

G-Cloud 15

Service Definition

Pure Evergreen One (Storage as a Service STaaS)

NG-IT

Lot 2a Infrastructure Software as a Service (iSaaS)

1. Introduction	3
Company Overview	3
Social Value	3
Overview of the G-Cloud Service	7
Associated Services	11
2. Data Protection	12
Information Assurance	12
Data Back-Up and Restoration	12
Business continuity statement/plan	13
Privacy by Design	14
3. Using the service	15
Ordering and Invoicing	15
Availability of Trial Service	15
On-Boarding, Off-Boarding, Service Migration, Scope etc.	15
Training	16
Service Management	17
Service Constraints	17
Service Levels	17
Outage and Maintenance Management	19
Financial Recompense Model for not Meeting Service Levels	19
4. Provision of the service	20
Customer Responsibilities	20
Technical Requirements and Client-Side Requirements	21
After-sales Account Management	21
Termination Process	22
5. Our experience	22
Case Study	22
Clients	24
Contact Details	24

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

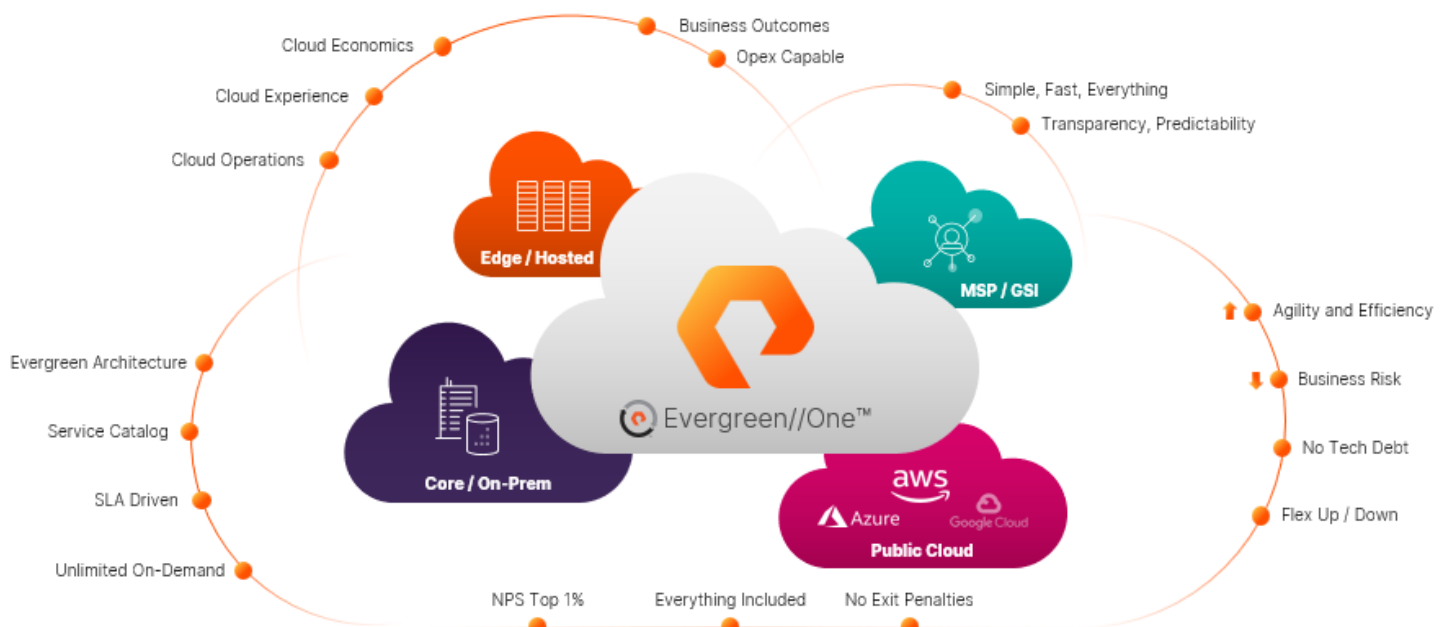
NG-IT take great care in selecting our service provider partners. We undertake a rigorous selection process that affords us the confidence to promote and justify Pure as our key partner for delivering Storage as-a-Service offering. Pure provides essential insights and expertise across all types of environments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

The Solution

NG-IT have chosen to propose a suite of services from Pure to address the challenges of delivering Fully Flexible Enterprise Grade Storage Subscription Service. Pure Evergreen One (Storage as a Service) is Pure's Storage as-a-Service offering, where Pure provides block, file, and object services using equipment we own, delivered to locations of a customer's choice. Integrated with the Public Cloud for seamless data mobility and backed by a set of SLAs for operational and commercial assurance.

