

G-Cloud 15

Service Definition

HPE GreenLake

NG-IT

Lot 2a Infrastructure Software as a Service (iSaaS)

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1. Introduction

Company Overview

NG-IT are the UK's leading provider of next generation Private Cloud, Hybrid Cloud and Cyber Security services. We make digital innovation a reality by delivering flexible, always available, highly agile IT services using innovative, next generation technology solutions.

As a multi award winning business, NG-IT is dedicated to meeting the demands of today's business environment. Instead of taking legacy ideas, systems, processes, and technologies, we deliver an exceptional experience around the understanding, design, deployment, and management of next generation data centric and cyber security solutions.

It is critical to stay head of attackers, and our solutions work to identify both new technologies and new and emerging threats. At NG-IT, we understand how important these steps are to ensure that your business is secure against old and new Cyber security threats. This way we can improve your security posture, reduce the risk to your business and keep you where you should be - ahead of the cyber attackers.

NG-IT have deployed over 400 private cloud, hybrid cloud or cyber security solutions including migrating more than 60,000 applications and 32,000 TBs of data. Our professional services capability allows us to provide a full end to end service for our customers, to ensure a seamless working relationship from the initial engagement to the delivery of the chosen solution.

We continually review and assess leading and emerging technology vendors, and our expertise lends us to consider the best options for our customers. We've invested heavily in our people to bring you the very best working relationship and technical consultancy there is to offer.

Social Value

In an increasingly digital and fast-paced world, our Social Value Strategy reflects a deep commitment to people, communities, and the planet. We believe that technology should not only drive innovation but also foster trust, inclusion, and long-term wellbeing. Our legacy is built on a human approach, listening, guiding, and delivering solutions that leave lasting confidence.

Our mission is to be a trusted advisor and supplier of hybrid cloud, security, and data protection services. Our vision is to help businesses prosper through innovative technology, and our values centre on a customer-first culture powered by quality people.

Kickstart Economic Growth

Commitment

We support inclusive economic growth by investing in SMEs and VCSEs, promoting fair pay, and enabling local innovation through ethical procurement.

Initiatives & SMART Objectives

- SME & VCSE Spend Growth: Audit current spend and increase by 15% over 3 years, aligned with local authority targets.
- Fair Payment Code: Ensure 100% of suppliers are paid within agreed terms by Q4 2026.
- Metrics & Monitoring:
 - Regular audits
 - Supplier satisfaction surveys
 - Spend tracking via finance systems

Governance & Ownership

- Led by our Finance Department
- Reviewed annually

Make Britain a Clean Energy Superpower**Commitment**

We reduce our environmental footprint and promote sustainable digital practices that support the UK's Net Zero ambitions.

Initiatives & SMART Objectives

- Carbon Reduction Plan: We are currently gathering baseline data on our operational emissions to inform a measurable reduction strategy. Our goal is to identify key areas for improvement and set a science-based emissions reduction target by the end of 2026, with a focus on energy-efficient infrastructure and remote-first working practices
- Net Zero Roadmap: We are currently in the process of gathering baseline data on our carbon emissions across Scope 1, 2, and relevant Scope 3 categories. This data will inform the development of a science-based Net Zero strategy. Our aim is to set a formal Net Zero target by the end of 2026, including plans for verified offsetting of any residual emissions.
- ISO14001 Certification: Maintain certification through annual audits and continuous improvement.

Metrics & Monitoring

- Carbon accounting via Scope 1–3 reporting tools
- Annual sustainability reports
- Internal audits and external verification

Governance & Ownership

- Led by our Operations Manager
- Reported to the Board

Break Down Barriers to Opportunity

Commitment

We foster inclusion through education, skills development, and fair employment practices, empowering underserved groups and future talent.

Initiatives & SMART Objectives

- Digital Skills Outreach: Deliver workshops annually in underserved regions via charity partnerships.
- Careers Advice Programme: Provide virtual careers advice and mentoring to students from diverse backgrounds.
- Volunteering Leave: Provide 2 paid days per employee annually, with 80% uptake by 2026.
- Gender Pay Gap Transparency: Publish annual reports, regardless of company size.

Metrics & Monitoring

- Diversity metrics tracked via HR
- Workshop attendance and feedback forms
- Careers advice session participation and feedback
- Volunteering uptake reports

Governance & Ownership

- Led by Finance and HR and Management
- Supported by Management

Build an NHS Fit for the Future

Commitment

We contribute to a healthier workforce and community through mental health support, wellbeing initiatives, and responsible leadership.

