardware validation and power-on testing
- Coordination with data centre facility teams

2. Data Centre Migration & Relocation

- Data centre exit and consolidation programs
- Lift-and-shift migrations using secure transport methods
- Physical de-racking and re-racking of equipment
- Migration planning and execution support
- Validation and post-migration stabilisation

3. Smart Hands / Remote Hands Services

- On-demand physical interventions
- Visual inspections and guided support
- Media handling and device replacement

- Emergency on-site response
- Support for remote operations teams

4. Asset Lifecycle & Decommissioning

- Secure decommissioning of infrastructure assets
- Asset tagging, reconciliation, and inventory verification
- Product lifecycle management
- Environment clean-up and space optimisation

5. Backup, DR & Infrastructure Operations

- Support for backup and disaster recovery infrastructure
- Hardware replacement and repair operations
- Infrastructure health checks
- Operational support during DR testing and audits

OUR CAPABILITIES

Simplex's Data Centre capabilities are built on precision, security, and governance.

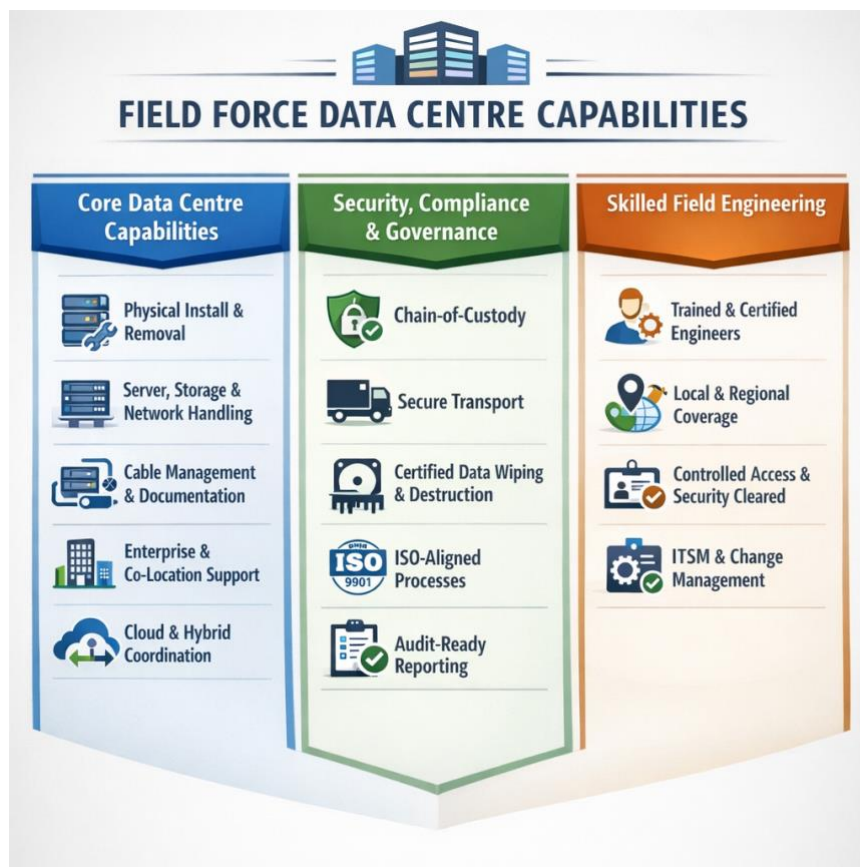


Figure 2: Field Force Service Capabilities

1. Core Data Centre Capabilities

- Physical infrastructure installation and removal
- Secure handling of servers, storage, and network equipment
- Cable management and documentation
- Support for enterprise and co-location data centres
- Coordination with cloud and hybrid infrastructure teams

2. Security, Compliance & Governance

- Chain-of-custody procedures
- Secure transport and handling
- Certified data wiping and destruction

- ISO-aligned operational processes
- Audit-ready documentation and reporting

3. Skilled Field Engineering

- Trained and certified data centre engineers
- Local and regional coverage
- Controlled access and security clearance compliance
- Integration with client ITSM and change management processes

APPROACH

Simplex delivers Data Centre Services through a structured lifecycle approach that minimises risk and disruption.



Figure 3: Field Force Service Approach

1. Prepare

- Site assessments and readiness checks
- Asset and dependency mapping

- Migration and execution planning
- Risk and compliance review

2. Execute

- Physical installation, migration, and relocation
- Smart hands and remote support activities
- Decommissioning and asset reconciliation
- Validation testing and acceptance

3. Stabilise & Optimise

- Post-migration support and hyper care
- Operational validation
- Documentation updates
- Continuous improvement and optimisation

This approach ensures data centre operations are executed safely, predictably, and in alignment with business and IT objectives. This approach ensures networks remain stable, secure, and scalable as business needs evolve.

