



G Cloud 15 Service Description Document



Document Control

Document Information

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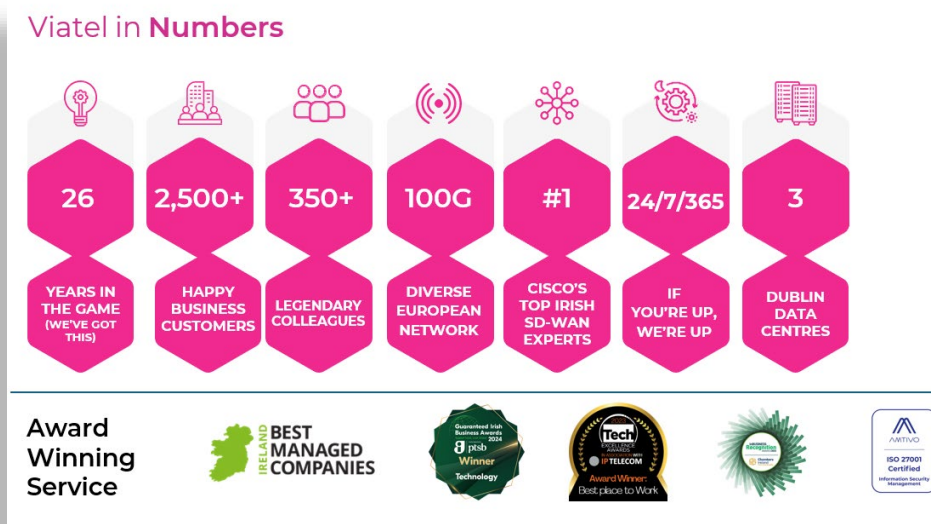
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1 Viatel Overview

1.1 Viatel Overview

With over 26 years' experience, Viatel Technology Group has been named a Platinum Deloitte Best Managed Company and Chamber Ireland's ICT Company of the Year and The Tech Excellence Awards was also named 'Best Place to Work'.

We have a team of 300 experienced staff who embody our values of customer service, excellence, trust and care as they serve over 4,000 business customers. Viatel is ISO 27001 certified.



Since 2020, Viatel Technology Group has complemented organic growth with a series of acquisitions. Notable Milestones include:

- January 2022: acquisition of ActionPoint's managed IT capabilities created an end-to-end provider to support customers across the technology stack and through the digital transformation journey.
- February 2023: Taoiseach Leo Varadkar announced the creation of 50 new jobs to support our expanded security services.
- May 2023: acquisition of SunGard Availability Services Ireland brought our state-of-the-art data centres in Dublin to three and added in-depth public cloud expertise to our private cloud capability.
- December 2023: Significant investment by Macquarie Capital to fund future development and growth.
- June 2024: announcement of the acquisition of MJ Flood Technology into Viatel's digital services division.
- June 2025: announcement of the acquisition of Cybit's cyber operations

Financial Summary

Viatal Technology Group	2024	2023	2022
Year End Date	31 Dec 2024	31 Dec 2023	31 Dec 2022
Turnover	€99,007,729	€79,959,910	€64,019,333

1.2 Viatal Customers

Viatal is proud to serve a selection of multinational companies and indigenous Irish organisations across the private and public sector. Global giants, household names and trusted government bodies turn to Viatal for their digital and business comms needs.



1.3 Services

Viatal Digital Services includes the following key pillars

- **Hybrid Infrastructure**
 - Integrated cloud, on-premises, and co-location solutions
 - Partnerships with Microsoft, HPE, Dell
- **Microsoft Practice**
 - Microsoft 365 and Azure expertise
 - Tenant design, migration, and management
 - Unified Communications and Teams Phone System
- **Managed Services**
 - End-to-end ICT support
 - Proactive monitoring and service desk
 - Professional and Engineering Services
- **Security**
 - Advanced security frameworks
 - Compliance and certifications
 - SOC/SIEM

Viatal's Communication Services include the following:

- High-capacity resilient connectivity delivered on our 100G international network
- Cisco's leading partner in the delivery of fully managed, secure SD-WAN networks to Irish enterprise

- Expert, effective cyber resilience and security
- Fully architected public, private and hybrid cloud solutions
- Three strategically located Dublin-based data centres
- Cost effective Voice and Voice4Teams solutions
- Reliable Managed IT services

In our day-to-day operations, Viatel Technology Group functions within two primary departments: (i) Comms Services and (ii) Digital Services. These departments are supported by integrated functions such as Finance, HR, Marketing, and Sales. Substantial resources have also been allocated to establishing a fully integrated operational platform designed to provide an unparalleled customer experience across all our solutions.

1.3.1 Comms Services

Viatel has a long legacy as a provider of enterprise connectivity, business communications, and private data centre solutions. These services are underpinned by a substantial infrastructure network that spans across Ireland, extending into the UK and Europe. Drawing from over 20 years of experience, we understand that these services form the cornerstone of every organisation's operation, serving as the foundation upon which other services are delivered.

1.3.2 Digital Services

Through the cultivation of in-house expertise, strategic partnerships, and carefully planned acquisitions, Viatel's digital services capability has experienced exponential expansion. Our formidable suite of cybersecurity solutions and a diverse range of public, private, and hybrid cloud offerings combine to create a truly comprehensive technology partner. The breadth of our capabilities enables us to swiftly diagnose technical challenges, respond with agility, and safeguard as well as transform our customers' operations.

1.4 ISO 27001:2022 & Other Certification

Viatel is ISO27001:2022 (includes data centres) and PCI-DSS certified and regulated by ComReg. We comply with legislative and regulatory requirements by embedding awareness directly into the structure of our Information Security Management System (ISMS). Our ISO 27001 compliance requires us to identify and manage external legal, regulatory, and contractual obligations that impact information security, treating unmet requirements as risks. This involves applying specific compliance controls, maintaining up-to-date policies, and keeping documentation, records, and audit trails to demonstrate adherence. Alignment with frameworks such as GDPR, NIS2, HIPAA, and PCI DSS enhances readiness and simplifies meeting multiple compliance needs. Annual audits are carried out by a qualified ISMS coordinator, supported by a cyber security programme that includes senior leadership and security specialists. Additionally, CIS membership strengthens resilience by providing access to security benchmarks, expert resources, and a collaborative cyber security community.

1.4.1 Microsoft Accreditations and Expertise

Viatel is recognised as Ireland's largest Cloud Service Provider (CSP) and leading Microsoft partner for Teams Voice and Meetings, reflecting our long-standing specialisation in Microsoft collaboration and communications.

We hold Microsoft Solutions Partner designations for Co-Pilot, Security, Modern Work and Infrastructure (Azure) and were the first Irish partner to achieve the Advanced Specialisation for Calling for Microsoft Teams.

Viatel has been named Microsoft Ireland Partner of the Year for Modern Work (2025 & 2022) and for Calling & Meetings for Teams (2020 & 2021). We have a team of more than 100 certified professionals across all areas of the Microsoft solution stack, including Microsoft 365, Teams Voice, and Azure disciplines, demonstrating proven capability to deliver complex unified communications solutions at enterprise scale.

- First Irish partner to achieve Microsoft Advanced Specialisation: Calling for Microsoft Teams
- 2025 & 2022 Microsoft Ireland Partner of the Year – Modern Work
- 2021 & 2022 Microsoft Ireland Partner of the Year – Calling & Meetings for Teams

Viatal Technology Limited is recognised under the Microsoft AI Cloud Partner Program with the following credentials:

- **Solutions Partner Designations:**
 - Infrastructure (Azure)
 - Modern Work
 - Security
 - CoPilot
- **Specialisations:**
 - Azure Virtual Desktop
 - Calling for Microsoft Teams
 - Cloud Security
 - Co Pilot

These designations validate Viatal's technical expertise and ability to deliver successful outcomes aligned with Microsoft Cloud solutions.

Viatal – 100 Microsoft certified professionals across the Microsoft solution stack



Viatal - Microsoft Ireland's Modern Work Partner of the Year 2025

Viatal Technology Group is proud to be Microsoft Ireland's Modern Work Partner of the Year, a prestigious accolade that celebrates innovation and measurable impact for customers.

This Award recognises Viatal's leadership in delivering secure, collaborative and AI-driven Microsoft solutions that transform how customers work.

- **Viatal recognised as Microsoft Ireland's Modern Work Partner of the Year** – a clear endorsement of its role as a trusted Microsoft partner delivering transformative solutions for customers.
- **This accolade highlights Microsoft's confidence in Viatal's ability** to deliver robust, collaborative and AI-driven solutions that not only enable digital transformation but also safeguard organisations against evolving threats.

- **For customers, it means working with a partner that Microsoft trusts** to deliver exceptional service, cutting-edge technology and smarter, more connected ways of working.

This achievement reinforces Viatel's position as a trusted Microsoft Partner with many advanced specialisations including the Microsoft Cloud Security Specialisation.

Claire Hillis, Partner Director at Microsoft Ireland, said:

This prestigious recognition is a testament to Viatel's outstanding contributions and impact on our business in Ireland. Their innovative solutions, leadership and unwavering commitment to driving business transformation through technology have truly set them apart.

This achievement not only highlights Viatel's excellence but also serves as an inspiration to others in the industry. Their dedication to pushing the boundaries of what is possible with technology is commendable, and we are proud to have them as a trusted partner.

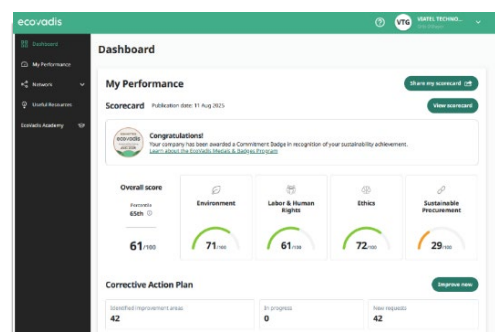
What It Means for Customers:

- ✓ **AI at the Core:** Intelligent automation and insights to boost productivity and decision-making.
- ✓ **Future-Ready Collaboration:** Secure, connected solutions for hybrid work and beyond.
- ✓ **Proven Expertise:** Recognition by Microsoft validates Viatel's ability to deliver measurable success and innovation within organisations of any size or industry.