Pure Evergreen One allows your organisation to treat enterprise storage like a cloud service rather than a traditional IT project. Instead of buying infrastructure, planning for capacity years in advance and deal with complex upgrades, you get a service that covers blocs, file and object storage across on-premises and public could environments under a single contract.

Pure Evergreen One combines the performance and reliability of all-flash infrastructure with a consumption-based pricing mode as you can scale up or down and pay only for the storage you use, while Pure handles maintenance, upgrades and capacity planning behind the scenes. Your organisation will also have access to Pure1 management tool, which will give you a unified view along with a ser of service level agreement (SLA), performance and other important information regarding your service.



The main features of Pure Evergreen One are its hybrid -cloud support, consumption economics and enterprise guarantees. With these, your organisation will get predefined performance tiers for different workloads, from critical databases to long term archiving. You will also count with effortless scaling without planned downtime. These features will benefit you as you will have a lower upfront investment, predictable OPEX, simplified operations, continuous technology refresh without service interruption and built-in resilience and performance. Pure Evergreen One is applicable for a wide range of scenarios, from traditional enterprise apps and virtualised workloads to regulatory archiving and healthcare imaging.

Cloud Economics:

FinOps that work using a unified subscription and universal credits.

Cloud Operations:

Pure1 AI-powered monitoring & management. Portworx Essentials.

SLA-Based Outcome:

Evergreen Enterprise Technology, Delivering SLAs, and non-disruptive maintenance & upgrades.

Cloud Experience:

SaaS management and API-based orchestration

What is included?

- Flexible Consumption Model - Pay for what you use (data, not capacity) - Pure owns the assets - No exit penalties		- Increases in commit are co-terminus with initial term - Faulty media retention (where appropriate) - Dark Site / Secure Site Operation - Includes all SW, HW, Refresh and Upgrades	Consumption Model Flexible / Agile
- Storage Capacity Management - Storage Performance Management - Monitoring, Metering, and Reporting - New Feature Adoption		- Designated, Security Cleared Resources - SW / HW Upgrade Co-Ordination and Execution 15-min response, 4-hour faulty component replacement - Full Global Coverage	Live Service Stable / Reliable
- Enterprise grade project and program governance - Technology deployment and integration - Operating Model integration and alignment - Onsite and offsite, security cleared resources		- Optional Fully Managed Data Migration - Optional Maintenance for Non-Pure Equipment - Optional Automation for BAU Storage Operations - Optional Resident Engineering for Storage Operations	Transition Support Safe / Secure
- High-performing, enterprise technology - Fully non-disruptive Evergreen™ architecture - Compliant with all major regulatory requirements - Proven in highly secured environments		- Highest density, lowest physical footprint - Encryption, replication, and all other features included - Safe-mode snapshots for Ransomware Recovery - Pure1 for real-time monitoring and management	Architecture Scalable / Sustainable

Pure Evergreen One (Storage as a Service) vs Other 'flexible' Models - Dynamic, fully flexible, hybrid cloud storage as-a-service, vs capacity on request

Evergreen//One™

- ▲ You choose a tier of service, Pure manages the technology
- ▲ Pure adjusts deployed capacity dynamically and non-disruptively
- ▲ You pay for what you use, and get discounts in return for reserve commitment (to a level of usage, not capacity)
- ▲ Pure takes the risk of performance not being sufficient
- ▲ Pure takes the risk of DRR declining
- ▲ All software features included at no extra charge
- ▲ Premium Support and designated resources bundled
- ▲ All upgrades, and continuous maintenance included
- ▲ Non-disruptive architecture enables seamless change