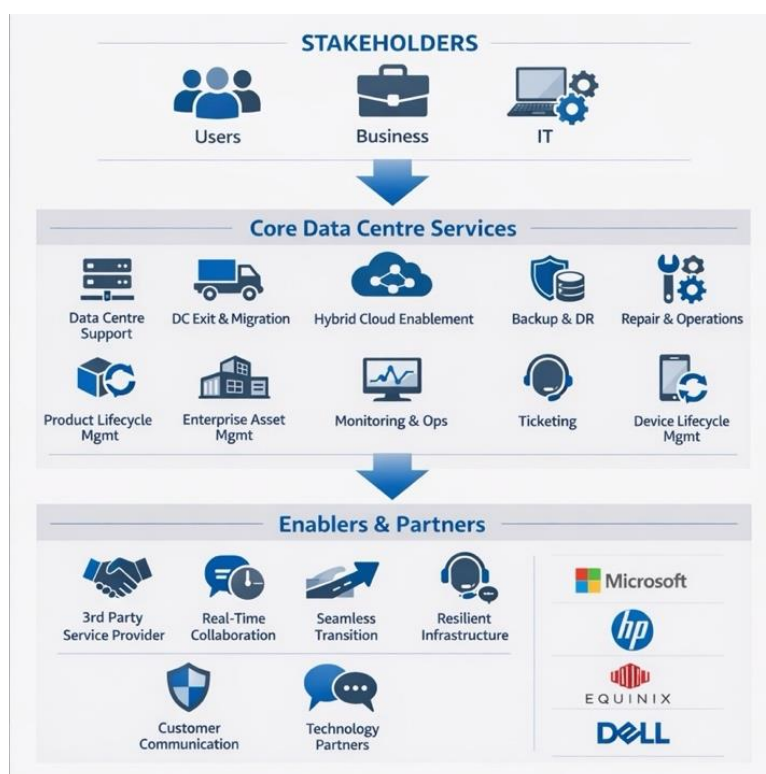


Figure 4: Field Force Service Approach

Our methodology is designed to minimise disruption, support secure operations, and enable streamlined service delivery, with engineers available across Europe, North America, APAC, and LATAM.

Data Centre Framework

1. Stakeholder Alignment

- Users, Business, and IT teams are central to Data Centre service delivery, ensuring that infrastructure operations, migrations, and lifecycle activities align with business priorities, operational requirements, and IT governance standards.

2. Data Centre Support

- Hands-on support for physical data centre environments
- Assistance with installation, configuration, and ongoing operational needs
- Ensuring availability, stability, and readiness of data centre infrastructure

3. DC Exit & Migration

- Structured support for data centre exit and migration initiatives
- Controlled movement of infrastructure with minimal disruption
- Seamless transition between on-premise, co-location, and hybrid environments

4. Hybrid Cloud Enablement

- Enablement of hybrid operating models by integrating data centre and cloud environments
- Support for cloud connectivity and infrastructure alignment
- Ensuring flexibility and scalability across hybrid architectures

5. Backup & DR

- Support for backup and disaster recovery infrastructure
- Ensuring data protection and business continuity requirements are met
- Assistance during recovery testing and operational validation

6. Repair & Operations

- Ongoing repair and operational support for data centre infrastructure
- Rapid response to hardware and operational issues
- Maintaining stability and performance of critical systems

7. Product Life Cycle Management

- Management of infrastructure assets across their full lifecycle
- Support from deployment through maintenance and retirement
- Ensuring controlled and predictable lifecycle execution

8. Enterprise Asset Management Systems

- Use of structured asset management systems to track and manage data centre assets
- Ensuring visibility, control, and accountability across the asset estate

9. Monitoring & Operations

- Continuous monitoring of data centre infrastructure
- Operational oversight to detect issues early and maintain performance
- Use of dashboards and operational views for visibility and control

10. Ticketing & Device Lifecycle Management

- Centralised ticketing for data centre-related activities
- Integration of ticketing with device and asset lifecycle management
- Clear tracking of work orders, incidents, and service actions

11. Device Lifecycle Management

- Management of devices from deployment through retirement
- Ensuring secure handling and controlled lifecycle processes
- Supporting operational efficiency and compliance
- Customer Communication to ensure clear, timely updates