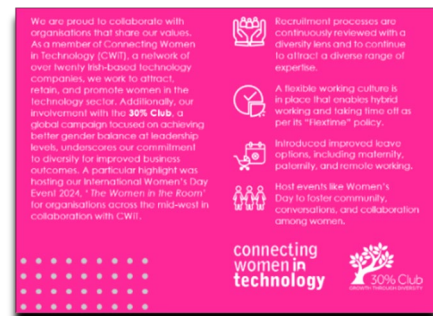
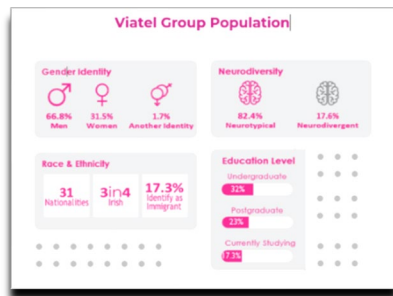
1.5 Environmental, Social and Governance (ESG)

Viatel's ESG programme is led by our Strategic Change & Governance Team, reporting to our Chief Technical Officer Eilish O'Connor. Our progress is independently benchmarked with EcoVadis using their sustainability platform. Viatel achieved an overall score of 61/100 in the scorecard across the four elements of environment, labour and human rights, ethics and sustainable procurement. Our goal is to create a safe and welcoming workplace for our



diverse employee population and make a positive impact on our broader community.

Our hybrid working model, flexible hours, and enhanced leave policies support our employees in balancing their personal and professional lives. Our Gender Pay Gap was just 3.3% in 2024—significantly below the Irish average of 11.3% and the European average of 13%. In 2024, Viatel measured women representation at 28.2% of the workforce. Our commitment is 35% by 2030 with annual targets requiring an average of 1.14% increase per year. Viatel is taking significant environmental strides with annual reductions in carbon footprint, targeting a 90% reduction by 2030 from a 2024 baseline of 2,415 tCO₂, with an initial 50% in 2025.



As of May 1, 2025, Viatel's asset portfolio, including our datacentres, is powered exclusively by 100% renewable energy sources. Initiatives include IT equipment recycling, Cisco sustainability certification, office and data centre consolidation. Viatel will help LauraLynn meet their own sustainability goals by offering transparent reporting, eco-friendly solutions, and strategic guidance on reducing environmental impact at all levels and stages. Together, we will build a sustainable future. Viatel provide internships, club sponsorships and are engaged with a number of charity partners with a view to uplifting local communities and contributing to social value. One example of an annual Initiative is Movember which has benefited charities like Milford Care Centre, Barnardos, LauraLynn and St Francis Hospice Dublin.

2 Lot 1a Infrastructure as a Service (IaaS) & Platform as a Service (PaaS)

Viatel Technology Group delivers a comprehensive suite of Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) offerings, with a strong focus on Microsoft Azure solutions. Our services encompass the full lifecycle of cloud adoption, from strategic planning and migration to ongoing management and optimisation. Viatel provides tailored Azure hosting, backup, site recovery, cloud storage, virtual machines, networking, and security services, all designed to meet the needs of UK government organisations and enterprises seeking scalable, secure, and resilient cloud infrastructure. Our managed services include technical planning, architecture design, migration support, and proactive monitoring, ensuring seamless integration and business continuity. As a Microsoft Partner and ISO 27001 certified provider, Viatel emphasises security, compliance, and operational excellence, supporting clients through every stage of their cloud journey—from initial assessment and migration to governance, cost management, and exit strategies if required. Our flexible approach allows organisations to leverage the agility, scalability, and innovation of Azure, while benefiting from Viatel's expertise in cloud architecture, digital transformation, and ongoing support.

Please note this is not an extensive list of our Cloud services. Please contact us directly with your requirement.

2.1 Azure

Viatel can help you unleash the power of Azure Cloud. Our services allow you to migrate securely and optimise costs with a bespoke Azure solution, and experience seamless migration, unmatched scalability, and innovation. We provide expert guidance, comprehensive support, and tailored solutions designed to meet your unique business needs and drive success.

Benefits include:

- **Scalability** – Azure provides on-demand scalability, allowing businesses to easily adjust their resources up or down based on their needs.
- **Security** - With built-in security features and compliance certifications, Azure ensures data protection and regulatory compliance.
- **Global Reach** – Azure has a vast network of data centres across the globe, providing low-latency access and redundancy.
- **AI and Machine Learning** – Azure offers advanced AI and machine learning tools to help businesses derive insights and automate processes.
- **Hybrid Capabilities** - Azure supports hybrid cloud environments, enabling seamless integration with on-premises systems.
- **Cost Management** - Azure provides various pricing models and cost management tools to help businesses optimise their cloud spending.

2.2 Office 365 (M365)

M365 is available at Government rates and can be supplied across 5 different plans. Plans are priced per user per month depending on the plan/s selected. We provide a managed service to the M365 accounts and is added to each user cost, monthly. Discounts are available for larger user counts and specific pricing can be supplied.

2.3 Azure Managed Cloud

Any service can include a managed aspect. Please see table below for an indication of what service detail can be included.

Discounts are available for larger volumes and should be discussed directly with us for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or call us on 02892528528

Service Detail	Essentials	Standard	Complete
SERVICE LEVEL	★★★	★★★★★	★★★★★★
Onboarding (Governance, Documentation etc.)	Basic	Standard	Custom
Support Services			
Support Services via e-mail	✓	✓	✓
Support Services via Phone		✓	✓
Access to Cloud Specialist			✓
Monitoring & Alerting – AP Managed Cloud Package			
ActionPoint NOC integration	✓	✓	✓
Standard Alerting (monthly allowance of alerts defined in contract)		✓	✓
Reactive Service			
Core Support Desk (e-mail only)	✓ *	✓	✓
Enterprise Cloud Support *** (Defined in Managed Services agreement)		✓ *	✓ *
Proactive Service			
Budget Threshold Alerting (daily)	✓	✓	✓
Full-Service Reporting Basic	Annually		
Full-Service Reporting Advanced including risks and recommendations		Quarterly	Monthly
Quarterly Budget Analysis		✓	✓
Azure Security Center Alerting and remediation planning		✓	✓
Azure Advisor Alerting and remediation planning		✓	✓
Annual Service Review with Cloud Architect (1 day)			✓
Defined change control process		✓	✓
SERVICE LEVEL AGREEMENT (S.L.A)			
<i>Optional Services (at additional cost)</i>			
☐ Cloud Architect			
☐ Training			
☐ Custom Dashboards – Client Side			
☐ SLA backed with Microsoft 1 Hour Response			

We provide Microsoft Azure Hosting tailored to encompass any range of services from compute, storage and networking. This provides UK government organisations with on-demand, scalable public cloud resources that enable transformational digital solutions. Microsoft Azure is a subscription service built upon a pay per user basis. This means you only pay for what you have consumed. Some examples of the Azure services that we can provide and their pricing structures are below.



Agile, scalable and secure Azure Cloud.



Please note this is not an extensive list of our Azure services. Please contact us directly with your requirement.

2.4 Azure Back-up Service

Viatel's Azure Backup service is priced per item per month plus per GB storage being backed up per month. End user specific configurations including size of data set, recovery times, resilience can be included but may alter the final cost per GB. You can estimate pricing [Here](#).

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

2.5 Azure Site Recovery

Site recovery is billed based on the number of instances protected. It is billed in units of the average daily number of instances you are protecting over a monthly period. For example, if you consistently protected 20 instances for the first half of the month and none for the second half of the month, the average daily number of protected instances would be 10 for that month. You can estimate pricing [Here](#).

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

2.6 Azure Cloud Storage

Azure has five types of storage – Blobs, Files, Disks, Tables and Queues. Your total cost depends on how much you store, the volume and type of storage transactions and outbound data transfers, and which data redundancy option you choose. You can estimate pricing [Here](#).

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

2.7 Azure Virtual Machines

Virtual machines are billed on per-minute basis and most include load-balancing and auto-scaling free of charge. You can estimate pricing [Here](#).

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

2.8 Application Hosting

Pricing is based on the size and number of VM instances you run. Built-in network load-balancing support automatically distributes traffic across VM instances. Additional options are available for larger subscriptions requiring standard or premium subscriptions, Secure Sockets Layer (SSL) Certificates, SSL connections and support. You can estimate pricing [Here](#).

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

2.9 Azure Networking Services

Virtual Network in Azure is free of charge. Every subscription can create up to 50 Virtual Networks across all regions. Viatel charge Public IP Addresses and Reserved IP Addresses used on services inside a Virtual Network is charged. Network appliances such as VPN gateway and Application gateway that are run inside a Virtual Network are also charged.

VNET Peering - VNET Peering links two virtual networks in the same region and enables you to route traffic between them using private IP addresses.

Ingress and egress traffic is charged at both ends of the peered networks.

IP Addresses Public IP Addresses and Reserved IP Addresses can be used in services running inside a Virtual Network. They carry a nominal charge as outlined [Here](#)

VPN Gateways A Virtual Network can have one or more VPN Gateways to connect back to on premises network or other Virtual networks in Azure. The VPN Gateway is charged as detailed [here](#), You can estimate pricing [Here](#).

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

2.10 Azure Security Centre

The Security Centre uses Azure storage to save security data generated from your protected nodes. Costs associated with this storage is not included in the price of the service and will be charged separately at regular Azure storage rates A node is any Azure resource that is monitored by the service. Currently, only virtual machines are counted (each Azure VM counts as one node), but as additional security monitoring capabilities are enabled for other types of services, like Azure Cloud Services or SQL databases, we may begin counting these resources as well. Nodes are counted and prorated daily data allocation – 500MB You can estimate pricing [Here](#).

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

2.11 Azure Log Analytics

OMS Operations Management Suite (OMS) has two subscriptions options: Operations Management Suite E1 and Operations Management Suite E2. Both options have access to key technologies across Operations Management Suite solutions, as well as rights to use System Centre software to provide a complete solution for your hybrid environments. Operations Management Suite subscriptions are priced per node per month, with an annual commitment. You can estimate pricing [Here](#).

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

2.12 Azure Hosting Services

Viatel hosting services provides review and advisory services for Azure Cloud, delivered by a Microsoft Gold Partner for Cloud Platform. This service allows users to optimise their usage of Azure products. This services is priced at a daily rate depending on delivery location.

The specific set up requirements should be discussed directly for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

2.13 Managed Service

Any service can include a managed aspect, this is priced with an additional per user per month basis to cover the ongoing support and management of the attached cloud service. **Discounts are available for larger volumes and should be discussed for an accurate quotation by Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.**

2.14 Professional Technical Services

We can provide a range of professional services associated and recommend these as an essential aspect of ensuring successful implementation and utilization of these cloud computing platforms.