Other 'flexible' Models

- ▼ You have to choose the technology (array model) up front
- ▼ You have to specify the capacity, and request more when you need it (and increase your commitment in the process)
- ▼ You have to commit to a percentage of the deployed capacity, and then pay for that plus any 'buffer' you use
- ▼ You take the risk of performance not being sufficient
- ▼ You take the risk of DRR declining, with significant penalties
- ▼ Replication, encryption, and DR capabilities often charged for
- ▼ Designated resources typically not included
- ▼ Break/fix maintenance only
- ▼ Upgrades / significant changes require planned outages

Cloud Service Experience – All Included

Embedded Pure resources, tools, and processes for the optimum consumption experience

Service Management



Allocated Resources

- Customer Success Manager
- Plus, extended team of Service, Technical, and Operations resources

SLA / Obligation Fulfilment

- Capacity Management
- Performance Management
- Availability Management
- Energy Management



Operational Integration

- Service Reporting and Forecasting
- Regular Service Reviews
- Metering, Service Credit, and Billing Disputes



Subscription Management

- Assistance with Feature Adoption
- Scenario Planning
- Co-ordination of Expansions, Renewals, Relocations, or Re-Tiering



Technical Services



Premium Support

- 24/7/365 Premium Technical Support
- Proactive Monitoring and Alerting
- 15min Response, 4hr faulty part replacement for Sev1 Incidents

Config Management

- Non-Disruptive Software and Hardware Upgrades
- Remote & Onsite Support
- Case Handling, Root Cause Analysis



6 Global Support Centers



1. Santa Clara, USA
2. Leth, USA
3. Dublin, Ireland
4. Singapore, SG
5. Tokyo, Japan
6. Sydney, Australia

Self Service



Infrastructure Insights

- Live Monitoring and Analytics
- Full-stack Analysis
- Predictive Fault Resolution

Security Insights

- Data Protection Assessment
- Ransomware Anomaly Detection
- Sustainability Assessment
- Enhanced SafeMode Management

Service Insights

- Reporting on Service Metrics
- AI-driven Workload Planning and Predictive Analysis
- Trigger Expansion or Extension, or request Professional Services



Full API Integration

- Integration of reporting and alerting
- Automation of lifecycle actions
- Unified On-Prem and Public Cloud

Operational Benefits - Pure Evergreen One help reducing customer's cost of delivery.



ASSISTED TASKS

Capacity Management
Performance Management
Monitoring & Reporting
Typical Retained FTE Saving:
40%



OPERATIONAL SIMPLICITY

Pure1 Management Plane
Deep ITSM Integration
Fewer Managed Changes
PB to Storage Admin Ratio:
10:1



OPERATIONAL FLEXIBILITY

Flex up / down
Everything Included
Continuous Upgrades



MITIGATED COMMERCIAL RISK

Pure owns the assets
Pure provides SLAs
No exit penalties

Embedded Services

Deploy

 
Solution Design Installation

Support & Maintain

  
Premium Support Capacity Management Non-Disruptive Upgrades

Meter, Measure, Report

   
Training & Admin Guides Service Metering SLA Measurement Volumetrics
   
Feature Adoption Service Reporting Fingerprinting Real-time Analytics

In summary, Pure Evergreen One stands out because it aligns storage closely with how modern organisations consume IT: flexibility, predictability and with minimal operational interference. By unifying on-premises and cloud storage under a single consumption model, dealing with upgrades and capacity planning for your organisation, reducing the impact usually associated with traditional storage environments.

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 Pure Evergreen One (Storage as a Service STaaS) Solution cannot be offered, as the nature of the Service cannot be replicated in a short period and standalone trial environment. As an option to the trial and upon request, we can offer a product demo and a Proof of Concept (POC) or Demo. 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 necessary instructions to start your Pure Evergreen One journey. 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 walks through the initial scope of the service, get a mutual understanding of what is included and outline next steps.