12. Outcomes

- Resilient infrastructure
- Seamless transition and service execution
- Improved visibility and operational control
- Predictable, SLA-aligned data centre services
- Strong alignment between Users, Business, and IT

Risk Management, Governance & Assurance

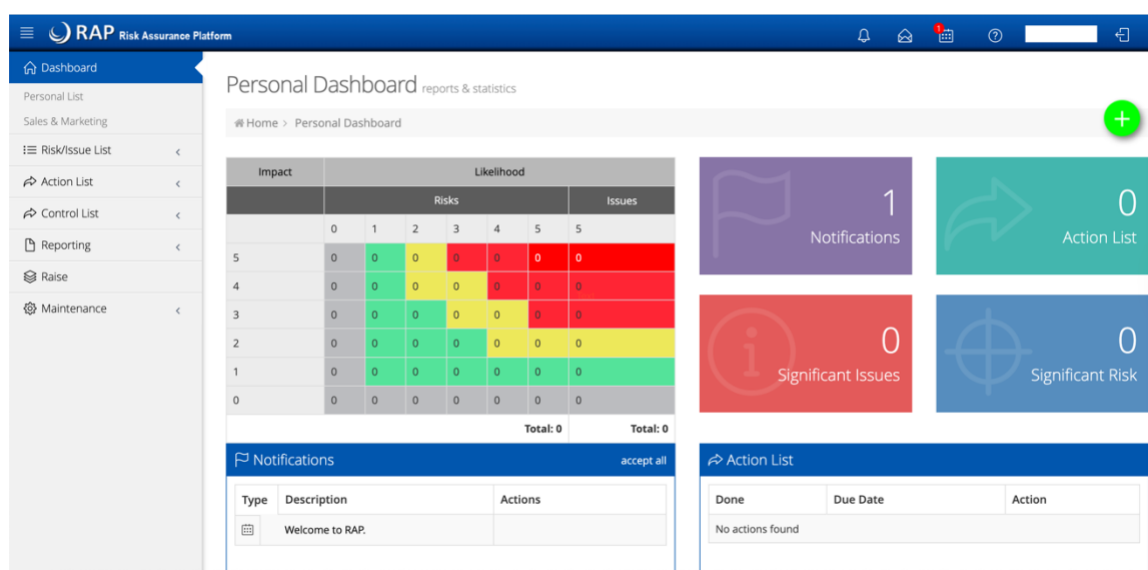
As part of its governance and assurance approach, Simplex applies a structured and consistent risk management capability, supported where appropriate by a secure, cloud-based Risk Assurance Platform. This capability is used to enable systematic identification, assessment, and ongoing

management of risks across delivery, operational, architectural, and programme contexts throughout the service lifecycle.

The approach ensures that all identified risks are clearly defined, categorised, and assigned accountable owners, creating transparency and reinforcing ownership from the point of identification through to resolution. Risks are assessed using auditable and configurable scoring models that consider likelihood and impact across multiple dimensions, enabling informed prioritisation and evidence-based decision-making.

The platform supports clear differentiation between inherent risk, residual risk, and target risk states, providing stakeholders with visibility into control effectiveness and progress toward risk reduction objectives. Continuous monitoring and structured reporting enable early identification of emerging risks, trends, and control gaps, supporting proactive governance rather than reactive intervention.

Risk controls, mitigating actions, and dependencies are managed through governed workflows with role-based access, ensuring that responsibilities, approvals, and changes are appropriately controlled and traceable. This structured approach supports strong compliance, audit readiness, and assurance requirements, particularly in regulated and assurance-driven environments, while enabling Simplex and its clients to maintain a consistent, defensible, and data-informed approach to risk management across all services.



Sustainability/GPM

Simplex Services embeds sustainability into the way projects and services are designed, governed, and delivered, rather than treating it as a standalone initiative. As a GPM-aligned organisation and Accredited Training Partner, Simplex applies Sustainable Project Management principles to reduce

waste, optimise resource utilisation, and improve long-term value across cloud, digital, and infrastructure engagements. Sustainability considerations are integrated into planning, delivery, and assurance activities, ensuring that environmental, social, and economic impacts are assessed alongside cost, risk, and performance. This pragmatic approach enables clients to achieve responsible outcomes without adding unnecessary complexity or administrative burden.

