



SERVICE DEFINITION DOCUMENT

MULTI CLOUD HOSTING SERVICE

SIMPLEX SERVICES PVT. LTD.

simplex-services.com | info@simplex-services.com

35, Sussex Innovation Centre, Science Park Square, Falmer, Brighton BN1 9SB | +44 1273041146

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BACKGROUND

This document describes Simplex's Cloud Hosting Services, delivered as part of its Infrastructure Modernisation capability, to provide secure, resilient, and scalable hosting across private, public, and hybrid cloud environments. The service supports organisations in operating modernised infrastructure platforms following migration, while enabling continuous optimisation, governance, and operational stability.

Simplex's Cloud Hosting Services are designed to reduce operational complexity, improve service resilience, and provide predictable performance through structured hosting, monitoring, and management practices. The service also incorporates data-driven operational insights and AI-assisted monitoring and analytics are used to support operational insight and proactive alerting, with all decisions and actions remaining under human oversight to support proactive management and ongoing optimisation of hosted environments.

OUR CAPABILITIES

Simplex delivers end-to-end Cloud Hosting Services covering hosting platforms, operational management, governance, and continuous optimisation.



Figure 1: Cloud Hosting Capabilities

Modern Cloud Hosting Platforms

Simplex provides enterprise-grade hosting services across a range of deployment models, including:

- Private cloud, public cloud, and hybrid cloud environments
- Multi-cloud hosting models where required
- Hosting across in-house environments and outsourced data centres
- Infrastructure-as-a-Service (IaaS) platforms

Core hosting capabilities include:

- Compute, storage, backup, and archive management
- High availability and disaster recovery enablement
- Platform-level support for databases and middleware
- Secure configuration and operational hardening
- Environment standardisation aligned to modernisation objectives

These capabilities ensure hosted environments are resilient, scalable, and aligned with evolving business and technology requirements.

Cloud Operations, Security & Governance

As part of the Infrastructure Modernisation lifecycle, Simplex provides structured operational management and governance for hosted cloud environments.

Operational capabilities include:

- ITIL-aligned service operations and support processes
- Incident, problem, and change management
- Availability, capacity, and performance management
- Security operations aligned to regulatory and compliance requirements
- Business continuity and resilience assurance
- Integration with client service management and governance frameworks

This ensures hosting services remain stable, secure, and auditable throughout their operational lifecycle.

Data-Driven & AI-Enabled Cloud Operations

Simplex enhances cloud hosting operations through the use of data-driven insights and AI-assisted operational intelligence, using cloud native capabilities.

These capabilities include:

- Collection and analysis of operational telemetry and performance data
- Usage and capacity analytics to inform scaling and optimisation decisions
- Cost visibility and optimisation support aligned to FinOps practices
- AI-assisted monitoring and alerting to identify potential issues proactively
- Trend analysis and operational reporting to support continuous improvement
- Work on cloud capabilities like Azure

These capabilities enable proactive management, improved operational visibility, and data-informed decision-making across hosted environments.

Continuous Optimisation & Modernisation Support

Cloud Hosting Services are delivered with a continuous improvement mindset to ensure environments remain modern, efficient, and aligned with platform evolution.

Capabilities include:

- Ongoing optimisation of performance, capacity, and cost
- Review and alignment with cloud platform roadmap updates
- Automation and operational efficiency improvements
- Support for evolving hosting and infrastructure modernisation initiatives
- Continuous service improvement (CSI) inputs and governance

This ensures hosting environments evolve in line with organisational needs and cloud technology advancements.

APPROACH

Simplex delivers Cloud Hosting Services using a structured lifecycle aligned to its Infrastructure Modernisation framework.