The effort required to onboard to the service is minimal, but there are a few activities that are required by the customer IT team. We have outlined the actions and deliverables expected of the process to facilitate its comprehension:

Item #	Action / Deliverable	Contact	Date Due / Delivered
1	Identify key contacts for the Evergreen//One CSM and provide contact details	Pure Storage AE	
2	Account team to provide Evergreen//One team a warm handoff to customer contact	Pure Storage AE	
3	Schedule Evergreen//One Kickoff call with customer	Pure Storage CSM & TSE / CUSTOMER	
4	Kick-off call: w/ customer	Pure Storage CSM & TSE / CUSTOMER	
5	Coordinate installation (date, resource, timeline) with Pure PS / Partner / SE (if applicable)	Pure Storage CSM / CUSTOMER	
6	Discussions of goals, priorities and objectives for the next 30 and 90 days	Pure Storage CSM / CUSTOMER	
7	Discuss timing of Quarterly Business Review (QBR), Capacity Planning, and next steps	Pure Storage CSM / CUSTOMER	
8	15-day post service launch check-in; check deployment status	Pure Storage CSM	
9	~2-month check-in: schedule QBR for 90 - 120 days out from service start date	Pure Storage CSM	
10	Schedule Training & Checkpoints (AS NEEDED)	Pure Storage CSM & TSE/ CUSTOMER	

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 Pure systems, either via training materials or walk-throughs, to ensure that you have all necessary information to navigate through Pure Evergreen One 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 Service Provider solution includes 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 Pure's control and result in an inability to notify/detect threats for a given telemetry source. Their expected uptime SLO is at least 99.95%.

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

Case Handling SLA		
Severity	Description	Response
1	Critical impact to a critical business system which is preventing business functions from operating, resulting in loss of productivity or financial impact including data loss or data corruption.	15 mins

2	Major impact on a critical business system with reduced or degraded functionality impacting productivity or financial loss	30 mins
3	Minor impact or degradation of service to business system impacting non-essential functions with minimum or no impact to business.	1 hr
4	Informational inquiries including request for documentation, questions on product functionality or configuration.	2 hrs

Availability SLA			
	<i>Uptime Month</i>	<i>/ Downtime Minutes / Month</i>	<i>Credit</i>
Pure can provide Evergreen//One with zero Planned Downtime such that the client is entitled to a Downtime Credit equal to 100% of the monthly charges on any System that experiences Planned Downtime. The Uptime percentage is calculated across the environment monthly, based on 24-hours a day, 7 days a week, calculated as follows: Uptime Percentage = (total minutes in calendar month) - (downtime minutes) / total minutes in calendar month	99.9999%	<2.0 secs	3%
	99.999%	<26 secs	5%
	99.99%	4.4 mins	10%
	99.95%	21.9 mins	25%
	99.9%	43.8 mins	100%

Capacity SLA - 25% Buffer Capacity at all times, dynamically increases with usage (up to 1PiB per-site)

Performance SLA - Sub-ms all flash storage performance; IOPs/TiB of the subscribed service tier

Service Tier	Expected Performance ¹
//Block Performance	8 MB/s per TiB (R/W Throughput) or 500 IOPS/TiB (16KiB I/O Size)
//Block Premium	16 MB/s per TiB (R/W Throughput) or 1000 IOPS/TiB (16KiB I/O Size)
//Block Ultra	32 MB/s per TiB (R/W Throughput) or 2000 IOPS/TiB (16KiB I/O Size)
//Block Capacity	1.7 MiB/s per TiB (R/W Throughput) or 100 IOPS/TiB (16KiB I/O Size)
//UFFO Performance	20 MB/s per TiB (R/W Throughput)
//UFFO Premium	50 MB/s per TiB (R/W Throughput)
//UFFO Ultra	130 MB/s per TiB (R/W Throughput)

//Cloud Block Store	Varies based on configuration selected by End User
---------------------	--

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

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.

You will also have the Dashboard Summary Reports available via Pure1, which will list the top 10 arrays by load performance and capacity relative growth along with load and capacity projections for selected arrays over the next 30 days. The dashboard also includes a list of the most recent critical and warning alerts. Email notifications available for any incident/severity case transaction.

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.

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 Pure 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.