Initiatives & SMART Objectives

- Able Futures Promotion: Increase internal awareness and usage by 30% over 12 months.
- MHFA Training: Train 10% of staff as Mental Health First Aiders by 2026.
- Wellbeing Surveys: Maintain 90% response rate and use feedback to shape quarterly wellbeing actions.

Metrics & Monitoring

- Programme usage analytics
- Training completion rates
- Survey dashboards and action logs

Governance & Ownership

- Led by our Wellbeing Lead and HR Manager
- Reviewed quarterly by the Employee Engagement Committee

This strategy aligns with:

- PPN 06/20: Delivering social value in procurement
- PPN 02/23: Carbon reduction plans and Net Zero
- PPN 09/21: Modern slavery risk assessments
- PPN 03/23: SME-friendly procurement practices

We ensure proportionality to contract size and maintain flexibility to tailor initiatives to specific project needs.

Overview of the G-Cloud Service

NG-IT take great care in selecting our service provider partners. We undertake a rigorous selection process that affords us the confidence to promote and justify HPE as our key partner for delivering HPE GreenLake solution. HPE provides essential insights and expertise across all types of environments and infrastructure, making them the ideal partner for our customers to engage and trust as the service provider for this proposed platform.

The Solution

HPE GreenLake is the cloud delivering a unified platform experience—enabling you to simplify IT, help reduce costs and transform faster. Run and manage your hybrid landscape, streamline IT operations, unify and secure data wherever it lives, and accelerate AI from pilot to production. In basic terms, it means that you will get a physical hardware and software installed where you need and pay based on your actual usage.

GreenLake

delivers a unified experience for hybrid workloads, empowering enterprises with the tools to:

Streamline

IT operations,
without the chaos

Unify

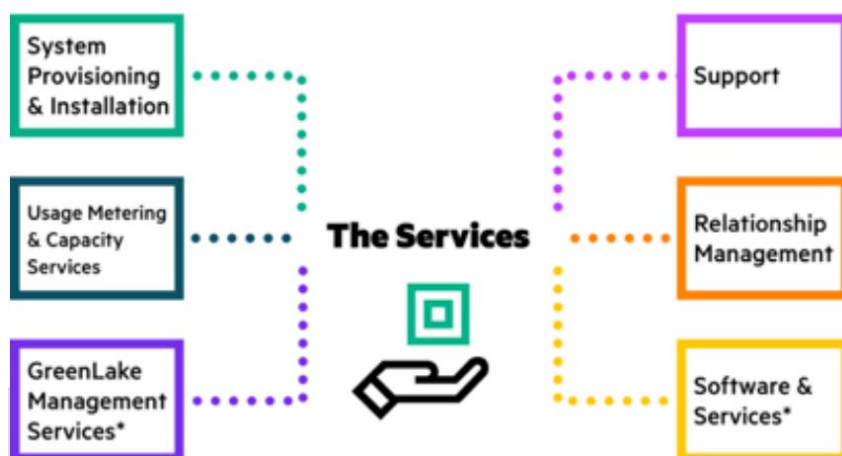
and secure data as
you move faster

Accelerate

AI value, from POC
to production

Its consumption-based solution model includes the following Services:

- System Provisioning and Installation,
- Relationship Management
- Usage Metering and Capacity Management
- Support
- Software and Services
- GreenLake management services



Service Features



Centralised management capability that allows visibility of usage and cost – Get access to a unified console that gives you visibility into performance, utilisation, capacity and cost metrics. This allows your team to manage resources and plan ahead.

Flexible model allowing end-user agility, flexibility and ease of use – HPE GreenLake allows many workloads types – virtualisation, containers, databases; it isn't limited to a specific type of application. The underlying hardware is configured based on the requirements of your workload rather than being tied to a fixed service type.

Full suite of compute, storage, networking resources with associated services - HPE GreenLake provides organisations with an integrated bundle of compute, storage and networking infrastructure, along with the professional services needed to deploy and support these resources. Rather than procuring separate hardware and outsourcing services independently, customers receive a single, cohesive platform that can support diverse workloads—from virtual machines to databases—backed by HPE's expertise in installation, optimisation, and lifecycle management.

Enterprise-class support included as standard - Unlike traditional infrastructure where premium support often comes at additional cost, GreenLake includes enterprise-grade support as part of the base offering. This means access to advanced technical assistance, proactive maintenance, and rapid response capabilities tailored for critical business systems. The result is reduced risk of downtime and a support experience aligned with enterprise needs.