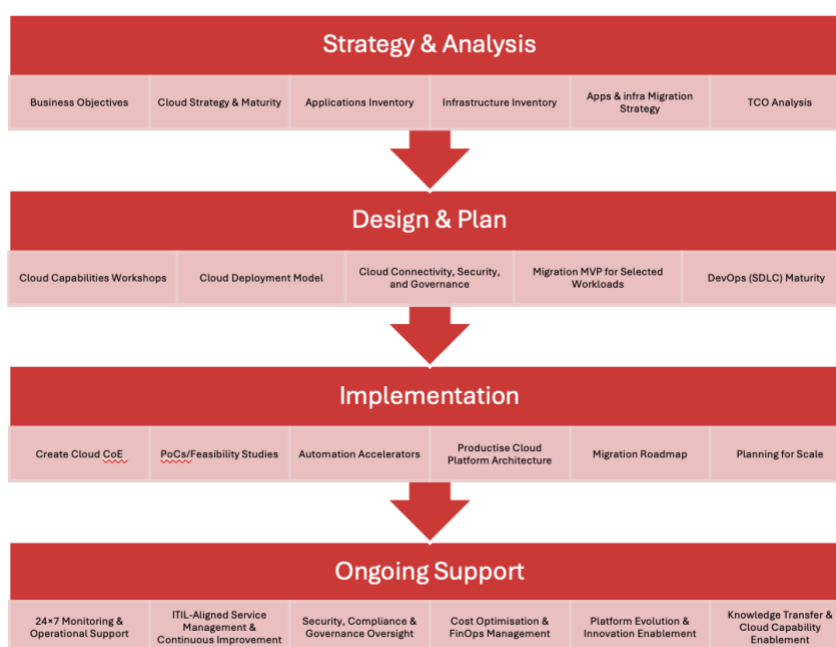


Figure 2: Cloud Hosting Approach

1. Discovery

The engagement begins with **Discovery**, focused on understanding the organisation's current state, drivers, and constraints. During this phase, Simplex works closely with business and IT stakeholders to establish a clear view of objectives and readiness.

Key activities include:

- Identification of business objectives
- Cloud strategy and maturity assessment

- Applications inventory
- Infrastructure inventory
- Initial assessment of applications and infrastructure migration options
- High-level total cost of ownership (TCO) analysis

This phase creates a fact-based foundation for informed decision-making and stakeholder alignment.

2. Planning (Strategy & Analysis)

Building on Discovery, Simplex conducts **Strategy & Analysis** to define a clear and actionable cloud direction. This phase translates insights into a structured migration and transformation strategy.

Key outputs include:

- Defined cloud strategy and target maturity stage
- Prioritised migration approach for applications and infrastructure
- Alignment between business outcomes and cloud adoption goals
- Validation of cost, risk, and value assumptions

The outcome is a clear, agreed roadmap that balances ambition with practicality.

3. Design & Architecture (Design & Plan)

In the **Design & Architecture** phase, Simplex defines the technical and operational foundations required for successful cloud adoption.

Key activities include:

- Cloud capability workshops
- Definition of the cloud deployment model
- Design of cloud connectivity, security, and governance
- Migration MVP design for selected workloads
- Assessment of DevOps and SDLC maturity

This phase ensures the cloud environment is secure, scalable, and architected for long-term success.

4. MVP Development

Simplex then delivers **MVP Development**, validating the strategy and design through controlled implementation.

Key activities include:

- Development of migration MVPs for selected workloads
- Proofs of concept and feasibility studies
- Validation of architecture, tooling, and automation approaches

This phase reduces risk by proving designs before scaling.

5. Implementation

The **Implementation** phase focuses on establishing production-ready cloud capabilities and preparing the organisation for scale.

Key activities include:

- Creation of a Cloud Centre of Excellence (CoE)
- Implementation of automation accelerators
- Productisation of cloud platform architecture
- Development of a detailed migration roadmap
- Planning for scale across applications and environments

This phase delivers a robust, governed cloud platform ready for enterprise adoption.

6. Future Development & Ongoing Support

Cloud adoption is treated as a continuous journey. Simplex supports **Future Development and Ongoing Support** to ensure sustained value.

Key activities include:

- Continuous improvement of cloud platforms and practices
- Support for evolving workloads and new use cases
- Alignment with emerging cloud-native capabilities
- Ongoing operational and architectural support

This ensures the cloud environment continues to enable innovation, resilience, and new sources of business value.