Under the "Zero Data Loss SLA," Pure guarantees no data loss within its Service Infrastructure. If data loss occurs, Pure will first offer Data Recovery Services to attempt to recover the lost data. If, after assessment, it is determined that the data loss was due to a fault in the Service Infrastructure (excluding Excluded Products), and the data is deemed unrecoverable following these recovery efforts, Pure will issue a Service Credit to the End User. This credit will be based on the Usage Charges for the affected system and will reflect the number of months the End User has utilised its Evergreen//One Subscription on that Service Infrastructure, capped at 12 months. The Service Credit will be the End User's sole remedy and Pure's exclusive liability for any data loss related to an Evergreen//One subscription. It does not exempt the End User from adhering to industry standards for managing snapshots, backups, and data protection.

Under the "No Data Migrations SLA", Pure guarantees that Pure will non-disruptively upgrade the Applicable Service Infrastructure, and that the upgrade will not require any data migration. To the extent Pure determines that Applicable Service Infrastructure requires a data migration in lieu of a non-disruptive upgrade, Pure will provide a Service Credit provided that the subscription satisfies the below criteria. The Service Credit is based upon the Service Charges for any Service Infrastructure within a License requiring data migration. The Service Credit will be equivalent to the number of months that End User has already consumed its Evergreen//One subscription, but not exceed 12 months, provided that the subscription satisfies the following criteria:

- Upgrade Performed by Pure or Pure Authorized Partner
- End User is not past due with any invoices
- Service Infrastructure complies with the Evergreen//One Upgrade Policy

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

End User is also responsible for all damage or loss, except for normal wear and tear, to any Service Infrastructure, from the moment of receipt by End User until returned to Pure. End User shall promptly reimburse Pure for all costs to replace or repair any Service Infrastructure that is damaged or lost.

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 the Pure Evergreen One (Storage as a Service STaaS). 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.

The Service Provider will also schedule regular Business Reviews with your team. The purpose of these sessions is to review service provision, volumes, SLAs, review your objectives, and share roadmap and service updates.

Termination Process

Once the contract has reached its term, the customer can either terminate or renew their contract. In this situation, there are no additional costs to the customer to exit the agreement or to renew. However, If the contract is terminated early, or the customer wishes to make significant changes to the contract before renewing, charges may be applicable.

Termination for Convenience

End User may terminate a subscription for any reason and at any time, provided that End User: (a) provides Pure 60 days' prior written notice; (b) pays in full any On-Demand charges incurred through the date of termination; and (c) pays in full all Reserve Commitments outstanding from the date of termination through the end of the Service Term.

Termination for Cause

Service Terms, and End User's rights to use Evergreen//One, terminate immediately if: (a) End User fails to make timely payments for the subscription to Pure or its authorized reseller; (b) voluntary or involuntary proceedings by or against End User are instituted in bankruptcy under any insolvency law, or a receiver or custodian is appointed for the End User, or proceedings are instituted by or against the End User for corporate reorganization or the dissolution of the End User, or if End User makes an assignment for the benefit of creditors; or (c) a party materially breaches any provision of the Terms of Use or the Agreement and fails to cure such breach within 30 days from the date of such party's written notice to the other party. End User is only obligated to pay for Evergreen//One utilization through the date of termination if the subscription is terminated for cause pursuant to Pure's uncured material breach as set forth in the applicable Service Agreement.

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

5. Our experience

Case Study

Overview

A UK Public Sector institution with over 4,000 users faced growing challenges as operations became increasingly digital, legacy storage could no longer meet performance and capacity demands. Upgrades and fixes took weeks of planning and days of downtime. When increasing concerns about cyberattacks prompted IT to reset its recovery time objective, a new storage solution was needed.

Challenges

- Slow customer support response
- Inability to easily modernise and scale
- Lack of visibility and control
- Unsatisfactory performance
- Insufficient internal IT resources

Solution

The organisation partnered with NG-IT and to provide next generation Pure Storage platform for critical digital services to provide:

- Supports continuous 24/7/365 service and rapid disaster recovery
- Reduces costs and improves sustainability
- Positions city as nimble, future ready, and focused on excellence
- Accelerates workloads in a footprint < 10% the size of previous disk storage
- Reduces recovery time objective from two weeks to just one hour
- Eliminates downtime for upgrades and cuts planning to 30 minutes
- Cuts data centre footprint by up to two thirds, trimming costs
- Gains storage speed, stability, and power without the management overhead

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.