On-premise private cloud like experience to meet regulatory compliance - GreenLake delivers a private cloud-like environment hosted on-premise, giving organisations the control and isolation of local infrastructure while retaining cloud-style agility. For sectors with strict compliance needs—such as finance, healthcare or government—this approach ensures data is kept within organisational boundaries, helping satisfy regulatory, data sovereignty and security requirements.

Delivers remote 24x7x365 monitoring, operation, administer, advise and optimise services - A hallmark of GreenLake is its fully managed service capability. HPE's teams continuously monitor and operate infrastructure around the clock, handling routine administration tasks and detecting issues before they impact performance. Additionally, advisory and optimisation services are provided to ensure systems run efficiently and adapt to evolving business demands without burdening internal IT teams

Monthly reporting and real time usage analytic - GreenLake includes detailed usage reporting and analytics, giving customers clear insight into how resources are consumed over time. Monthly reports

summarise performance, utilisation and cost metrics, while real-time analytics offer up-to-the-minute visibility. This transparency supports better planning, budgeting and optimisation decisions.

Ability to scale up/scale down as required avoiding over-provisioning - With on-demand scalability, organisations can expand or reduce capacity based on actual needs, avoiding the cost and waste associated with over-provisioned infrastructure. This elasticity helps align IT costs with business activity, improving financial efficiency and responsiveness to fluctuating workloads.

One operating model across distributed clouds, for applications and data - GreenLake provides a consistent operational model across hybrid and multi-cloud environments. Whether workloads run at the edge, on-premise or in public cloud, teams can apply the same tools, policies and processes to manage applications and data, reducing complexity and improving governance.

Management Services: Monitor and manage performance, security, data and risk - Comprehensive management services within GreenLake cover performance monitoring, security oversight, data protection and risk mitigation. These capabilities help ensure systems are secure, compliant and operating at peak efficiency, while also supporting risk-aware decision-making and operational resilience.

Service Benefits

Streamline



Unify



Accelerate



Minimise large capital outlays allowing resources to focus on innovation - GreenLake shifts IT spending from heavy capital expenditure (CapEx) to predictable operational expenditure (OpEx). Rather than investing significant upfront in infrastructure that may sit idle, organisations pay for what they use. This financial flexibility frees budget and internal resources to concentrate on innovation, strategic initiatives and value-added activities rather than procurement and asset management.

Rapidly provisioned infrastructure: Meet demand in a cost-effective manner - With GreenLake, infrastructure is provisioned far more quickly than in traditional models, where lengthy procurement, installation and configuration cycles are common. This rapid provisioning ensures organisations can respond swiftly to new operational demands, launch services faster and avoid paying for unnecessary capacity. By aligning supply and demand more closely, costs are managed more effectively.

Continuous improvement processes: Built upon industry standards (ITIL) - GreenLake's operating processes are aligned with industry best practices such as the IT Infrastructure Library (ITIL). This means service delivery is structured around well-established frameworks for change, incident,

problem and service management. The result is continuous improvement—services evolve, are optimised and become more reliable over time, enhancing quality and predictability.

Pay per use: reduce Total Cost of Ownership (TCO) – because you pay for actual usage, financial planning becomes more predictable. Your organisation can choose from Capital Expenditure to Operating Expenditure without losing sight of costs.

Flexible consumption-based hybrid cloud model – HPE GreenLake measures what you use and charges accordingly: you are billed for actual usage.

Reduced risk: less unplanned downtime freeing up resources - HPE's proactive monitoring, maintenance and support significantly lowers the likelihood of unplanned outages. By detecting and resolving issues before they escalate, GreenLake reduces operational disruption. Fewer outages mean IT teams can spend less time firefighting and more time on strategic work, improving productivity and business continuity.

Increases control: Effective planning of IT lifecycle costs - Unlike opaque or unpredictable IT spending models, GreenLake provides visibility and governance over IT costs across the lifecycle. Organisations can plan, forecast and budget with confidence, and adjust resources to match business priorities. This level of financial control enhances decision-making and supports accountability for technology investments.

Achieve faster time to market: shorter time to deploy projects - GreenLake accelerates delivery of infrastructure and services, shortening the time from project approval to execution. With pre-configured platforms and managed services, teams spend less time on setup and more time delivering value. This faster time to market helps businesses seize opportunities, outperform competitors and innovate more swiftly.

Simplified IT: centralised operations and insights - GreenLake consolidates infrastructure management into a centralised operational framework, supported by unified tools and dashboards. This simplification reduces complexity, improves visibility across environments, and enables more effective control of performance, security and capacity. Centralised insights help teams make better, faster decisions.

