

G-Cloud 15

Service Definition

Infrastructure as a Service and VM as a Service

NG-IT

Lot 3 Cloud Support Services (Additional Services)

1. Introduction	3
Company Overview	3
Social Value	4
Overview of the G-Cloud Service	7
Associated Services	10
2. Data Protection	11
Information Assurance	11
Data Back-Up and Restoration	11
Business continuity statement/plan	12
Privacy by Design	13
3. Using the service	14
Ordering and Invoicing	14
Availability of Trial Service	14
On-Boarding, Off-Boarding, Service Migration, Scope etc.	14
Training	16
Service Management	16
Service Constraints	17
Service Levels	18
Outage and Maintenance Management	18
Financial Recompense Model for not Meeting Service Levels	19
4. Provision of the service	20
Customer Responsibilities	20
Technical Requirements and Client-Side Requirements	20
After-sales Account Management	21
Termination Process	21
5. Our experience	23
Case Study	23
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

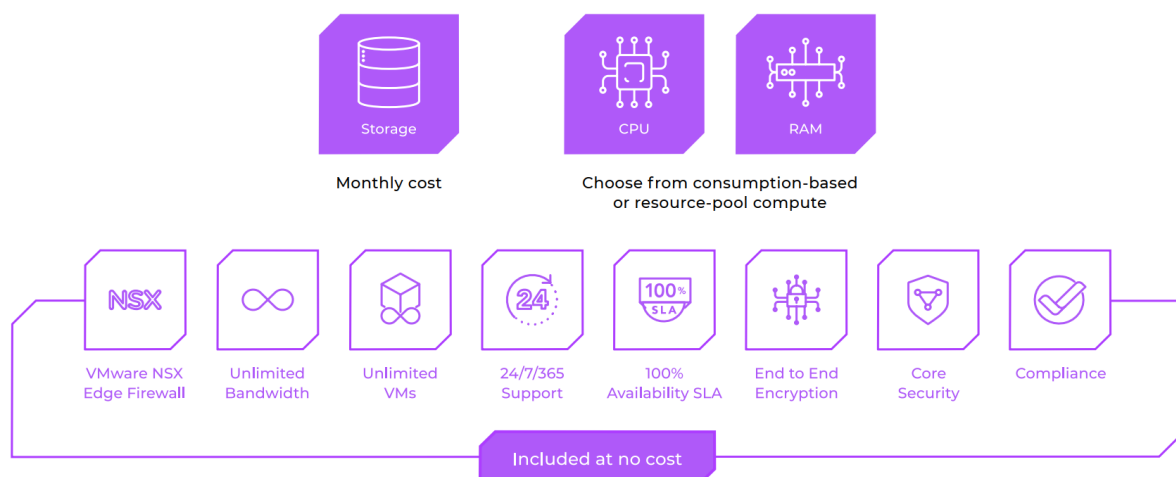
NG-IT take great care in selecting our service provider partners. We undertake a rigorous selection process that affords us the confidence to promote and justify 11:11 as our key partner for Managed Cloud, Backup, Disaster Recover, Connectivity and Security. 11:11 Systems is a managed infrastructure solutions provider that empowers customers to modernise, protect, and manage mission-critical applications and data, leveraging 11:11's resilient cloud platform, making them the ideal partner for our customers to engage and trust as the service provider for this proposed platform.

NG-IT are 11:11's only UK Platinum partner, which further highlights the strong success we have had as a partnership. The following proposal outlines how NG-IT will deliver the 11:11 service. NG-IT's Infrastructure as a Service is powered by 11:11, the leaders in platform and managed cloud. Backed by a 100% SLA guarantee and delivered in a simple, predictable consumption-based cost model.

Infrastructure as a service and VM as a Service is essentially Virtual Server as a service, and it means we take all the virtual servers from your data centres and host them on 11:11's shared platform. With this service, 11:11 manage all the infrastructure (Servers, Storage, Networking and Hypervisor) and you manage the operating system and applications (Windows server and SQL for example), whilst in traditional IT environments, you will not only have to manage your own infrastructure, but may also struggle with outdated on-premises infrastructure and possibly inefficient resource allocation.

For VMware customers, moving to the cloud is made simple. VMware workloads are seamlessly migrated to a proven, VMware-based IaaS platform that is designed for performance, availability, and security. This provides customers with confidence that their applications will perform as expected in the new environment.

Because it is VMware-based, the management tools and capabilities are similar to those already used on-premises, meaning existing skills can be transferred. Coupling these capabilities with 11:11's global footprint, focus on security and compliance, and 100 percent availability SLA, you can focus on what matters most to your business.