One of the critical professional services we provide is cloud migration. We can guide you through the process of transferring existing on-premise infrastructure and applications to the cloud, enabling you to take advantage of the scalability, flexibility, and cost-efficiency offered by cloud providers. Our experienced professionals can assess the existing infrastructure, plan the migration strategy, and securely migrate data and applications to the cloud while minimizing downtime and ensuring seamless integration.

We can also provide cloud architecture design and optimization services. Solutions offer a variety of services and configurations, and designing an efficient and scalable architecture that takes advantage of these services requires expertise. We can also help you to design a cloud architecture that aligns with your specific requirements, considering factors like workload distribution, performance optimization, fault tolerance, and security.

We can also assist in the management and monitoring of your IaaS Solutions. IaaS platforms provide numerous tools for managing resources, monitoring performance, and optimizing costs. We can help you leverage these tools effectively by implementing best practices, configuring alerts and auto-scaling, optimizing resource allocation and usage, and ensuring that the infrastructure remains secure and compliant.

We can also provide expertise in areas such as data management and governance, backup and disaster recovery planning, and security and compliance audits. These services help you maintain data integrity, ensure business continuity, and comply with industry regulations and standards.

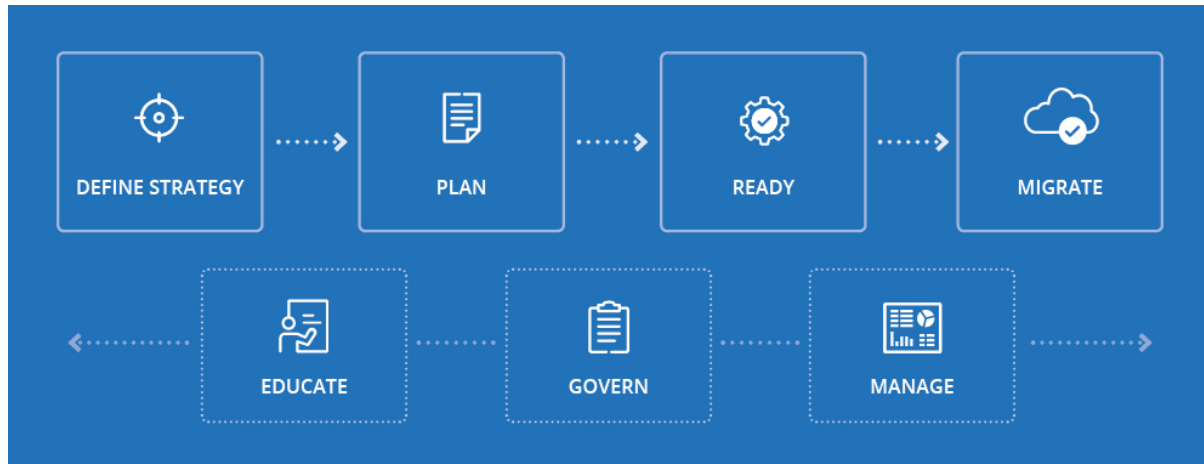
Our experts play a crucial role in helping you leverage the benefits of cloud computing. From cloud migration to architecture design, management, and security, our services provide expert advice and assistance to ensure successful utilization of IaaS platforms.

We are an award winning Gold Microsoft solutions partner for Infrastructure (Azure), Digital and App Innovation (Azure) and Modern Work. When preparing to migrate across the hybrid cloud we can help you accelerate migration of your key infrastructure workloads to Microsoft Azure. If your business needs

support building, running, and managing intelligent applications, we have demonstrated our ability to work with applications across multiple clouds, on premises, and at the edge. We can also help improve your business's productivity and shift to hybrid work using Microsoft 365. Our expertise with Networking, Data Centres and Enterprise Application Development enables our client to not only engage and migrate to the cloud but also to innovate once they get there.

At Viatel, our team is vastly experienced at facilitating cloud migration. Complete Cloud Migration from Viatel is carried out to enhance overall functionality, scalability and performance.

2.14.1 Your Cloud Journey



2.14.1.1 Define Strategy

Meet with key stakeholders to workshop the motivations driving cloud adoption and specify desired outcomes. A business case is developed to validate the financial model supporting the transition.

2.14.1.2 Plan

Develop a cloud adoption plan. As part of this planning stage we create an inventory of your digital estate, we address all skills and knowledge gaps and establish a framework for initial organisational alignment.

2.14.1.3 Migrate

We work with you from the very first workload migration ensuring a seamless transition from on-prem to managed cloud.

2.14.1.4 Govern and Manage

We manage and optimise your new cloud data centre, meeting with you to agree business commitments and operational baselines. We then send you a report each month or quarter to highlight performance.

2.14.1.5 A More Mobile Solution

Access to the Azure Cloud lends itself to increased workplace flexibility and a more mobile workforce. It also better positions organisations to operate internationally.

2.14.1.6 Operational Agility

Transitioning from physical data centres to a more elastic cloud solution, allows for greater scalability and flexibility.

2.14.1.7 Greater Security & Compliance

Azure is used and trusted by 95% of Fortune 500 companies and is continuously monitored by Azure Security Centre. Viatel is ISO 27001 certified meaning we meet the highest global standard for information security and management.

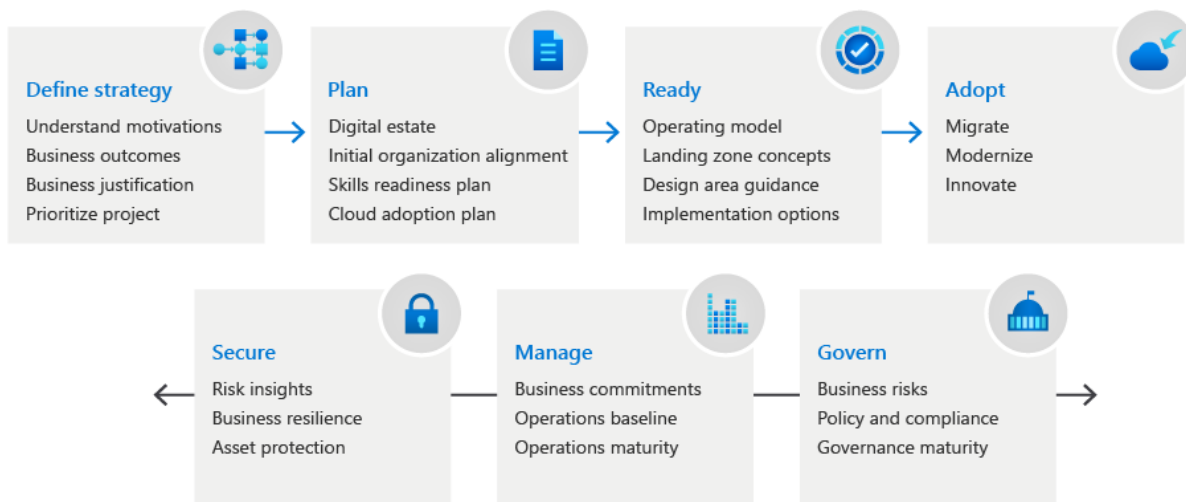
2.14.2 Microsoft Cloud Adoption Framework

Our professional services team implement according to the Microsoft Cloud Adoption Framework for Azure. The Microsoft Cloud Adoption Framework for Azure is a full lifecycle framework that enables cloud architects, IT professionals, and business decision makers to achieve their cloud adoption goals. It provides best practices, documentation, and tools that help you create and implement business and technology strategies for the cloud.

Following best practices for the Cloud Adoption Framework allows your organization to better align business and technical strategies and ensure success. Watch the following video to learn more. The Cloud Adoption Framework brings together cloud adoption best practices from Microsoft employees, partners, and customers. The framework provides tools, guidance, and narratives. The tools it includes help you shape your technology, business, and people strategies to achieve the best business outcomes possible through your cloud adoption effort. Use the following table to review the guidance for each methodology.

	Strategy: Define business justification and expected adoption outcomes.		Plan: Align actionable adoption plans to business outcomes.
	Ready: Prepare your cloud environment for planned changes.		Migrate: Migrate and modernize existing workloads.
	Innovate: Develop new cloud-native or hybrid solutions.		Secure: Improve security over time.
	Manage: Manage operations for cloud and hybrid solutions.		Govern: Govern your environment and workloads.
	Organize: Align the teams and roles supporting your organization's cloud adoption efforts.		

Each methodology listed above is part of a broad cloud adoption lifecycle. The Cloud Adoption Framework supports you throughout each phase of your cloud adoption journey. The following diagram outlines how the framework uses methodologies as approaches to overcoming common blockers.



Cloud-based infrastructure fundamentally changes how your organization finds, uses, and secures technology resources. Traditionally, organizations assumed ownership of and responsibility for all aspects of their technology, from infrastructure to software. Moving to the cloud instead allows your organization to provision and consume resources only when needed. Although the cloud offers tremendous design choice flexibility, your organization needs a proven and consistent methodology for adopting cloud technologies to ensure success. The Microsoft Cloud Adoption Framework for Azure meets that need, helping guide your decisions throughout your cloud adoption journey.

Cloud adoption is a means to an end. Successful cloud adoption begins well before any cloud platform vendor is selected. It begins when business and IT decision makers realize that the cloud can accelerate a specific business transformation goal. The Cloud Adoption Framework helps decision makers align strategies for business, culture, and technical change to achieve desired business outcomes.

The Cloud Adoption Framework provides technical guidance for Microsoft Azure. Enterprise customers might still be trying to select a cloud vendor, or might have an intentional multicloud strategy. For these situations, the framework provides cloud-agnostic guidance for strategic decisions whenever possible.

This guidance affects the business, technology, and culture of organizations. Affected roles include:

- Line-of-business leaders
- Business decision makers
- IT decision makers
- Finance
- Enterprise administrators
- IT operations
- IT security and compliance
- IT governance
- Workload development owners
- Workload operations owners
- Business subject matter experts

Each role uses unique vocabulary, and each has different goals and key performance indicators. A single set of content can never address all audiences effectively.

A cloud architect serves as a thought leader and facilitator, bringing these audiences together. This collection of guides is designed to drive decision-making and help cloud architects have the right conversations with the right audiences. Business transformation empowered by the cloud relies on the cloud architect role to help guide decisions throughout the organization and IT.

Each section of the Cloud Adoption Framework represents a different facet of the cloud architect role. These sections also create opportunities to share cloud architecture responsibilities across a team of cloud architects. For example, the governance section is designed for cloud architects who have a passion for mitigating technical risks.

If your organization is new to Azure, begin by ensuring you understand and document foundational alignment decisions. When your enterprise's digital transformation involves the cloud, having an understanding of these fundamental concepts helps you during the cloud adoption process.