Ability to scale up/scale down as required avoiding over-provisioning - One of GreenLake's core benefits is elasticity: the ability to increase or decrease capacity in line with actual business needs. This prevents both over-provisioning (and wasted cost) and under-provisioning (and service constraints). By right-sizing resources dynamically, organisations optimise performance and spending.

Associated Services

NG-IT can provide Professional Services to install and configure the proposed solution.

2. Data Protection

Information Assurance

- Cyber Essentials Plus
- We are certified under the Cyber Plus scheme, demonstrating our commitment to protecting against common cyber threats across our remote working environment.
- ISO 9001 – Quality Management
- This certification ensures our virtual service delivery is consistent, customer-focused, and continuously improving.
- ISO 14001 – Environmental Management
- Reflects our commitment to sustainability through digital-first operations, reduced travel, and energy-efficient cloud-based tools
- Information Management Process:
- Secure Cloud Platforms: All internal and client communications are conducted via encrypted cloud-based systems with strict access controls.
- Remote Access Security: Employees use multi-factor authentication, VPNs, and endpoint protection to securely access company resources.
- Data Handling Policies: We comply with GDPR and the Data Protection Act 2018, ensuring lawful and transparent data processing.
- Incident Response: We maintain documented procedures for breach detection, escalation, and resolution, aligned with industry best practices.
- Supplier Vetting: All third-party vendors are assessed for compliance with security, ethical, and sustainability standards

Data Back-Up and Restoration

NG-IT Limited recognises that the efficient management of its data and records is necessary to support its core business functions, to comply with its legal, statutory, and regulatory obligations, to ensure the protection of personal information and to enable the effective operation and management of the organisation.

To guarantee that, we have a Data Backup Policy that applies to all staff within the Company with a purpose of safeguarding information belonging to us, any third parties and clients. We do not hold business critical data within a traditional on-premises network or managed data centre, all line of business application data and unstructured file data is located within cloud storage, owned and managed by the relevant application vendor the data is specific to.

This business systems technology model allows for continuous replication of data from production cloud platform to secondary storage or an alternative cloud platform, effectively providing always available, fully comprehensive, granular backup with quick restore capabilities.

Backup Model

- Full backups of all data are performed weekly. Full backups are retained for 3 months before being overwritten.
- Backups are stored in secure locations. A limited number of authorised personnel have
- Backup of data held within Database Systems have data backup routines which ensures database integrity is retained

NG-IT adopts the best security practices by defining security controls applicable to the entire organisation. Additional security measures identified through risk analysis, legal, regulatory, and/or contractual concerns, and/or specific standards -shall be addressed accordingly. Security controls and best practices are be considered and implemented as appropriate to the risk level

Business continuity statement/plan

Business continuity is not simply a matter of contingency, it is a core component of delivering consistent, reliable service in a competitive and fast-evolving industry. As an IT reseller/security and service provider operating with a fully remote workforce and reliant on only on cloud-based systems with no corporate network, NG-IT Ltd recognises the importance of being prepared for unforeseen disruptions, whether technical, operational, or external.

We have a Business Continuity Plan that outlines measures to ensure that our operations remain stable and responsive during periods of disruption. It defines the procedures, responsibilities, and safeguards that enable us to continue supporting our clients, maintain supplier relationships, and uphold our professional standards. The plan reflects our commitment to resilience and readiness, and will be reviewed regularly to ensure it remains aligned with our business needs and the expectations of those we serve

This Business Continuity Plan sets out the procedures and responsibilities required to ensure the continued operation of NG-IT Ltd in the event of a disruption. It applies to all employees and covers both the reselling of IT services, hardware and software distribution. The plan is designed to safeguard client relationships, maintain service delivery, and protect the company's reputation.

The key aims of this plan are to:

- Ensure continuity of service provision to clients.
- Minimise delays in hardware fulfilment and vendor coordination.
- Maintain secure and effective communication with customers and suppliers.
- Uphold contractual obligations and regulatory compliance.

The following functions are considered critical to the business and must be maintained during any disruption:

- Vendor liaison and procurement
- Order processing and fulfilment
- Customer support and issue resolution
- Financial operations including invoicing and payments
- Internal communication and collaboration

All our staff members have defined roles in the event of a disruption. The Managing Director is responsible for overseeing the implementation and maintenance of this plan. The Operations Manager and Finance Manager manages supplier relationships and hardware sourcing. The Technical Director and Cyber Lead ensure access to systems and data security. The Account Managers handles customer communications, and the Finance Officer ensures continuity of financial operations

All our business systems are cloud-based and configured for daily automated backups. Access is controlled via multi-factor authentication and role-based permissions. A centralised password manager is used across the organisation. Security audits are conducted quarterly to ensure compliance with data protection regulations and best practice.