UN Sustainability GOALS

Simplex's sustainability practices directly support the UN Sustainable Development Goals, particularly goals relating to responsible consumption and production, industry innovation and infrastructure, climate action, and decent work and economic growth. Through responsible IT delivery, cloud optimisation, governance-led decision-making, and sustainable project management practices, Simplex helps organisations reduce carbon impact, improve operational efficiency, and build resilient digital foundations. By focusing on measurable outcomes—such as reduced waste, improved lifecycle management, and stronger governance—Simplex enables clients to demonstrate tangible progress against sustainability objectives while maintaining compliance with public-sector standards and long-term organisational goals.

PRICING

Please refer to the associated Pricing Document relevant to this Service.

CONTACTS

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ABOUT US

Simplex Services responds to the diverse business needs of enterprises of all sizes, focusing on aligning business priorities with technology solutions, operating models, and costs.

For over a decade, our service offerings have been aimed at maximising the potential that technology can offer. Our customers and partners trust us not just for solutioning & implementation, but also to improve efficiency, reduce costs, identify new revenue streams, and make them future-ready.

1200⁺

Years of
Industry
Experience

8800⁺

Hours of Consulting
Delivered So Far

97%

Projects Completed
on Time

95⁺

Employees &
Associates

11

Years in Business



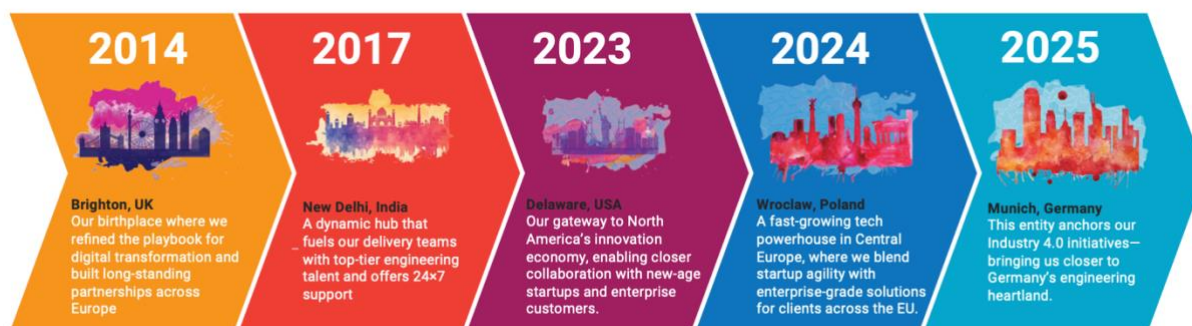
Our Global Footprint

Mapping Impact Worldwide

Our Global Footprint

Mapping Impact Worldwide

From its conception in Brighton, UK, Simplex Services has expanded its global footprint by establishing offices in key locations worldwide to deepen relationships, tap local expertise and deliver hands-on support to clients worldwide.