2.14.3 Azure Deployment, maintenance, and configuration

Our Azure deployment services follow a structured and reliable process that avoids any risks to your business.

2.14.3.1 Azure Consulting & On-Boarding

By taking the time to assess your requirements against Azure's capabilities, businesses can avoid costly roadblocks further ahead.

Our Azure experts provide on-boarding services to keep your cloud journey on track:

- architecture workshop
- proof of concept
- health check

2.14.3.2 Azure Cloud Strategy & Planning

Planning an Azure deployment takes in-depth knowledge of the platform, its services, and the client's business objectives.

Our Azure team evaluates each deployment on the basis of six key factors:

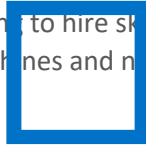
- scalability
- security
- capacity
- performance
- pricing
- resilience

2.14.3.3 Azure Configuration Service

Plan the optimum configuration for your virtual machines, networks, gateways, DNS, security groups, and load balancers with our structured deployment service. Our Azure deployment team is skilled at full cloud and hybrid deployments. Gain the consistency you need between on premise and SaaS systems.

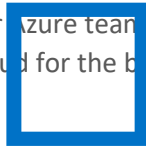
2.14.3.4 Azure Support Plans

Guarantee you can access the technical skills to maintain and manage business-critical applications. Our Azure support services remove the strain of having to hire skilled employees within your own business. Rely on our team to solve issues with virtual machines and networks, load balancers, Azure DNS, and Azure Active Directory.



2.14.3.5 Microsoft Azure Backup

Call on the resources you need as and when you need them with our Azure managed services. Whether long-term, short-term, or on an ad-hoc basis, our Azure team is ready to assist. Let us help you architect, deploy, back-up and manage a tailored Azure cloud for the best uptime, performance, and cost effectiveness.



2.14.3.6 Azure Cost Assessment

Make immediate annual savings with an assessment of your Azure usage. While maintaining performance, our team can monitor and configure Azure to suit your usage and any cost changes. Alternatively, we can provide you with the tools to accurately measure usage and reconfigure Azure to reflect only your business needs.



2.14.3.7 Azure Health Check

Azure health check services are beneficial for our existing clients and as a stand-alone service. Using the tested methodology of assessment, analysis, and optimization, our team provides a detailed report on costs, security, and assets.



2.14.4 Azure Migration Services

Our team conducts a comprehensive audit of your software and workloads. Azure migration services include considerations around virtual networks, storage solutions, and computing environments.

We then review and document all your applications, workloads, and processes.. Elements covered include infrastructure, network architecture and capacity, performance requirements, resilience requirements, and maintenance processes.

We can then work with you to agree where you will transfer your current workloads. As well as Azure, our team can also advise on related migration destinations such as Office 365 or Microsoft Cloud OS Network.

Once existing workloads and applications are audited and prepared, you're ready for Azure migration.

We can advise on the best Azure migration tool to suit your strategy to create a repository of your application, service, and device relationships and dependencies.

Azure migration then moves your on-premises servers to Azure cloud with one comprehensive service.

2.14.5 Exit Management Services

Exit management services are a crucial aspect of cloud computing. When you decide to migrate from one provider to another or transition back to on-premises infrastructure, a well-defined exit management strategy is essential.

We can guide you through a set of processes, procedures, and considerations to ensure a smooth and secure transition. As a first step, organizations should understand and document their current

infrastructure architecture, dependencies, and data storage locations. This step helps in assessing the scope and complexity of the migration.

Next, it is important to evaluate the new provider and understand their migration capabilities and support. The organization should compare the security measures, data transfer protocols, and migration tools provided by the new provider. This analysis assists in selecting the most suitable provider and establishing a solid foundation for a successful migration.

A critical component of exit management services is data backup and recovery planning. Organizations must ensure that all critical data is backed up regularly and securely during the migration process. This includes verifying that the new provider offers robust backup options and testing the data restore procedures to guarantee data integrity.

A comprehensive communication and stakeholder management plan is necessary. The organization should notify and involve all relevant stakeholders, such as internal teams, business units, and external vendors, throughout the transition. This transparency fosters better understanding, reduces resistance, and promotes collaboration.

Organisations should perform extensive testing and validation of the migrated infrastructure and applications. This step ensures that all systems are functioning correctly, and potential issues or performance gaps are identified and resolved promptly.

Exit management services are crucial for organizations planning to migrate or transition between providers. By following a well-defined strategy, including understanding the current infrastructure, evaluating new providers, backup planning, stakeholder management, and thorough testing, organizations can mitigate risks and ensure a successful transition.

2.14.6 Flexible Transition

We understand the importance of retaining the flexibility to transition smoothly between suppliers and solutions, while ensuring continuity and quality of service. We can facilitate an effective exit arrangement and transition to provide this flexibility.

We can work with customers to provide input into a comprehensive exit plan, for example, covering elements such as:

continued provision of the services for the duration of the termination notice and, if necessary, for a transitional period afterwards (may incur additional cost);

- transfer of knowledge and documentation in connection with the services
- reasonable assistance in connection with a re-tender of all or part of the services
- general assistance and co-operation between customers and our team

We can appoint an exit manager to support the transition who will work with PSBs to scope the level of involvement required and provide an estimated cost for any work that is outside the existing contract scope.

2.14.7 Cloud Exit or Reverse Migration

To develop a cloud exit strategy or reverse migration, we can work with you to develop a plan to ensure that a business can effectively move to another cloud without disruption. We can also work with you on cloud repatriation if this is required. We recommend that an exit strategy be discussed during the design and planning phase. Migration choices can be reviewed to make sure that a cloud exit plan is in place

that considers both the changing cloud service landscape and constantly changing business requirements.

Exit management strategy can consider the following:

- Stakeholder management
- Location of data
- Compliance
- Regulation
- Data governance
- Involvement of independent software vendors, solution architects, and third parties.
- Time and money needed to find new vendors.
- Costs related to retraining cloud teams
- Current challenges in running workloads with the current CSP
- Costing model
- Vendor lock-in impact
- Overall capabilities E.g., Security, Compliance, Operational Resiliency etc.,

Services are scoped and priced according to requirements. For an accurate quotation please contact Gerard McCann at gerard.mccann@viatel.com or calling us on 02892528528.

3 Lot 2 Infrastructure Software (I-SaaS)

3.1 Comprehensive Service

Viatel delivers a comprehensive Infrastructure Software as a Service (iSaaS) portfolio as part of its wider cloud and digital services capability. This offering provides scalable, secure and resilient cloud infrastructure, combining IaaS, PaaS and infrastructure-layer software to support modern hybrid enterprise environments.

Key characteristics include:

- Flexible compute, storage and networking resources enabling organisations to scale workloads on demand.
- Integrated security and industry compliance, backed by ISO 27001:2022, PCI-DSS, GDPR alignment, and adherence to NIS2/EU regulatory best practices.
- Advanced monitoring, backup, and disaster recovery, powered through Viatel's cloud platforms, Azure expertise, Zadara-backed storage, and 24/7/365 NOC oversight.
- End-to-end support and optimisation, including proactive service management, capacity planning, and lifecycle governance.
- Designed to help customers innovate, modernise legacy systems and reduce operational cost, reducing dependence on on-premises infrastructure.

Viatel provides infrastructure services across both physical and virtualised compute environments:

- **Virtual Machines and Compute Resources**
Support for Windows and Linux virtual machines, elastic scaling, auto-healing and workload mobility.
- **Hybrid Infrastructure**
Integration of on-premise, private cloud and public cloud (Azure) environments, allowing organisations to transition gradually or run hybrid workloads indefinitely.

3.2 Software-Defined Compute

Viatel's cloud ecosystem includes the full spectrum of software-defined compute technologies required for enterprise workloads:

- **Virtual Machine Software** - Provisioning, management and optimisation of VM workloads across Azure and Viatel private cloud, including governance, monitoring and cost-control tooling.
- **Container Infrastructure Software** - Support for containerisation technologies (Docker/Kubernetes-based architectures via Azure), enabling modern microservices deployments and CI/CD workflows.
- **Cloud System Software** - Cloud orchestration, automation, logging, backup, disaster recovery and security-layer system software via Azure, and associated management portals.

3.3 Virtual Client Computing

Viatel offers secure, optimised and fully managed virtual client technologies:

- **Remote Desktop Control Software-** Hosted desktop environments and Azure Virtual Desktop (AVD) solutions, enabling remote access, hybrid working, and secure identity/governance enforcement.
- **Container Data & Infrastructure Management Software** - Management of containerised workloads, data services, and supporting infrastructure for cloud-native application delivery. This includes governance, scaling, monitoring and lifecycle automation aligned with Azure Cloud Adoption Framework best practices.

3.4 Onboarding and Support

Viatel provides comprehensive onboarding and support services. These are detailed in Section 3.

3.5 Overall Value Proposition

Viatel's iSaaS platform is built on:

- Enterprise-class cloud architecture blending private cloud, public cloud, and hyper-converged services.
- Secure, compliant, audited infrastructure including ISO 27001:2022, PCI-DSS and GDPR readiness.
- 24/7/365 proactive monitoring, incident response and optimisation via Viatel's NOC and Digital Services teams.
- Resilient backup and DR using Azure, and other-powered architectures.
- Integration across Microsoft 365, Azure, connectivity and security services, ensuring that infrastructure, endpoints and cloud workloads operate cohesively.

This unified approach enables organisations to modernise infrastructure, enhance security posture, accelerate digital transformation and reduce cost compared to traditional hardware-based architectures.

Please contact us directly with us for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com.

4 Lot 2 Software as a Service (SaaS)

4.1 Comprehensive Microsoft 365 SaaS Service

(Licensing • Implementation • Security • Management • Optimisation)

Viatel provides a fully managed Microsoft 365 Software-as-a-Service (SaaS) solution that unifies licensing, implementation, configuration, security, governance, backup, monitoring and ongoing optimisation into one streamlined service. As a multi-award-winning Microsoft Solutions Partner across Modern Work, Security, Infrastructure (Azure), Data & AI, and Digital & App Innovation—with additional Copilot and Azure Virtual Desktop specialisations—Viatel delivers enterprise-grade expertise to organisations of all sizes.

Our Microsoft 365 service covers the full suite including Teams, Exchange Online, SharePoint Online, OneDrive, Entra ID (Azure AD), Intune, and modern AI-powered capabilities such as Microsoft Copilot.

4.2 Tailored Licensing & Plan Selection

Viatel provides expert licensing consultancy and ongoing optimisation across Microsoft 365 Business, E3, E5 and Copilot SKUs.