Internal communications during a disruption will be conducted via internal messages and email, with SMS or telephone used for urgent alerts. External communications with clients and suppliers will be managed via email and telephone.

In the event of a disruption, recovery procedures will be activated immediately. Alternative suppliers may be engaged to maintain service continuity. Clients will be informed of any delays or changes to service provision. Staff availability will be managed through cross-training and flexible working arrangements. Any cybersecurity incidents will be addressed by isolating affected systems, restoring data from backups, and notifying relevant stakeholders.

This plan will be tested annually through structured exercises. Supplier performance and supply chain reliability will be reviewed in line with our ISO management system. Contact lists and standard operating procedures will be updated accordingly. Following any real disruption, a post-incident review will be conducted to identify areas for improvement.

Privacy by Design

We are committed to embedding privacy into every aspect of our service delivery. As an IT reseller, we do not process personal data directly through proprietary platforms, but we ensure that all technologies we recommend, resell, or support meet GDPR standards and respect user privacy from the outset.

- **Privacy by Design:** We assess privacy risks during the initial selection and onboarding of any suppliers. This includes reviewing data handling practices, encryption standards, and access controls before recommending solutions to clients.
- **Supplier Vetting:** All vendors we work with are evaluated for GDPR compliance, including their use of data processors, sub-processors, and data residency policies.
- **Minimal Data Handling:** We store minimal personal data (e.g., names and email addresses) solely for communication and support purposes. This data is handled securely, in line with GDPR principles, and is never used for profiling, marketing, or shared with third parties without consent.

3. Using the service

Ordering and Invoicing

To order services from our organisation, you can simply send an email to gcloud@ng-it.co.uk to discuss your requirements in more detail and initiate the process. We recommend including key information in your email such as your organisation name, a brief description of the services needed, preferred start date, expected outcomes, and any relevant procurement references. Once we have reviewed your request, we will assist you in completing the Order Form, which formalises the agreement under the framework and becomes the Call-off Contract. This includes support with service scope, pricing, and terms to ensure everything aligns with your expectations. Our fees are invoiced monthly in arrears, and payment terms are 30 days net from the date of invoice receipt.

Availability of Trial Service

At the present, complimentary trial of the HPE GreenLake cannot be offered. As an option to the trial and upon request, we can offer a product demo and a Proof of Concept (POC). The POC will give you a good view of the Product capabilities and how the service aligns within your environment, allowing an applied assessment, and the demo can provide an overview of core functionalities.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

Once the Managed Service Contract is signed and we have the confirmation of your order, the onboarding process begins, and a designated team is assigned within the Service Provider to coordinate all aspects of your contract and provide a smooth onboarding process. As the IT Reseller, NG-IT will assign a dedicated Service Delivery Coordinator, that will look after your contract and lease periodically with the Service Provider during the whole lifetime of your service. At this point, your dedicated Service Delivery Coordinator will make sure that the Service Provider will follow the steps outlined in their onboarding process

As a starting point, you will receive a Welcome Email from the Service Provider with all information necessary for a smooth onboarding process. This serves as a formal starting point and you will be introduced to the team that will work with you during the implementation period. During this phase, it is expected that the Service Provider schedules a kick-off meeting and walks through the initial scope of the service, get a mutual understanding of what is included and outline next steps.

We have outlined a timeline of the process to facilitate its comprehension:

Phase 1 – Transition (Handover and Mobilisation) – Official start of the onboarding once the contract is executed. Typical activities and outcomes involved in this phase are:

- Kick-off meeting
- Confirmation of delivery roles and responsibilities
- Establish communication strategy and escalation paths
- Definition of project plan
- Creation of customer contract list and technical points of contract

Phase 2 – Implementation (Build and Setup) – Technical build-out of the solution. Typical activities and outcomes involved in this phase are:

- Delivery and installation of Hardware and infrastructure
- Network connectivity and firewall configuration
- Installation and activation of platform agents, telemetry, metering tools
- Verification of installed infrastructure
- Execution of operational tests
- Implementation acceptance criteria agreement

Phase 3 – GreenLake Platform and Service Enablement – once the steps above are in place, the GreenLake service and platform is enabled. Typical activities and outcomes involved in this phase are:

- Set up HPE GreenLake Central
- Create and configure accounts and roles
- Configuring metering tools
- Orientation session for self-service portals and support
- Portal access and documentation
- Authentication and permissions set up
- Metering and billing reports enabled

Phase 4 – Migration – applicable if you are migrating existing systems or workloads into GreenLake. Typical activities and outcomes involved in this phase are:

- Discovery and assessment
- Design and planning
- Migration execution
- Validation and Cutover

Phase 5 – Operation and Ongoing Management – regular operations phase. Typical activities and outcomes involved in this phase are:

- Capacity planning and use reviews
- Change control and expanded services requests
- Incident and problem management

Offboarding

When your service contract ends and you decide to not extend service, you will be required to perform the following activities:

- Export/ extract customer data
- Decommission metering and platform integrations
- Remove HPE monitoring tools
- Close accounts and revoke access

The service comes with complete installation, user training and documentation. Migration of data to and from GreenLake Cloud is managed by the customer. Documentation exists along with additional tools and services to facilitate the migration of data, making it simple to download, clone, migrate, copy, port or transfer workloads between environments.

Please have in mind that this is not a static process and the steps and timeframes may vary according to the environment sizing and complexity. A detailed implementation plan can be provided to the buyer on request.

Training

As a reseller, we provide buyers with access to the service provider's comprehensive training and onboarding resources. These include online help documentation, knowledge bases, and guided assistance to support orientation with the new service. Introductory onboarding sessions are available to ensure buyers understand how to configure, monitor, and manage the cyber security platform effectively. Where required, we facilitate access to the provider's customer success team for tailored onboarding support. Our role is to ensure buyers are connected to the appropriate resources and that any queries are escalated promptly to the service provider for resolution.

To guarantee a seamless and smooth environment transition and data migration, the Service Provider will provide support and guidance as part of the Service onboarding. You will receive all the instructions to help you migrating and setting up your Service. Service Provider will provide training around the HPE GreenLake systems, either via training materials or walk-throughs, to ensure that you have all necessary information to navigate through HPE GreenLake with confidence. You will also have access to Webinars and Education Sessions, and an extensive learning content library available on the customer portal.

You will also count with 24x7 support team, that can be contact via email, phone or ticket and will be available not only to assist you with incidents and technical related issues but answering any questions you may have on how to use the Service Provider features.

Service Management

We take an integrated approach when it comes to the management of Services as we understand that an effective service delivery relies on a balanced integration of expert personnel, mature ITIL v4 aligned processes and technology. From a workforce perspective, our team possess both technical and behavioural competencies required. This includes not only the commercial knowledge of our products and solutions, but technical proficiency to build the service architecture, relying on a Team of experienced Solution Architects that holds the accreditations necessary to support the delivery of our Services.

In alignment with the technical team, we have a Service Delivery process in place that maps out the level of Service that is expected and provide operational consistency and governance throughout the delivery of the Service. This includes a Team of dedicated Coordinator that hold ITIL v4 Certification and is assigned to reinforce a customer-centred approach and guarantee that all aspects of your contract are being provided accurately. This process guidelines are outlined based on ITIL Framework, which set the basis for all the procedures followed to guarantee the delivery of IT Services that meet customer's needs.

This process counts with clear escalation paths, service level agreements and communication protocols to safeguard service continuity and accountability. We also count with a well-structured continuous improvement procedure, including post incident review with the customer and the Service Provider, and trend analysis that will help us to identify and tackle any systemic issue and enhance our client experience and satisfaction. These processes help us to set the standards of what we do as the IT Reseller but also direct what we expect from the Service Provider Partner.

Service Constraints

The GreenLake solution include outside factors that are outside their control including use of hosting providers. They also ingest data from 3rd party sources which could be delayed due to items outside of HPE control and result in an inability to notify/detect threats for a given telemetry source. Their guaranteed uptime SLO is at least 99.5%.

Rest assured that, as your IT Reseller, we will make sure that the Service Provider will notify you of any outages with a portion of its solution and provide a recovery time estimate.

Service Levels

Under GreenLake Management Services, the monitoring coverage window is 24 x 7, with 4-hour on-site hardware response time and 2-hour software response time.

Incident management service levels are defined by response time and target resolution time within the agreed service coverage window for incidents and as defined in the Statement of Work.

Problem, change and configuration management is conducted during standard working days, unless different office hours are agreed between HPE and Customer also defined in the Statement of Work.

As mentioned, NG-IT as your IT Reseller, throughout its Service Delivery Process and according to the ITIL v4 Framework guidelines, will make sure that the Service Levels will be followed by the Service Provider according to what has been agreed on the Service Agreement signed by all parties. As part of this, you will be able to count with a dedicated NG-IT Service Delivery Coordinator that will conduct period checks to all support tickets that you might have opened with the Service Provider and action on whatever is required to guarantee the effective delivery of the service.