As an instant benefit, Infrastructure as a Service and VM as a Service Solution helps you removing the spent associated with server refresh and data centre maintenance. It will also give you flexibility and

scalability as you can increase and decrease resources on demand. Throughout this service, you will be able to improve uptime, reduce deployment timelines, and improve security with built-in high availability, integrated backups, template libraries, and robust virus, malware, and web reputation tools. But most importantly, it will allow you to better focus your time and resources on revenue generating tasks, innovation, and value within your business, and help to reduce administrative burden traditionally associated with ageing on premises estate.

Built-In Multi Layered Security

Infrastructure as a Service and VM as a Service Solution includes managed, purpose-selected security directly integrated into the 11:11 Cloud Console. This provides peace of mind, knowing that your workloads are secure

Together with other native infrastructure features, 11:11 security includes encryption, role-based access, and more:

- RBAC (Role Based Access Control)
- Two-factor authentication
- (Optional) VM encryption
- Vulnerability scanning
- VPN
- Antivirus/anti-malware
- Integrity monitoring
- Deep-packet inspection for intrusion detection and prevention
- Detailed firewall and log events
- Storage-based encryption enabling encryption at rest

Through our management console, you also have access to on-demand reporting and alerting for security and compliance, helping to provide your organization with a comprehensive audit trail.

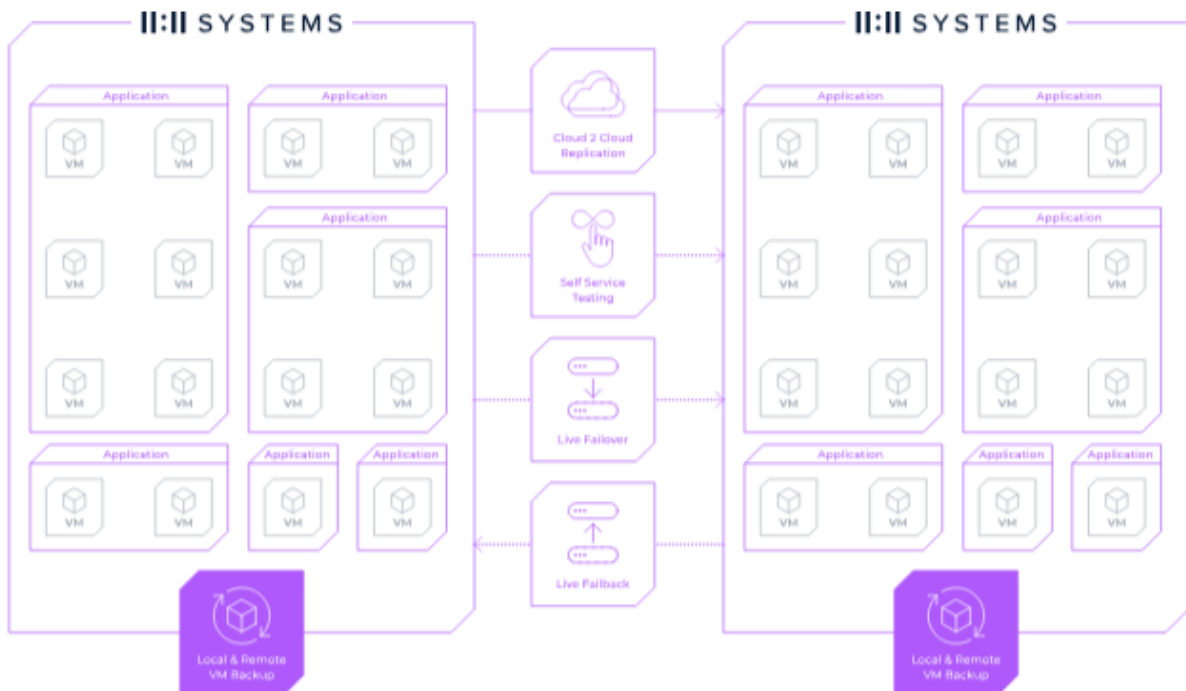
Infrastructure as a service and VM as a Service Solution can be applied to any environment your company run, no matter it's private, public or hybrid.

Integrated Disaster Recovery

Ensure maximum uptime for your mission-critical applications with integrated disaster recovery. 11:11 Disaster Recovery is fully integrated into your Public or Hosted Private Cloud.

With integrated disaster recovery, you can:

- Recover from unplanned downtime events such as hardware failure, natural disasters or cybercrime.
- Test your business readiness easily, as often as your business continuity plan requires.
- Deliver cost-effective cloud-to-cloud recovery.