- Delivered under Viatel's Cloud Solution Provider (CSP) model, providing flexible billing, provisioning, and telemetry-driven optimisation.
- Viatel actively manages 40,000+ Microsoft 365 licenses, with advanced insights from usage analytics, Secure Score, Defender signals and CSP telemetry to rightsize licences and reduce waste.

4.3 Implementation & Configuration

All deployments follow Microsoft best practices, incorporating the Microsoft Cloud Adoption Framework (CAF) for structured design, migration and governance.

- Full deployment and configuration of Exchange Online, Teams, SharePoint, OneDrive and Entra ID.
- Implementation of identity & access controls, MFA, conditional access, modern authentication, user lifecycle management and Intune-based device onboarding.
- Proven experience delivering large-scale Teams Voice/telephony rollouts and migration from legacy PBXs.

4.4 Security & Compliance

Security is at the core of Viatel's M365 SaaS service, aligned to CIS, NIST and ISO 27001 frameworks.

- Secure Score improvement programmes raising organisations from minimum baselines to 95–100% depending on licensing.
- Deployment and BAU management of Defender for Endpoint, Defender for Office, Defender for Identity, Defender for Cloud Apps, ATP, DLP, encryption and compliance baselines.
- Identity governance including Privileged Identity Management (PIM), role-based access control, access reviews and conditional access hardening.

- Integration with Viatel's 24/7 SOC/SIEM providing advanced threat detection and incident response.

4.5 Advanced Features Support

- Enablement of Microsoft Copilot through readiness assessments, licensing, governance and policy alignment.
- Support for Defender & Purview add-on suites for Business Premium customers, delivering enhanced threat protection and data governance.
- Advanced Teams capabilities including Teams Voice, SBC management, hybrid coexistence and contact centre integrations.

4.6 Managed Support & Optimisation

Viatel delivers high-availability, proactive service management underpinned by ITIL standards and a multi-tier engineering structure.

- 24/7/365 service desk, incident management, change control, RCA, proactive monitoring and SLA reporting.
- Entra ID, Teams, Exchange and SharePoint monitoring with automated alerting and intervention to protect uptime.
- Backup-as-a-Service for M365 using KeepIT/Commvault, enabling granular restore across Exchange, Teams, SharePoint and OneDrive.
- Dedicated Technical Account Manager (TAM) and vCIO support for roadmap planning, governance and ongoing digital transformation guidance.

4.7 Onboarding and Support

Viatel provides comprehensive onboarding and support services. These are detailed in Section 3.

4.8 Service Benefits

Reduced IT Complexity - Viatel centralises licensing, identity, collaboration, security, monitoring, and support into a single managed service—eliminating the overhead of multi-vendor management and reducing operational burden.

Enhanced Security Posture - With CIS-aligned baselines, Zero Trust enforcement, Defender XDR suite deployment, identity hardening, continuous monitoring and 24/7 SOC support, Viatel significantly strengthens security against modern threats.

Improved Productivity - Microsoft 365 and Teams—combined with Copilot, automation, and robust device management—deliver seamless hybrid working. Viatel ensures optimal configuration so users benefit from modern collaboration, mobility, and efficiency tools.

Cost Optimisation - AI-driven analysis identifies licence underuse, ensures appropriate SKU assignment, and forecasts future demand. This delivers measurable cost savings across licensing and Azure consumption.

Expert Support & Guidance - Viatel's Microsoft-certified engineers, ex-Microsoft personnel, TAM and vCIO teams ensure customers receive strategic guidance, operational excellence, and alignment with Microsoft's evolving roadmap.

Viatel offers a fully integrated and secure Microsoft 365 SaaS Managed Service, combining best-in-class licensing management, expert implementation, enterprise-grade security, advanced compliance, proactive monitoring and continuous optimisation. Our service is underpinned by Microsoft Solutions Partner accreditation and a proven track record managing large-scale M365 environments across regulated sectors. Organisations choosing Viatel benefit from improved productivity, reduced risk, optimised licensing cost, and a modern, secure digital workplace delivered by one trusted partner.

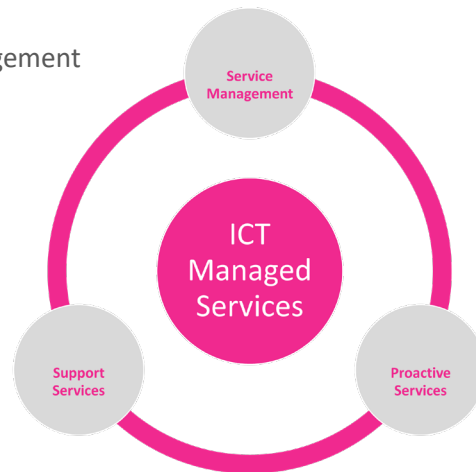
Please contact us directly with us for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com.

5 Lot 3 Cloud Support Services

5.1 The Viatel approach to Managed Services

Viatel Managed Services are summarised as follows:

- **Support Services**
 - Incident Management
 - Service request Management
 - Problem Management
- **Proactive Technical Services**
 - **Cloud & On-Premises** Infrastructure Management
 - M365 & Azure Services Management
 - Proactive Monitoring & Alert Management
 - Proactive Maintenance
 - Backup Management
 - Change Management
- **Service Management**
 - Relationship Management
 - Service Delivery Management
 - Escalation Management
 - Service Review Programme
 - Service Reporting



These services are managed by the Viatel Service Centre which includes the Contact Centre, Service Desk, Proactive Services and the Service Management teams.

The primary responsibilities of the Viatel Service Centre include the proactive technical management of the supported ICT services, management through to resolution of all incidents and the fulfilment of Service Requests raised (tickets) aligned to the agreed Service Levels.

The Viatel Service Centre receive, record, manage and close all tickets reported by the customer contacts and technology monitoring systems. The Viatel Service Centre will monitor timely fulfilment of tickets, escalating to the Viatel and the Customer Service Managers when appropriate.

- ✓ Incidents & Service Requests can be logged via email, service management portal or telephone.
- ✓ Ticket volumes are maintained for review as part of the agreed service reporting programme.
- ✓ Viatel is responsible for and takes ownership for the management of any issue which arises on any element of the supported service from initial ticket raising through to final resolution.
- ✓ Viatel assist in the management of problems identified through recurrence of incidents.
- ✓ Proactive Services are provided to monitor and manage the supported Cloud services and ICT infrastructure.
- ✓ Service Delivery Management to ensure services are delivered meeting [Customer ID] service objectives
- ✓ Service Levels are defined to manage the delivery and quality of services provided.
- ✓ Monthly service reporting provides information on the service performance and trends.
- ✓ Service review meetings are used to review, plan and adapt the managed services.

5.1.1 Service Description

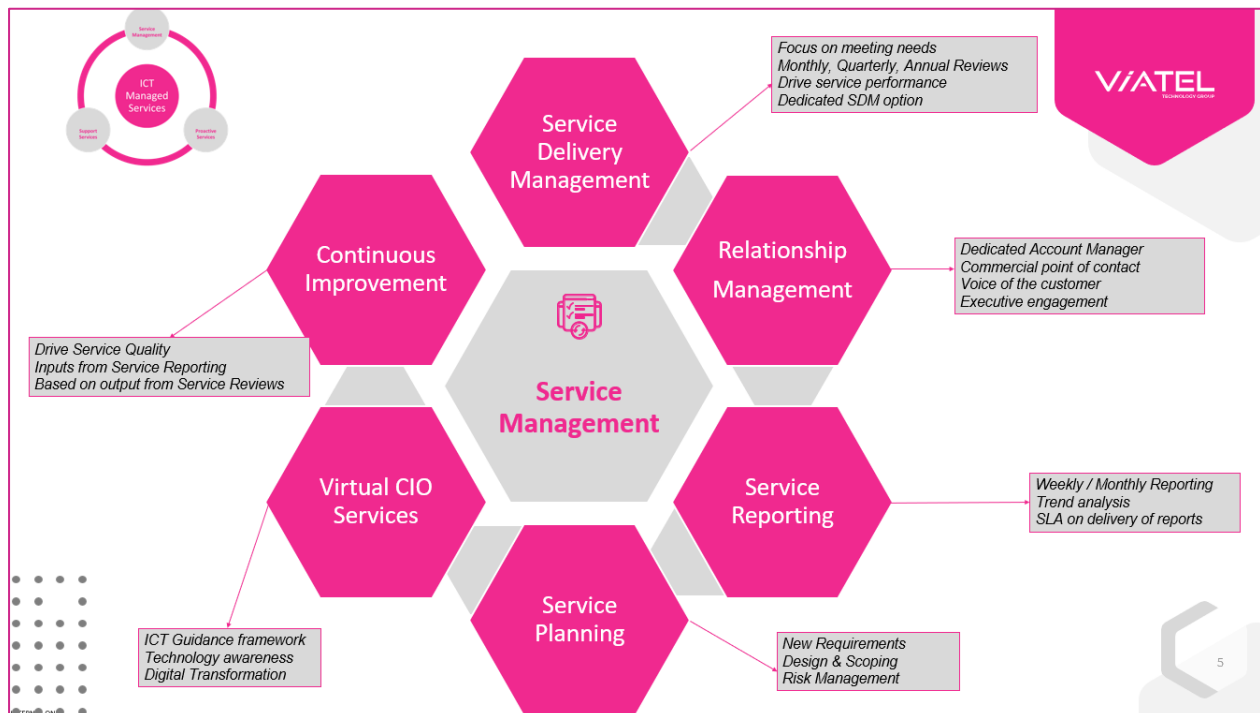
Full details on the Viatel service will be documented in [Customer ID] Service Description Document. The first version of this document will be prepared as part of the Managed Service onboarding programme.

The Service Description document is expected to be adapted throughout the life of the agreement to correctly document and assist with the management of the service. It is updated as required based on the outcomes from service reviews.

5.2 Components of Service Management

The successful delivery of the Managed Services is founded on service management excellence. The key elements for Service Management include: -

- Relationship Management
- Service Delivery Management
- Service Reviews and Reporting
- Service Planning & Continuous Improvement



5.3 Relationship / Account Management

Viatel is delighted to assign [Account Manager] as the dedicated Customer Account Manager to [Customer ID]. [Account Manager First Name] has the authority to deal with all matters in relation to the Managed Services Agreement and is responsible for the satisfactory delivery of the services required. [Account Manager First Name] has a wealth of experience in ensuring customer satisfaction.