Outage and Maintenance Management

The operational status page for HPE GreenLake cloud is at <https://status.greenlake.hpe.com/>. The page provides real-time information about service disruptions, outages, and maintenance on HPE GreenLake cloud.

Service Provider will monitor and manage the technology components required to deliver 24/7 Service. This includes upgrades, uptime/status monitoring, etc. As well as monitoring their own infrastructure we also monitor the feeds / agents / sensors etc. from our customers environments that are ingested into their environment. The Provider, to the extent possible, will notify the Customer about scheduled or emergency maintenance through the Provider's Account Management

Application and portal. The Provider, to the extent possible, will notify the Customer about scheduled or emergency maintenance through the Provider's Account Management Application. The Provider will constantly update the Account Management Application information to advise the Customer when a maintenance is completed.

NG-IT as your IT Reseller, throughout its Service Delivery Process and according to the ITIL v4 Framework guidelines, will make sure that the Service Levels will be followed by the Service Provider according to what has been agreed on the Service Agreement signed by all parties. As part of this, you will be able to count with a dedicated NG-IT Service Delivery Coordinator that will conduct period checks to the Service Provider state and promptly address any outages and request ad-hoc service if applicable. Root Cause Analysis and Service Improvement Plans will also be requested whenever is appropriate.

Financial Recompense Model for not Meeting Service Levels

While us, as your IT Reseller and the Service Provider, aim to meet all proposed Service Levels, there may be occasions where performance falls short of circumstances outside of our direct control as outlined in the Service Constraints and Outage and Maintenance Management sessions of this document. The SLAs is an important way of measuring service quality rather than to trigger financial compensation, therefore, there is no financial credit available or refund.

In case of a failure from Service Provider on achieving the agreed SLAs, as your IT Reseller we will focus on addressing the issue with HPE GreenLake and providing you with clear answers and, when applicable, formal root cause analysis. We will also work collaboratively to ensure that a Service Improvement Plan is put in place and, if necessary, apply any change to prevent the failure from happening again in the future.

We are confident that this approach helps us maintain a strong and transparent partnership with our clients and service partner, keeping the service reliable, issues visible and improvement actions transparent.

In case of metering issues, if daily usage data cannot be collected by the metering scripts for more than 2 calendar days (including delays in implementing the metering script), HPE will send Customer an email indicating that the daily usage data cannot be gathered. Customer will immediately assist HPE in resolving the problem.

If this issue continues for up to 30 days and

- a. usage data has already been collected, then HPE will use the usage data from the day immediately preceding the failure for that 30-day period.
- b. no usage data has been collected, then HPE will use the mid-point between the Installed Capacity and the Reserved Capacity for that 30-day period.

If the issue continues beyond 30 days, one of the following will apply until the daily usage data issue is resolved:

- a. If the cause is attributable to Customer, the billable amount will be equal to the Installed Capacity.
- b. If the cause is attributable to HPE, the billable amount will be equal to the Reserved Capacity.

If the cause is due to unidentified or unforeseeable external factors (in other words, neither HPE nor Customer has directly contributed to the failure through action or inaction), the billable amount will be equal to the mid-point between the Installed Capacity and the Reserved Capacity.

Further details about pricing mechanisms, compensation and charges will be outlined in the Service Agreement.

4. Provision of the service

Customer Responsibilities

To deliver the best service and guarantee efficiency on the Service implementation and consistent service delivery, we operate under a shared-responsibility model, where all parties contribute and work in partnership during the lifetime of your contract. As our client, for service delivery effectiveness, we kindly ask your collaboration on:

- Providing the most accurate information during all phases of the Service Delivery
- Promptly notifying us of any significant business and technical changes that may affect the Service performance
- Providing timely responses to the Service Provider queries, incident responses and approval requests
- Adhering to agreed change-management processes, including approvals, lead times and risk assessments
- Submitting requests using approved channels
- Participating in Services Reviews
- Honouring contractual payment terms

Detailed Service Terms and Conditions, including the Contractual Customer Responsibilities will be addressed in the Service Agreement.

Technical Requirements and Client-Side Requirements

To determine the details about the exact technical and client-side requirements to deliver the service, it is essential that we have a full understanding of your current environment, operational needs and challenges you may be facing. This initial assessment will help us to guarantee the correct application of HPE GreenLake. Therefore, many of the technical requirements and client-side requirements will be discussed prior to an order being placed, but also during the onboarding and implementation stages, where all parties will work together to refine connectivity, security, access and workloads considerations. All requirements discussed prior to the order being placed shall be documented in the Order form and agreed between the parties. We consider that this approach ensures that the technical prerequisites are mapped out accurately and are aligned to the customer needs and expectations.