This solution is ideal for:

- Existing VMware customers with on-premises compute or facilities who are looking to reduce or replace with cloud-based infrastructure.
- If you are looking to maintain existing VMware expertise and design validation to streamline migration and consumption.
- Customers with high-performance, complexly licensed applications including SAP, Oracle, and SQL.
- Customers seeking cloud resources with compliance, networking technology, and security suite integrated into a single interface at no additional costs.
- Customers seeking simple and predictable consumption-based cloud cost

Choosing Infrastructure as a Service and VM as a Service will give you:

- VMware-based technology infrastructure
- Award-winning 11:11 Cloud Console for unified management
- Centralised monitoring, reporting, and billing
- Multi-layered, built-in security
- Geographic and industry-specific compliance
- Complete backup protection of your mission critical workloads
- Windows Server licensing included
- 24x7x365 support

Associated Services

NG-IT can provide Professional Services to install and configure the proposed solution. Data migration services are available if required.

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-premise 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.

- 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

30-day free trial Service is available at no risk and upon request. This can give you first-hand look on how the Infrastructure as a Service and VM as a Service looks like, and you will get access to the same core features as a regular IaaS subscription. Please contact gcloud@ng-it.co.uk for more details about the 30-day free Trial.

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

Once the design and planning are agreed 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 liaise 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.

The dedicated Project Manager assigned by the Service Provider and its team of cloud services engineers will help you with the migration and deployment process. They will support you on the workload deployment (VMs, storage, networking) and help you configure the cloud environment.

The onboarding usually involves the following steps:

- Infrastructure design, that will define sizing, storage profiles and networks
- Security Settings
- Compliance
- Backup

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

Week 0-1 – Engagement, Scoping and Requirements definition

- Formal engagement between your organisation, 11:11 Project Manager and Cloud Engineering Teams, and NG-IT Service Delivery Team
- Requirements validation
 - ✓ Capacity planning
 - ✓ Compliance obligation
 - ✓ Backup and disaster recovery expectations (when applicable)
 - ✓ Connectivity, security baselines and support models
 - ✓ Review of existing workloads, dependencies and integration points

Week 2 – Environment Build and Access Provision

- Service Provider will provision the tenant environment within their Cloud Platform by establishing:
 - ✓ Identity and access controls
 - ✓ Networks
 - ✓ Segmentation
 - ✓ Storage tiers
 - ✓ Resource pools

As an output from this phase, it is expected that you get access to the 11:11 Cloud Console and that the test connectivity is established and validated.

Week 3-4 – Pilot Migration and Functionality testing

- Controlled Migration to confirm that the environment supports workload and security expectations. This stage involves:
 - ✓ Migration of non-critical VM
 - ✓ Backup Validation
 - ✓ Process restoration
 - ✓ Testing monitoring and alerting

Week 5-6 – Full Migration and Optimisation

- Workloads are prioritised by risk, criticality and technical complexity and moved into full migration

Week 7-8 – Go Live, Knowledge Transfer and Service Handover

- Transition into Business-as-Usual operation
- 11:11 provide formal Knowledge transfer, documentation, escalation pathways and guidance on cost optimisation and capacity planning
- Disaster Recovery and backup policies are reviewed when applicable

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. Service Provider will be responsible for the deployment and migration of your virtual servers and contracts are typically a minimum 3 years, ideally 5 years.

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 11:11 Cloud Console 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, 11:11 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 11:11 Cloud Console, either via training materials or walk-throughs, to ensure that you have all necessary information to navigate through 11:11 with confidence. You will also have access to Webinars and Education Sessions, and an extensive learning content library available on the customer portal.

A 24x7 support team will be available and can be contact via email, phone or ticket not only to assist you with incidents and technical related issues, but by 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

Even though Provider's Self-Service Infrastructure guarantees 100% availability of Infrastructure as a service and VM as a Service, we also take into consideration the fact that the solutions 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 their control and result in an inability to notify/detect threats for a given telemetry source.

For all services, the Provider's Infrastructure will be deemed unavailable if (a) the Customer can neither transmit nor receive data to or from the Provider's Infrastructure (whereby inability is confirmed by way of Customer documentation that verifies said inability is due to an issue with the Provider's equipment) and (b) such inability has been communicated to the Provider in sufficient detail to enable the Provider to open a case in respect thereof. The Provider's Infrastructure shall not be deemed unavailable (without limitation) in the event of any of the following:

Any circumstances whatsoever which are not within the reasonable control of Provider or its subcontractor(s);

Breach of the Agreement, the Services Schedule, the Order or SLA and SLO by Customer.

Force Majeure events.

Virus activity and hacking attempts.

In accordance with a court order or any requirements of any authority or other competent local authority.

Periods of scheduled or emergency maintenance on Provider's Infrastructure of which the Customer has been notified.

Failure or malfunction of the Customer's or End-User's connection to the Provider Network (e.g. via the public Internet or the Customer's own network) or related problem beyond the Provider's Network Demarcation Point.

Failure or malfunction of equipment, software, or other technology not owned or controlled by Provider.