[Account Manager First Name] ensures the Viatel team delivering the services are aligned to delivering to the agreed service level requirements. [Account Manager First Name] will be supported in this capacity by the Service Centre leadership who oversee the management and delivery of the services. All members of this team have vast experience in the management, implementation and support of customers operating in both the public and private sector in Ireland and have been working in the ICT services sector for many years.

The Senior Management team at Viatel comprises James Finglas (General Manager), Gareth Madden (Sales Director), Stephen Collopy (Viatel Services Director) and Jonathan Finglas (Sales Manager). With support from the Viatel Senior Management team, [Account Manager First Name] will work closely with

the [Customer ID] ICT team, senior management team and business unit managers to identify areas for improvement.

[Account Manager First Name] is available to [Customer ID]'s management as a point of contact for any matters related to the delivery of the services and will represent [Customer ID] in the management of any issue which requires immediate attention or escalation. A key responsibility is to ensure our Service Centre Team are kept up to date of the required services including any dos and don'ts.

Contact Details:

Name	Role	Email
[Account Manager]	Customer Account Manager	name@viatel.com

5.3.1 Commercial / contractual matters

[Account Manager First Name] is responsible for the preparation of the commercial agreement for the Managed Services and for any adjustments to the agreement. Addendums to the agreement or other ICT services agreements are also within the scope of responsibility. These include the agreements for services from the key 3rd providers such as Microsoft, Mimecast and Barracuda.

5.3.2 Procurement Services

[Account Manager First Name] manages all request from [Customer ID] for ICT equipment and services outside of the scope of the Managed Services. [Account Manager First Name] engages with Viatel's approved suppliers and distributors to prepare quotations for [Customer ID] review. On receipt of an order requests from [Customer ID], [Account Manager First Name] ensures the order is processed and fulfilled to the agreed requirements and timeframes.

5.3.3 Vendor Management

As Customer Account Manager, [Account Manager First Name] leads the engagement programme for the vendors delivering services and solutions to [Customer ID] aligned to the Managed Services. This includes briefing sessions from the vendors on upcoming product announcement and innovations.

5.3.4 Executive Engagement

Working with Viatel Senior Management team, [Account Manager First Name] will ensure that there is regular communication with the senior executive team at [Customer ID] and will facilitate executive review meetings / briefings as and when required.

5.4 Service Delivery Management

The priority for Service Delivery Management is to ensure the day-2-day Managed Service operations deliver service excellence and meet the agreed service level arrangements.

The point of contact within the Viatel Service Centre for Service Delivery manages the regular service review meetings and co-ordinates the preparation and delivery of all service reporting.

The Service Delivery Manager is escalation point of contact for [Customer ID] for all service affecting issues.

5.5 Service Review Programme

Viatel and [Customer ID] will meet on an agreed schedule weekly, monthly & quarterly basis to manage and review the service. Viatel provide the Service Reports to [Customer ID] prior to the meetings.

The meetings are hosted by the Customer Account Manager and include attendees from [Customer ID] & Viatel. The agreed schedule for the meetings is documented in the Service Description Document.

5.6 Service Reporting

The monthly service review pack will include several dashboards / analysis slides. The standard pack includes: -

Ticket Overview	Tickets created, closed & active in the month Tickets raised per week in the month
Ticket Trend	6-month trend analysis
Ticket Assignment Analysis	Assignees with 10 or more tickets Tickets by assignment group
Ticket Type & Category Analysis	Incidents, Service Requests, Alerts, Projects By Category (User Device, User Management...)
Tickets To Resolver / Top 10 Callers	Analysis by number of days to resolve ticket Top 10 Callers
Cybersecurity Monitoring (Barracuda)	Security Log Monitoring Alert/Alarm Type Analysis & Pie-Chart Closure Code Analysis Commentary Includes link to Barracuda monthly report
Security Posture	Microsoft Secure Score Exposure Score FortiGate Firmware Status Device Patching Summary User Device Patching Status
Email Management (Mimecast)	Graphic on Email Management statistics Includes link to Mimecast monthly report
Cybersecurity Management (Viso)	Cyber-Rating and commentary Financial Impact Rating Stewarts Care vs Industry Average Category Comparison vs Industry Average Data Breach Index Ransomware Susceptibility Index Includes link to Viso Cybersecurity Management Report

The details for the Service Reporting pack will be finalised during the Onboarding process and documented in the Service Description Document.

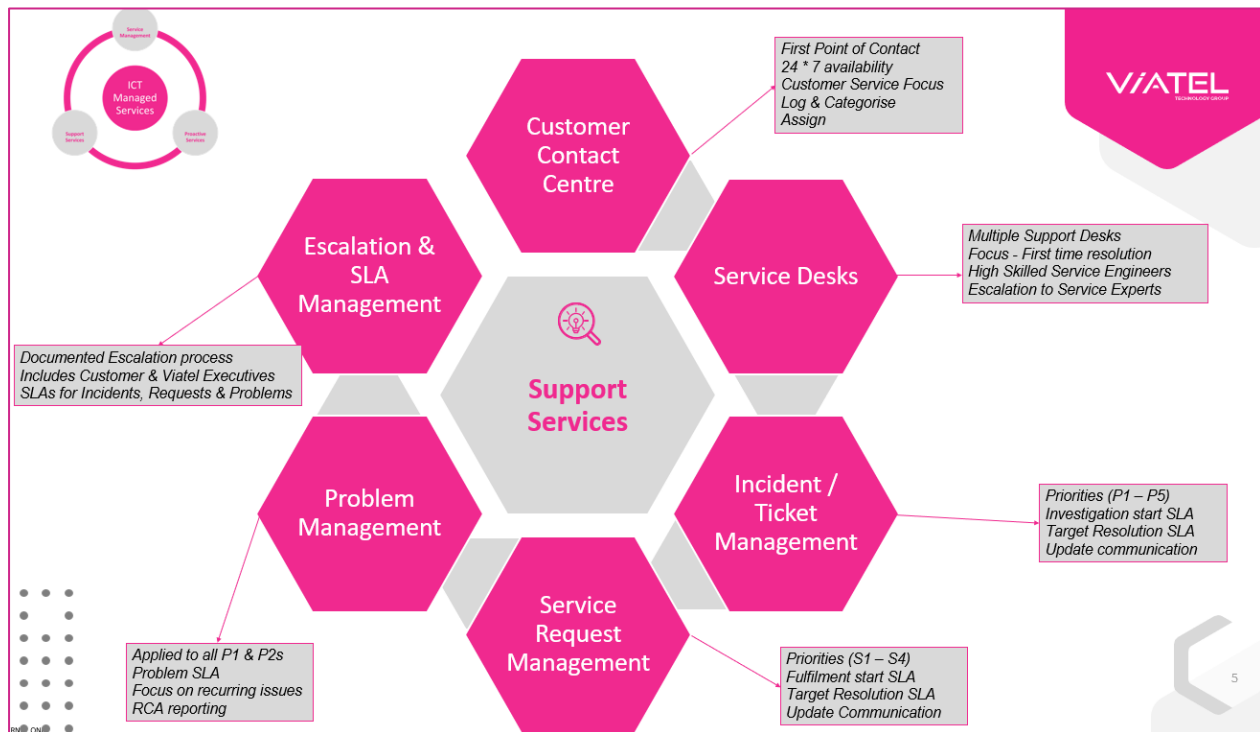
5.7 Service Reporting metrics

Metric	Target	Note
Monthly Report	100%	Delivered by 1.00pm on the first working day following month end
Annual Report	100%	Delivered by the 5 th working day following end of period.

5.8 Support Services

This section outlines Viatel's approach to the delivery of Support Services to [Customer ID]. This includes details of: -

- Viatel Digital Services – Contact Centre
- Incident / Ticket Management
- Service Request Management
- Problem Management



5.8.1 Viatel Digital Services - Contact Centre

Viatel Digital Services Contact Centre normal hours of operation are Monday-Friday 8am to 6pm to rapidly assess and resolve support issues. The Contact Centre can be engaged for all issues from user problems, technical queries, through to cloud service / infrastructure operational issues.

By leveraging Viatel support services, [Customer ID] gain streamlined access to expert technical assistance which results in increased efficiency and greater reliability for the supported ICT systems, and greater satisfaction for the users of the ICT services.

The Viatel Contact Centre can be accessed via the following channels:

1. Email to support@viatel.com
2. Log incident or request using the Viatel Service Management Portal
3. Call the Viatel Service Centre number 01 – 12345676

5.8.1.1 24 * 7 Support Services

Viatel's Out-of-Hour's support services expands the availability of the support services to 24/7, 365 days a year. Viatel's 24/7 support services provide level 1 & level 2 ICT support services with the Viatel's ICT

Level 3 support engineers on call 24/7 to ensure ICT incidents & service requests are resolved in a timely manner, no matter what time of day.

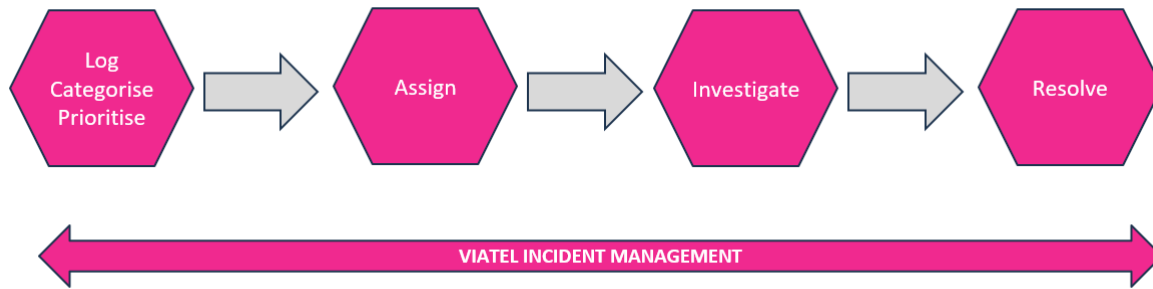
5.8.2 Service Desk

Viatel's Service Desk focus on first time resolution of all incidents / service requests assigned to them. All incidents / service requests are assigned are assigned to the Service Desk team aligned to supporting [Customer ID] by the Contact Centre team.

The Viatel Service Desk provides our customers with streamlined access to expert technical assistance which results in increased efficiency and greater reliability for Cloud Services and ICT systems, and greater satisfaction for the users of ICT.

5.8.3 Incident Management

The following are the key characteristics and requirements of the incident management process.



5.8.3.1 Incident Definition

Viatel Contact Centre (typically a Contact Centre Agent) will record the following initial information for all incidents.