Benefits

Simplex's Cloud Hosting Services provide the following benefits:

- Reliable, resilient, and secure cloud hosting environments
- Reduced operational risk through structured governance and controls
- Improved visibility into platform performance, usage, and cost
- Proactive issue detection and resolution using data-driven insights
- Predictable service delivery aligned to defined service levels
- Continuous optimisation aligned to evolving cloud technologies

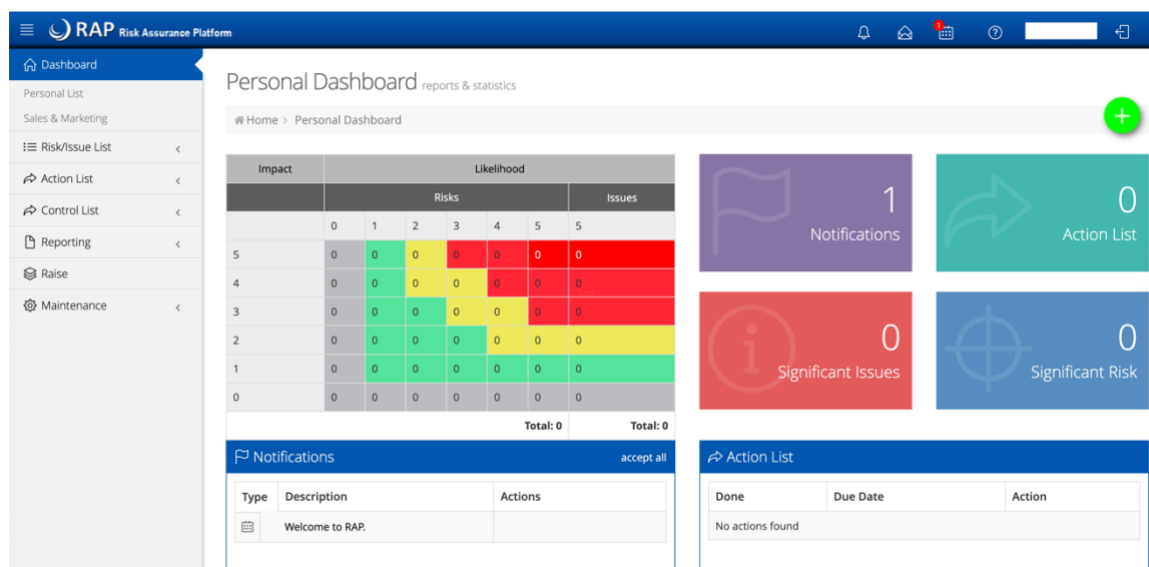
Risk Management, Governance & Assurance

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. The use of risk assurance tooling is optional and configurable, and does not replace organisational governance, accountability, or decision-making responsibilities.

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

Deb Das, Managing Director

Telephone: +44 (0) 1273041146

M: +44 7809208585

Email: deb@simplex-services.com

Mohit Bajaj, Co-founder and CEO

Telephone: + 44 7946789222

Email: mohit@simplex-services.com

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



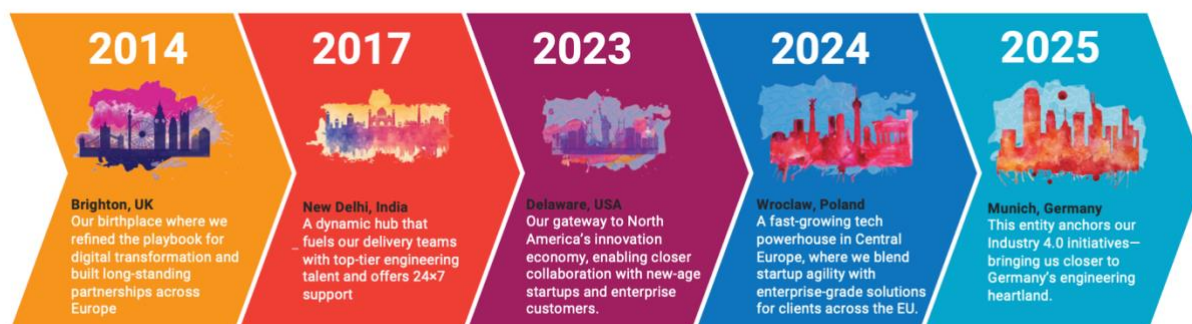
Our Global Footprint

Mapping Impact Worldwide

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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.