

Service Definition

Service Name

Data Exploitation – Design, Engineering and Delivery

Service Description

X-Net provides highly assured data exploitation services designed for UK Government Departments, Defence organisations, Law Enforcement, and national security bodies to accelerate the development of their data capability. The service supports the secure design, engineering, and delivery of data exploitation capabilities that operate in classified and operationally sensitive environments.

Combining practitioners (analytic, data, technology, business and operational) with Cloud technologies, X-Net provides a collaborative environment for innovation through extensive experience of setting up and running innovation facilities in an organisational and national context to enable development of innovative cyber investigation capabilities.

Our service offers a flexible, scalable, and outcome-focused approach, delivered using UK-sovereign infrastructure and cleared personnel. It is suitable for organisations operating at OFFICIAL, SECRET, and higher classifications.

Service Benefits

- Secure delivery for sensitive and classified environments
- SC- and DV-cleared practitioners with Defence and Government experience
- UK-only data hosting and processing
- Rapid prototyping and incremental delivery for early operational benefit
- Vendor-agnostic and technology-independent innovation
- Alignment with HMT Green Book business case development
- Access to Defence and Security validation and training centre (air/land/sea).
- UK's largest deployment of 5G technologies for evaluation and testing.
- Collaboration with the Defence Innovation Centre (Battle Lab).
- Collaboration with the South West Defence and Security Cluster.

Scope of Services

Services include:

- Discovery, design, and delivery of data exploitation solutions
- Secure proof-of-concept and pilot development
- Data integration, analytics, and exploitation tradecraft
- Support for operational decision-making and intelligence-led activity
- Engineering of secure data platforms and environments

Information Assurance

X-Net staff are, characteristically, SC or DV security-cleared and have extensive experience of working within local and central Government, as well as the Law Enforcement and Security sectors.

X-Net operates to ISO/IEC 27001 standards and is certified under Cyber Essentials Plus. Services are delivered within secure, assured UK environments and support handling of OFFICIAL, SECRET, and higher classifications in line with UK Government Security Classifications.

Data Residency and Resilience

X-Net has five facilities meshed over high-capacity dedicated fibre, including the Bournemouth and Dorset LAIX sites. The primary centre is on The Dorset Innovation Park (DIP), and data is hosted, processed and never exits the UK. Services are delivered across multiple secure UK sites with resilient backup, restore, and disaster recovery arrangements to support mission-critical operations.

Onboarding and Offboarding

Service onboarding typically completes within two working days following agreement of a Service Definition Order, and subject to assurance requirements. The standard minimum contract length is one year and customers wishing to terminate their service after this period must provide one month's notice, after which time the service(s) will be suspended. Customers will be liable for any outstanding charges incurred over the term of the contract and there is no termination charge.

X-Net allows a one (calendar) week period following the date of termination during which the customer may request us to reactivate the service(s). Only after this time will X-net purge and destroy all customer data related to the service(s).

All Offboarding activities are performed in accordance with Government standards.

Service and Delivery Management

Customers are assigned support personnel including engineers and delivery managers to assure service delivery.

By assigning customers specific, named support engineers, we are able to ensure that we develop a deep knowledge of the specific service, as well as gaining critical insights into how important each component of the service is to the success of the customer's business.

The customer's nominated engineers remain involved throughout any problem diagnosis and resolution processes, acquiring relevant knowledge and allowing the engineering team to develop a "fist line fix" approach, should any issue be seen again.

Essential to our culture of a 'people-centric service', we insist that the engineer who started the support dialogue (by taking the call or picking up the email/SMS) maintains the position of lead contact with that customer. Any support dialogue only ends when the customer is completely satisfied that the issue has been fully resolved.

Service Constraints

Details of any Service Constraints pertaining are determined on a contract-by-contract basis and mutually agreed with the customer.

Service Credits

X-Net may offer service credits to customers dependent on criteria which are negotiated on a case-by-case basis.

Training

X-Net does not offer formal customer-related training for any particular service. However, X-Net engineers are available to answer customer queries via e-mail, telephone, or SMS, and can guide customers through complex and difficult processes where necessary.

Pricing

Pricing is based on the published SFIA rate card and agreed according to service scope and security requirements.

Service Levels and Service Review

X-Net conducts regular Service Reviews with customers by mutual agreement. Service levels, performance metrics/measures and associated reporting criteria are agreed on a per-customer basis and aligned to service outcomes and operational criticality.

Termination

Services may be terminated with 30 days' notice following the agreed initial contract term. Secure data handling procedures apply throughout termination.