- Contact Details
 - o Callers Name
 - o Department
 - o Site Location
 - o Contact email address
 - o Contact Phone Number
- Brief description of incident
- Impact and urgency to derive an agreed priority.

The Contact Centre will assign the incident to the relevant resolver group (e.g., Viatel Service Desk Engineer) based on the category assigned to the incident.

5.8.3.2 Incident Logging & Communication

The caller will receive an email acknowledgement, including ticket reference number, after the incident has been recorded. Viatel (typically Contact Centre) will assign the incident to a member (resource) of the relevant resolver group based on the Incident Type assigned to the incident.

5.8.3.3 Investigation & Diagnosis

By default, the Viatel resource assigned (typically, Service Desk Engineer) will attempt remote resolution of all incidents. For incidents that cannot be resolved remotely, and where on-site support is required, Viatel will arrange an on-site visit (typically by a Viatel Field Service Engineer).

5.8.3.4 Viatel Assigned Incidents

Where an incident is assigned to Viatel, the resource assigned (typically, Service Desk Engineer) the incident will contact the user (person who logged the incident) to begin troubleshooting.

If they cannot reach the person, they will update the incident with a request that they contact Viatel, the person will be asked to respond to the incident email or contact Viatel by phone.

When the incident is resolved by Viatel, they will change the ticket status to Resolved, which will issue an automatic email notification to advise the person. If they are unable to resolve the incident, they will assign the incident to the appropriate resolver group for follow up action or escalation.

5.8.3.5 Customer Assigned Incidents

Where an incident is to be assigned to the customer, the recipient will receive an email notification informing them that the ticket has been assigned to them. The assigned ticket is visible in the customer queue from the Viatel Service Management portal.

5.8.3.6 Other Resolver Group Assigned Incidents

Where an incident is assigned to a Resolver Group other than Viatel or a customer resolver group, it is the responsibility of the Resolver Group Agent (RGA) to contact the person who logged the incident to initiate incident investigation.

If the RGA cannot reach the person, they will update the incident with a request to contact them, the person will be asked to respond to the incident email or contact the RGA by phone.

When the incident is resolved by the RGA, they will change the ticket status to Resolved, which will issue an automatic email notification to advise the person who logged it.

If the RGA is unable to resolve the incident, they will contact Viatel to ensure the incident is assigned to an appropriate resolver group for resolution.

In situations where the RGA does not have access to the Viatel Service Management system to update the incident, the RGA will contact Viatel to update the ticket on their behalf.

5.8.3.7 Incidents escalated for Microsoft Support

From time to time, incidents may need to be escalated to Microsoft for investigation. Customers can request for an incident to be escalated to Microsoft by contacting Viatel. Likewise, Viatel may decide to escalate an incident to Microsoft and will inform the customer of this.

The following process is followed with Microsoft for logging of incidents using Microsoft Advanced Partner Support (ASfP).

Viatel log the incident using the Microsoft Partner Dashboard. The incident is registered against the Viatel ASfP contract id. When logging the incident, it will be logged as relating to the customer (not DS), and the service management area (O365, Azure or Windows O/S) is selected. This ensures that Viatel have access to the incident and can always review the status and progress of the incident.

Microsoft provide the following initial response levels for incidents logged with them. There are no stated incident resolution response times.

Severity	Initial Response Goals
A	hour
B	hours
C	4 hours

Microsoft ASfP Incident Support operations are on duty 24 * 7 and tickets can be escalated by Viatel by email. It is recommended when escalating an incident, the Viatel ASfP Service Account Manager (SAM) is copied on the email.

Please note, incidents escalated to Microsoft ASfP fall outside of the service level Viatel provide for incident resolution. Viatel will retain overall management of the incident and will keep the customer informed of progress.

Alignment of Microsoft Incident Priorities: For incidents raised with Microsoft, Viatel will update the priority of the incident in the Viatel Service Management System based on the following table. The management of the incident will be aligned to the incident management and escalation process outlined in this section.

Microsoft Severity	Viatel Priority
A	P1
B	P3
C	P4

5.8.3.8 Incident Monitoring

Viatel will monitor incidents assigned to all resolver groups to ensure incidents are resolved within agreed targets. While not accountable for timely resolution of incidents by third party resolver groups, Viatel will monitor breaches and escalate to the customer service delivery function as defined in the escalation procedure in the customer services document.

Viatel service delivery function may escalate to the appointed contact in the customer where appropriate.

5.8.3.9 Incident Prioritisation

All incidents will be prioritised based on an assessment of the impact and urgency of the incident.

A priority level should be agreed between with the user based on the impact and urgency of the Incident. In the event of an unresolvable dispute, the decision should be escalated to the customer service delivery function. **It is recommended that Priority 1 & 2 incidents are reported directly by telephone where possible.**

The following table will be used as a guideline for assigning priority levels to incidents.

Priority	Severity	Incident Impact
P1	Critical	Service unavailable, Severe business impact or nature of issue demands rapid response.
P2	High / Major	Service to multiple end users is seriously impaired; service is still operational, but its use is adversely affected.
P3	Standard	End user is experiencing a failure or degradation in service.
P4	Low	Informational, advisory, inquiry and routine advice and guidance also fall under this level of priority.
P5	None	Outside of defined support structures or related to 3 rd party support

5.8.3.10 Incident Response & Resolution Times

Level	Logged and assigned	Investigation Start	Target Resolution Time	Escalation Time	Full Resolution
P1	30 minutes	30 minutes	4 working hours	1.5 working hours	1 week
P2	30 minutes	1 working hour	1 working day	4 working hours	2 weeks
P3	30 minutes	4 working hours	3 working days	2 working days	1 month
P4	30 minutes	1 working day	5 working days	as required	n/a

Please note, P1 incidents should be reported via phone and will be recorded during the call in the Viatel Service Management system.

Metric	Target Time	Action
Logged and assigned	Timeframe for all incidents to be logged on the Viatel Service Management system	An email notification will be issued to the user once it has been logged.
Investigation Start	Timeframe for the Viatel resource assigned to contact the user	Commence the investigation and diagnosis of the incident
Target Resolution Time	Timeframe the Viatel resource assigned will have a resolution or workaround for the incident.	Incident resolution or workaround
Escalation Time	Timeframe by which Incident will be escalated	Escalated within Viatel to ensure the target resolution time is met.
Full Resolution Time	Timeframe for permanent solution for the incident.	Incident Resolution.

Please note, an incident transferred for further information is placed on hold and the time whilst the ticket is on hold is excluded from the allowable time to resolve.

5.8.4 Service Request Management

5.8.4.1 Service Request Definition

Viatel Contact Centre (typically a Contact Centre Agent) will record the following initial information for all Service Requests.

- User Details
 - Callers Name
 - Contact email address
 - Contact Number
 - Department, Site Location or other local information to assist with servicing
- Service Request Type & Subtype
- Brief description of service request requirement
- Service Request Priority (S1 – S4)

5.8.4.2 Service Request Logging & Communication

The caller will receive an email acknowledgement, including ticket reference number, after the service request has been recorded. The service request is assigned to a member (resource) of an appropriate resolver group based on the type/subtype assigned to the service request.

5.8.4.3 Service Request Fulfilment

The assigned Viatel resource will attempt remote fulfilment of all service requests. For service request tickets that cannot be resolved remotely, and where on-site service is required, we will arrange an on-site visit (typically by a Viatel Field Service Engineer).

5.8.4.4 Viatel Assigned Service Requests

Where a service request is assigned to a Viatel resource, the assigned Viatel resource will contact the requestor to fully understand the requirement. If the Viatel resource cannot reach the requestor, they will update the ticket requesting the requestor contacts Viatel, the user will be asked to respond to the email or contact Viatel by phone.

When the service request has been fulfilled by the Viatel resource, they will change the ticket status to Resolved, which will issue an automatic email notification to advise the requestor.

If the Viatel resource is unable to fulfil the service request, they will assign the service request to the appropriate resolver group for follow up action or escalation.

5.8.4.5 Customer Assigned Service Requests

Where a service request is assigned to the customer, the recipient will receive an email notification informing them that the ticket has been assigned to them. The assigned ticket is visible in the customer queue from the Viatel Service Management portal.

5.8.4.6 Other Resolver Group Assigned Service Requests

Where a service request is assigned to a Resolver Group other than Viatel or a customer resolver group, it is the responsibility of the Resolver Group Agent (RGA) to contact the person who logged the service request to initiate request fulfilment.

If the RGA cannot reach the requestor, they will update the service request asking the requestor to contact them, the requestor will be asked to respond to the request email or contact the RGA by phone.

When the service request has been fulfilled by the RGA, they will change the ticket status to Resolved, which will issue an automatic email notification to advise the requestor.

If the RGA is unable to fulfil the service request, they will contact Viatel to ensure the service request is assigned to an appropriate resolver group for fulfilment. In situations where the RGA does not have access to the Viatel Service Management system to update the service request, the RGA will contact Viatel who will update the ticket on their behalf.

5.8.4.7 Service Request Monitoring

Viatel will monitor service requests assigned to resolver groups to ensure service requests are fulfilled within agreed targets. While not accountable for timely resolution of service requests by third party resolver groups, Viatel will monitor breaches and escalate as required to the customer service delivery function as defined in the escalation procedure in the customer services document.

5.8.4.8 Service Request Prioritisation

All service requests will be prioritised based on an assessment of the impact and urgency of the request. A priority level should be agreed with the Requestor based on the impact and urgency of the Service Request. In the event of an unresolvable dispute, the decision should be escalated to the customer service delivery function. The following table will be used as a guideline for assigning priority levels to service requests.

Priority	Severity	Incident Impact
S1	High	Significant business impact or nature of the request demands rapid response.
S2	Medium	Important request to a particular area and demands higher than normal attention.
S3	Normal	Regular business as usual request
S4	Low	To be addressed when best suited and appropriate resources are available

5.8.4.9 Service Request Response & Fulfilment Times

Level	Logged & assigned	Fulfilment Start	Target Fulfilment Time
S1 (P1)	30 minutes	30 minutes	4 working hours
S2 (P2)	30 minutes	1 working hour	1 working day
S3 (P3)	30 minutes	4 working hours	3 working days
S4 (P4)	30 minutes	1 working day	5 working days

The “Logged and Assigned” time is the target time for all tickets to be logged on the Viatel Service management system. An email notification will be issued to the user once it has been logged. Please note, S1 requests should be reported via phone and will be recorded during the call in the Viatel Service Management System.