Failure to comply with any terms of Provider's current Acceptable Use Policy.

Failure or malfunction caused by Customer over-provisioning Reserved Resources in excess of the specifications set out on the Order.

A malfunction that results from inconsistencies in the environment or unavailability that result from changes in the Customer's source environment, including, but not limited to, either intentional or accidental connection or disconnections to the environment.

A malfunction that results from the negligence, or intentional acts or omissions of Customer or its employees, agents or any third party.

A malfunction that results from anyone gaining access to the Cloud Resources by means of Customer's passwords or equipment.

Any failure to restore an environment from a Cloud Backup file chain in the Provider's cloud services (Secure Cloud Backup only); or

Unavailability of any management console or APIs.

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

Service Levels

Provider's Self-Service Infrastructure guarantees 100% availability of Service.

Response times are as follow:

Severity 1 - Production System Down - < 15 mins

Severity 2 - System Impaired - < 2 business hours

Severity 3- General Guidance - < 24 business hours

Severity 4 - Change request - < 8 business hours

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.

11:11 Systems publishes our most up-to-the-minute information on service availability on the 11:11 Status page. You will be able to check the page any time to get information about current Service Provider state or subscribe to an RSS feed to be notified of interruptions to each individual service.

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 11:11 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.

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
- Providing complete current infrastructure details
- 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 Agreements.

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 Infrastructure as a Service and VM as a Service solution. 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.

Termination Process

The Service Agreement commences upon its signing by the Parties (the "Effective Date") and, unless terminated earlier as provided in the Agreement, continues until no Orders have been in effect for at least one (1) year.

Each Order will commence on the Order Effective Date and continue for the initial period specified in such Order (such Order's "Initial Order Term"). Unless otherwise specified in an Order, such Order will renew automatically for successive one-year terms (each, a "Renewal Order Term") (the Initial Order Term and any Renewal Order Term, collectively the "Order Term"), unless (a) either Party to such Order provides the other Party with written notice of non-renewal at least sixty (60) days prior to any such renewal, in which event the Order will terminate on the final date of such Order's then-current Initial Order Term or Renewal Order Term, as applicable; or (b) such Order is otherwise terminated in accordance with the Service Agreement or the relevant Service Schedule.

Any Party may terminate the Service Agreement and any or all Orders if the other Party materially breaches the Service Agreement or an Order, and such breach is not cured within thirty (30) days after the non-breaching Party has provided the breaching Party written notice thereof. A Provider may immediately terminate the Service Agreement and any or all Orders if Customer fails to pay any Fees when due to such Provider and Customer does not cure such non-payment within ten (10) business days after Provider has provided Customer with notice of such failure to pay.

An Order may also be terminated under the Service Agreement:

By the applicable Providers by notice to Customer if such Provider's rights to use the data centre specified in such Order for the purposes contemplated by such Order terminate or expire for any reason;

By any Provider immediately if a Customer or any of its Affiliates or their agents, invitees, or employees enter any Provider's data centre with any firearms, illegal drugs, or alcohol or are engaging in any criminal activity, eavesdropping or foreign intelligence activities;

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

5. Our experience

Case Study

IaaS & C2C DRaaS for a Large UK Construction Company

Overview

A construction and infrastructure company are a leading UK construction and civil engineering company est. 1869, who designs, develops, builds, and preserves some of Britain's most iconic buildings, found themselves in a tricky situation where their storage support agreement was reaching expiry, and a solution needed to be found quickly. Working us, NG-IT, as their trust Provider, they identified IaaS as the next step in their IT journey, removing the pain points experienced with DC ownership, day-to-day management and staff time usage as the key drivers. As a Nimble and VMware user already, the client found 11:11 to be their preferred IaaS provider following our suggestion, for its VMware/ Nimble stack, overall service package, pricing model and single interface console, and finally, the impressive migration processes and timeframes for completion possible.

As a business who had suffered several outages, including fires and floods, it was also imperative for the business that their provider have a DR site available. As 11:11 are global leaders for DR, with 2 UK data centres to enable this requirement, 11:11 were quick again to meet the business's needs.

Solution Differentiators

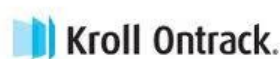
- VMware, Cisco & Nimble 11:11 infrastructure aligned perfectly with client's current infrastructure
- 11:11 DRaaS capabilities proved advantageous for migration methods, Solution Provider were able to meet the very tight deadlines required to successfully move the customer into IaaS
- 11:11 cloud console provides one interface for all services, including IaaS, DRaaS, BaaS & 365
- Resource Pool & Right Sized pricing structure enabled 11:11 Infrastructure as a Service and VM as a Service to be cost effective and competitive over alternative options
- Reservation + Burst model created a scalable service for the client

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.