Core Capabilities

Accelerating Digital Transformation

Advisory & Architecture - Strategic guidance and technical expertise to help businesses navigate the complex world of IT architecture and make informed decisions about their technology investments. - With our Technical Authority-as-a-Service (TAaaS) framework, we offer businesses a flexible, cost-effective, and rapidly deployable solution to access the technical expertise needed, when needed, without the overhead of building in-house teams and improving organisational agility.	Data and AI - Transforming your core processes into self-optimising, intelligent operations to reduce costs, eliminate errors, and accelerate time to value. - Our AI-powered and data-led workflow automation solutions turn buzzwords into business value. We help you identify high impact automation opportunities that reduce errors, cut costs, and improve efficiency—from quick win deployments to enterprise-wide automation strategies for measurable outcomes.	Digital Workplace - Align technology, people, and business processes to improve productivity and organisational efficiency and enable a consistent end-user experience across multiple devices and locations. - Our solutions integrate productivity platforms like Microsoft 365 and identity management with a focus on user experience and security. The result is a workplace that boosts collaboration, streamlines workflows, and adapts to evolving business needs—without compromising compliance or performance.	Infrastructure Modernisation - Unlock agility, resilience, and cost efficiency by transforming your legacy infrastructure into a modern, cloud-optimised environment. - Our cloud services take you from assessment to execution. Whether it's migrating workloads to hyperscale's like Microsoft Azure, adopting hybrid or multi-cloud architectures, or DevOps integration, we design and deliver a scalable, secure, and high-performance foundation that supports continuous business innovation and delivers measurable ROI.	Workforce Staffing - Bridge talent gaps quickly with provide skilled professionals who integrate seamlessly into diverse teams, delivering immediate value on critical projects. - From niche technical experts to largescale deployment teams, we handle sourcing, vetting, and onboarding—so you can focus on delivery. Our flexible staffing solutions adapt to your needs, whether it's short-term augmentation, long-term placements, or rapid scaling for new initiatives.
Field Force - Empower your distributed workforce with a connected, secure, and intelligent digital workplace designed for the realities of field operations. - Our framework delivers end-to-end IT support—from on-site assistance and IMAC (install, move, add, change) services to legacy device lifecycle management—resulting in a resilient, agile, and secure environment that keeps your field teams connected, your assets protected, and your operations running smoothly.	Merger and Acquisition - Simplify the IT complexities of M&A with end-to-end integration services, including managing due diligence, system consolidation, and process harmonisation. - By identifying synergies and mitigating risks early, we help you achieve a smooth transition ensuring your technology landscape supports the deal's strategic objectives. Our approach accelerates value realisation and ensures business continuity while aligning people, processes, and platforms across the merged entity.	Operational Resilience - Strengthen critical processes, improve disaster recovery readiness, and ensure continuity in the face of adverse events—adapt, respond, and recover. - We align resilience planning with regulatory requirements and industry best practices, enabling business continuity and helping you protect revenue, maintain trust, and recover faster. From risk assessments to disaster recovery strategy to incident response, we provide the guardrails your business needs to thrive under pressure.	Risk Assurance Platform - Transform the way your organisation identifies, owns, and mitigates risk with RAP—a highly configurable, cloud-based enterprise risk management solution built on ISO 31000 principles. - RAP combines data, analytics, and automation to help you identify, assess, and mitigate risks before they impact your business. From board-level oversight to frontline accountability, RAP embeds a culture of proactive risk governance across the business.	Sustainability - Embed sustainability into every stage of your digital transformation with strategies that deliver measurable ESG impact alongside business performance. - We help organisations reduce their carbon footprint by architecting energy-efficient infrastructure, sustainable IT asset disposition, and optimising processes. Through our partnership with Green Project Management (GPM), we bring proven methodologies to turn sustainability from a compliance obligation into a driver of innovation, cost savings, and brand value.

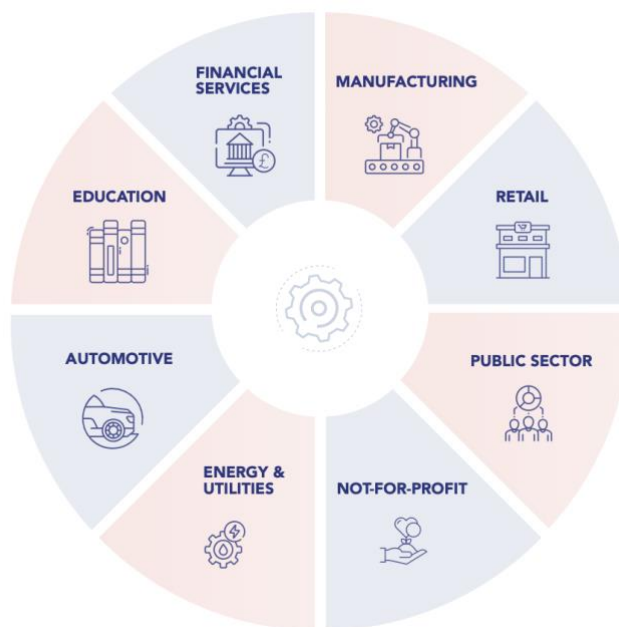
Accreditations & Certifications

Validated. Trusted. Proven.



Cross-Industry Impact

Tailored for Every Terrain



Powered by People

Human Insight. Technological Impact.

At Simplex Services, our people-first philosophy underpins every engagement. By putting human needs at the core, we ensure every stakeholder gains maximum value from future-ready solutions that deliver lasting returns on investment.

We listen—actively and attentively—to understand each client’s unique goals, challenges, and priorities. This deep understanding forms the foundation of partnerships built on trust, transparency, and collaboration. With a team of highly experienced and diverse professionals, our commitment is to ensure that every solution we provide continues to drive operational excellence and long-term success.

Additionally, within our organisation, every team member is empowered to thrive, not just deliver. We help our employees stay ahead of the curve by investing in their growth with hands-on training, learning programs, and industry-recognised certifications.

Simplex supports the Living Wage Campaign, led by Brighton Chamber and supported by Brighton & Hove City Council and UNISON Brighton, for promoting fair pay, improving employee wellbeing, and strengthening communities.

We are also proud of taking the Breathe Culture Pledge, joining a growing movement of businesses in the region committing towards investing in our company culture to super-charge employee engagement and propel the businesses forward.