After-sales Account Management

As the IT Reseller, we are not only committed to offering the best solution but also to build strong relationships with our clients, working with you closely, not only during the initial phase of the project but also after the Service is delivered and implemented. This is pivotal to us, as a Company, to work with you on a full end to end service and make sure your expectations regarding the Service are met

during the whole lifetime of your service. Unlike some specialist integrators, we are not just about selling a product, we are more interested in providing the right solution and we are committed to our customer's satisfaction.

As part of your service, you will have a designated Account Manager that will work closely with you on period reviews of our environment and will guarantee that you are being offered the most suitable solution/ service. You will also count with a Service Delivery Team that will liaise with you and the Service Provider on a regular basis, addressing all aspects of your service delivery and serving as your advocate to all your related service matters.

After System installation, HPE will provide support using Relationship Management Services, which will include:

- Assigned Account Team ("AAT"), a team dedicated to the ongoing support of Customer's infrastructure, in cooperation with Customer's nominated technical staff and IT management.
- Account Support Plan ("ASP"), which details all aspects of the Customer environment and support services (for example, technical configuration details, service levels and coverage windows, roles, responsibilities, contact information, contract change management process and escalation procedures) and will be routinely reviewed.
- Support planning and review conducted according to the frequency listed in the ASP.
- Support activity review conducted according to the frequency in ASP.
- HPE Support Center ("HPEsc"), a comprehensive online resource for instant customised knowledge, tools, and services.
- Inventory of the products covered.

Termination Process

Termination for Convenience, Customer Breach or Insolvency

In the event of termination of the Service or any System before the expiration of the System Term, Customer must pay HPE "Early Termination Fees," calculated as follows:

- (a) for each impacted System: (the Reserved Capacity at the time of the termination x applicable price per System per month x the number of months remaining in the affected System Term) x 1.1,
- (b) for fixed monthly charges: the sum of any monthly fixed charges set forth in Exhibit C x the number of months remaining in the affected System Term, and
- (c) for optional software or services: Early Termination Fees, if any, stated in the relevant Exhibits

Customer will finally settle all liabilities arising out of any termination upon payment in full of HPE's final invoice, which will include:

- (a) the Early Termination Fees,
- (b) any outstanding consumption-based charges, and

- (c) the Return Fee.

Termination for HPE Breach or Insolvency

In the event of termination of an uncured HPE breach or HPE insolvency event, HPE will relieve Customer of the Early Termination Fees and the Return Fee.

Detailed Service Terms and Conditions, including the Termination, will be addressed in the Service Agreement.

5. Our experience

Case Study

NHS Foundation Trust that provides a range of health and care services, focusing on mental health, learning disabilities, and community health.

They engaged with NG-IT to help them look at options for replacing their ageing HPE Nimble SAN and switches and Cisco UCS which was going End of Life in December 2024. The organisation was under pressure to explore a Cloud First strategy but upon investigation realised they weren't ready to move fully into the cloud, and it was decided that a Hybrid Cloud Strategy would be more appropriate. During the initial discussions we also discovered that they needed to replace their backup infrastructure, so we also incorporated this aspect into the solution design.

The Solution

After consideration of several vendors including HPE, Cisco and Nutanix, the organisation chose HPE dHCI solution and HPE StoreOnce Appliances plus Wasabi Cloud for the Veeam backup targets. The solution consisted of 2 x HPE Alletra 5030's with HPE DL360 servers and 2 x HPE StoreOnce 5260 arrays and it was decided to consume this via an HPE Greenlake Consumption based Model.

As part of the decision- making process the organisation considered buying and paying for the solution upfront via a traditional Capex procurement, but they decided on implementing HPE Greenlake as a result of the following benefits:

- Improved cash flow due to only having to pay for what they consumed, when they consumed it
- Reduced TCO by 20% because of pay as you go flexibility and zero upfront capital expenditure
- Reduced Physical Footprint resulting in reduced Carbon Footprint and an energy efficient infrastructure
- Lower costs due to reduced Power /Cooling/ Licencing/Support and Maintenance
- Predictable Costs for Future Growth
- Ability to burst workloads when required but only having to pay for this whilst bursting, resulting in optimised costs for burst workloads
- Ability to claim back VAT via IFR16

Clients

Who we do it for – Public Sector/Charities



Who we do it for - Commercial



Contact Details

For any questions regarding this offer, please send an email to gcloud@ng-it.co.uk and we will respond as quickly as possible to assist with your request.