The “Fulfilment Start” time is the target time for the assigned resource to contact the customer requestor and commence the scoping of the requirements to fulfil on the service request.

The “Target Fulfilment Time” is the target time within which the assigned resource will have fulfilled the service request following service request approval.

Please note, a service request transferred for further information is placed on hold and the time whilst the ticket is on hold is excluded from the allowable time to resolve.

5.8.5 Problem Management

Viatel classify all P1 & P2 incidents as Problems and will initiate the formal problem management process for each such item. Additionally, based on the review of incidents any re-occurring items identified will be assessed to determine if a problem ticket should be raised.

Problem management is managed by the Viatel customer service delivery function and operates outside of the normal incident management structures.

When a Problem ticket is initiated, it is assigned a priority with P1 & P2 incidents by default assigned P1 & P2 problem ticket priority, respectively.

Root cause analysis is a fundamental component of the problem management process and all problems unless otherwise agreed include Root Cause analysis to determine a long-term robust resolution of the cause of the incident. The Root Cause Analysis includes the preparation of a Problem Determination Report which will contain:

- The Problem ticket identifier
- Brief description of the problem
- List of all underlying incidents identified
- Details of underlying cause of the issue
- Proposed actions to overcome / avoid reoccurrence of the problem
- Changes required to fully resolve the problem

5.8.5.1 RCA Problem Management RCA & Resolution Times

Problem Priority Level	Draft RCA Target	Approved RCA Target	Problem Priority Level
P1	2 working days	5 working days	10 working days
P2	4 working days	10 working days	20 working days
P3 / P4	10 working days	20 working days	2 months

Reporting on problems and the supply of Problem Determination Reports to provide the Customer with Root Cause analysis will be based on the Service Level outlined above.

5.9 Proactive Services

5.9.1 Proactive Support Services Management

Viatel's Proactive Support Services play a critical role in servicing the needs of our customers in the management of their ICT systems and applications. Viatel proactive services are delivered by a team of highly skilled and experienced engineers who possess deep knowledge and technical specialisation and can handle intricate issues that go beyond routine troubleshooting. Whether it's optimising performance, enhancing security, or integrating intricate systems, the Viatel Proactive Support services team assigned will deliver service quality and precision.

5.9.1.1 Proactive Monitoring & Alert Management

Viatel's Proactive Monitoring & Alerting service provides continual 24 * 7 monitoring and alerting of key ICT systems and is managed and operated by a dedicated team of ICT support specialists within the Proactive Service function.

This service ensures potential problems are identified early and actioned appropriately before they have had an adverse effect on the customer's supported ICT services. By leveraging automation technology, this service can include operating system level patching and schedule management. The use of automated patching will be finalised during the onboarding of the service.

The Proactive Monitoring & Alerting service is offered as three-tiered service:

Monitoring & Alert Service	Scope	Proposed
Foundation	Key systems monitored continuously and actioned during normal business hours.	Yes/No
Advanced	Key systems monitored continuously and actioned during normal business hours with notifications delivered via email/SMS/ Voice directly to the customers' ICT personnel.	Yes/No
Complete	Key systems monitored continuously and actioned out-of-hours by trusted partner with Viatel Proactive Services engineers for emergency response.	Yes/No

5.9.1.2 Proactive Maintenance

Viatel's Proactive Maintenance service is designed to minimise disruptions to your business operations by identifying the systems and applications critical to the business and ensuring they receive regular maintenance. Viatel's engineers will define the frequency and maintenance routines required to ensure the supported systems and applications remain fully compliant with to the business needs. This service is specifically designed to address systems and applications which require manual maintenance activity e.g. device firmware, line-of-business application updates, platform updates etc.

5.9.1.3 Backup Management

Viatel's Backup Management service offers a cost-effective, secure, and reliable solution for safeguarding data. Whether you choose to retain an existing data protection system or opt for a fully managed Backup-as-a-Service offering covering both Cloud data services & Infrastructure hosted data services.

The Viatel dedicated team of engineers will monitor data protection jobs for failures and resolve issues allowing you to focus on activities that matter most.

Backup Service	Scope
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Cloud Data Services	For Microsoft 365, we protect Mailboxes, OneDrive, SharePoint, and Teams data with retention up to 10 years. But it's not limited to just Microsoft 365, Salesforce, Microsoft Entra, Microsoft Dynamics 365, and Google Workspace are also fully supported.
Infrastructure Backup	This is based on Commvault backup services which protects physical & virtual servers, file data, SQL databases and much more.

5.9.1.4 Security Management

*** to be completed

5.9.1.5 Change Management

Viatel will operate Change Management for the [Customer ID] ICT Platform within the scope of the Managed Services agreement. This will be aligned to the [Customer ID] Change Advisory Board Process.

Viatel operate Change Management with 4 Change Request Categories:

#	Priority	Meaning
1	Emergency	Emergency Change Requests are used to manage the introduction of changes to resolve service affecting issues related to an incident / problem. The Viatel Service Delivery manager will oversee the process for Emergency changes.
2	Major	Major Change Requests are used to manage changes which are not part of the regular pre-defined change (patching) programme. The Viatel Proactive Services Team Lead oversees this process.
3	Periodic	Viatel will document a Periodic (typically monthly & quarterly) patching / change schedule for all element of the supported infrastructure. This process is managed by the Proactive Services Team Lead.
4	Operational	Regular day-to-day changes are performed by the Viatel Proactive Services team and do not require customer authorisation to proceed. The scope and process for operational changes will be documented and agreed in the Service Description Document.

5.9.2 Extended Proactive Support Services

Viatel's Proactive Support services team can also provide strategic guidance advising companies on long-term technology roadmaps, ensuring alignment with business goals. Their insights influence ICT architecture, scalability, and futureproofing. In this capacity we act as a bridge between the customer and their technology vendors by assisting in negotiating contracts, managing licenses, and ensuring seamless interactions with third-party providers.

5.9.2.1 Virtual Chief Information Officer (vCIO) Services

Viatel's vCIO service is designed to offer a structured and reliable approach for strategic ICT guidance for enterprises. It focuses on ensuring that service delivery to customers is of the highest quality through clear communication, strong accountability, and detailed tracking of all activities.

The vCIO is responsible for providing an initial Environment Review, ongoing Customer Success Plan, delivery of Quarterly/ Annual Business Reviews, and holding regular Touchpoint meetings. Our focus is on delivering precise, technical oversight and comprehensive task management to surpass industry standards, adding significant value to our customers' ICT operations.

5.9.2.2 Technical Account Management (TAM)

Viatel's Technical Account Manager (TAM) service provides a dedicated Proactive Support Services team member who is tasked with knowing your ICT infrastructure and services intimately. They delve into the nuances of your infrastructure devices like cloud services, networks, servers, and applications. When

issues arise, they swiftly troubleshoot and identify solutions, leveraging their in-depth knowledge of your environment.

The TAM is a sounding board for [Customer ID] team and can engage on behalf of [Customer ID] with the Viatel Professional Services Solution Architects and vendors (e.g. Microsoft) to ensure ICT best practices are always adhered to.

The Viatel TAM, Service Delivery Manager and Customer Account Manager work together to ensure maximum value is delivered, with the TAM focusing on technical matters, the Service Delivery Manager ensuring Services meet the Service Level requirements while the Customer Account Manager takes care of the commercials. The Viatel team aims to build trust with our valued customers, ensuring their best interests in ICT are at the forefront and we deliver success as highly valued Managed Services Partner.

5.9.3 Escalation Management

Escalation criteria when incident resolution and/or service request fulfilment times are breached is outlined below.

Level	Criteria	Communication
P1 (S1)	Immediate escalation to both Viatel account manager & the customer service delivery representative and appointed customer contact when reported.	The service delivery representative will communicate with the customer appointed contact on an hourly basis to keep them informed on developments and the steps been taken to resolve the incident. The mechanism, processes (e.g. Conference bridge) and communication strategy for managing P1s will be documented in the Service Description Document. Where the incident/service request remains in breach of SLA for more than 4 hours it will be escalated to the Viatel Services Director, and the customer nominated executives for P1 incident escalations.
P2 (S2)	More than 5 P2's breaching in a Quarter – escalate to customer Service Delivery representative	The service delivery representative will communicate with the customer appointed contact daily to keep informed on developments and the steps being taken to the resolve the incidents. This communication process will continue until the incidents are resolved / service requests fulfilled or until it is agreed that the escalation process can be closed.
P3 (S3)	More than 10 P3's breaching in a Quarter – escalate to customer service delivery representative	The service delivery representative will communicate with the customer appointed contact weekly to keep informed on developments and the steps being taken to the resolve the incidents/fulfil the service requests. This communication process will continue until the incidents are resolved / service requests fulfilled or until it is agreed that the escalation process can be closed.
P4 (S4)	No escalation	The service delivery representative will communicate with the customer appointed contact weekly to keep informed on developments and the steps being taken to the resolve the incidents. This communication process will continue until the incidents are resolved / service requests fulfilled or until it is agreed that the escalation process can be closed.

5.10 Onboarding

Viatel has a very well defined and approach to onboarding customers to Viatel Managed Services which ensure a smooth transition of services. We aim to complete the onboarding in a timeframe agreed with [Customer ID]. The onboarding is broken down into discrete phases.



5.10.1.1 Phases

Phase	Description	Duration	Milestones
Discovery	This phase involves gathering and analysing the customer's ICT environment, needs, and expectations, and configuring the Viatel managed services to meet the requirements and goals.	1-5 days	- Customer added to Viatel Managed Services Register - Information Gathering (Inventory List etc.) - SLA Agreement
Initiation	This phase covers communicating relevant information related to various aspects of the managed services and onboarding.	1-2 days	- Introductions - Information Pack - Service Configuration - Site Visit
Implementation	The phase includes the deploying and configuring of the tools, agents, and systems, as well as setting up the monitoring, patching, backup, and support services.	5-40 days	- Agent installations - Service Description Documentation - Policies & Procedures
Validation	This phase focuses on verifying and validating including conducting quality assurance, performance testing, and security audits to ensure that the managed services meet the customer's SLAs, KPIs, and expectations.	1-3 days	- Knowledge Transfer - Patching Validation - Monitoring Validation - Security Review
Transition	The phase brings the managed service into live support with the customer.	20 days	- Service Go-Live - Billing/Invoicing - Documentation Sharing

5.10.1.2 Key Tasks

- Documentation
- Knowledge Transfer
- Support Agent Installation
- Report Configuration
- Access Review
- Risk Items Capture

Please contact us directly with us for an accurate quotation by emailing Gerard McCann at gerard.mccann@viatel.com.