

G-Cloud 15 Framework

Service Definition

Cloud and Infrastructure Support and Migration Services

About Us

Advanced Expert Systems Ltd was originally founded in 1989 to bring the benefits of Artificial Intelligence (AI) systems and solutions to real world challenges. Now known as AES Group Ltd, we have become a leading provider of critical defence, healthcare and commercial information systems and solutions for over 35 years.

AES Group has operations in a number of areas and have a proven track record of successfully delivering critically reliable systems and solutions that meet the complex needs of our customers in military, healthcare and commercial environments.

As an established independent information systems and solutions provider, our reputation has been built on over three decades of successfully delivering advanced information systems and engineering projects. This is evident from our considerable track record and long-term customer relationships.

Our services are able to be individually tailored to your specific needs including the levels of configuration of systems, the types of backups and/or disaster recovery options available, the most suitable maintenance windows for your operations and the required support hours.

As part of our preliminary discussions we will determine your exact needs to allow us to configure each service to your specific requirements. In addition to the technical aspects of the service, discussions will also cover the administrative aspects such as type of onboarding/offboarding support required, user numbers, dashboards and insights, etc. These discussions will also cover the financial aspects of the service including your budget, if service credits are required, and any other core or optional requirements.



Service Overview

Our UK based teams focus on maintaining your cloud and IT infrastructure and includes proactive support, administration, server monitoring, hardware and data centre reporting, operating system patch management and monitoring, alerting and installation services. Core competencies include antivirus/anti-malware, patch management, encryption, directory services, communications, email, virtualisation, containerisation, Windows, Linux, etc.

Service Features

This service includes the following main features:

- Virtualisation Support: Hyper-V, VMWare, KVM, Xen, VirtualBox, etc.
- Operating System Support: Windows, Linux, Unix.
- Directory Services Support: Active Directory, LDAP, DNS, etc.
- Infrastructure Support: DHCP, DNS, IP4, IP6, etc.
- Encryption Support: At Rest (disk encryption) and In Transit (VPNs).
- Containerisation Support: Docker, Kubernetes, Swarm, Rancher, etc.
- Patch Management: Windows, Linux, Apps, etc.
- Administration: Partial to full cross-platform administration.
- Database Admin and Support: MSSQL, MySQL, MariaDB, Oracle, etc.
- Monitoring: ElasticSearch, Logstash, Kibana, etc.

Service Benefits

The main benefits of this service are:

- Single point of contact and cost effective infrastructure support provider.
- Proactive support of infrastructure reducing operational interruptions.
- Mitigating operations from loss of service and data.
- Significantly reduce operating costs.



Standard Service Options

The standard service options available are as follows:

- Telephone and email support and maintenance service by our UK based support teams during normal working hours, which are 9am to 5pm Monday to Friday (excluding public holidays).
- Standard onboarding/offboarding with training provided via documentation and online training.
- This service is provided to the following international standards:
 - ISO 27001:2022
 - ISO 9001:2015
 - ISO 14001:2015

Contact Us



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