

Private Cloud

G-Cloud 15 Service Definition



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1. Service summary

Private Cloud is available in the following configurations:

- Multi-tenanted hosts
 - Standard workloads
 - SAP HANA workloads
- Single-tenanted hosts
 - Standard workloads
 - SAP HANA workloads
- Resource pools
- IBM Power platform

Customers can consume one or many of the options above.

These options seamlessly integrate with our other services:

- Colocation and hosting
- Connectivity
- Public Cloud
- Security



2. Features & benefits

Comprehensive Scalable Compute and Storage	Provision of virtual CPU, memory, and storage resources configured as per customer specifications.
Network Elements	Digital Space will work with Networking elements as well as the virtual environment.
Single License Management	Digital Space will manage all licensing for your virtual workloads
Professional Services	Benefit from our Professional Services team, equipped with the expertise to assist with the implementation and management of your Private Cloud solution
Customizable Management Levels	Options ranging from self-managed to fully managed services, allowing customers to choose the level of support they require.
UK Data Sovereignty	All Private Cloud nodes are located in the UK.
Processor Architecture Available	Access to both Intel x64 and IBM Power processor architecture, allowing multi-cloud flexibility.



3. Why choose Digital Space?

Cloud	Digital Space has more than twelve years' experience in providing Cloud solutions as an AWS Advanced Partner, a Microsoft Gold Partner and an IBM Gold Partner. It also has its own UK-based private Cloud and so is able to offer hybrid and multi-Cloud services that meet all needs from basic co-location, through to full public Cloud.
Connectivity	Cloud requires reliable connectivity and Digital Space is able to provide that through its own networking and connectivity business which includes a dedicated national network as well as the ability to provide everything from mobile connectivity to PWAN and SD-WAN solutions.
Security	Digital Space Cloud solutions have security built-in via the use of architectural patterns and technical staff who are Security Cleared but we also have partners who are security experts and can offer everything from Security Operations Centre as a service to ethical hacking and penetration tests.
Managed Service	Digital Space is expert in providing managed services and has held the AWS Managed Service Partner accreditation which involves regular external audits for more than 9 years. We also hold the following accreditations: - ISO27001 – Information Security - ISO27017 – Cloud Security - ISO 20000 – IT Service management - ISO14001 – Environmental management - ISO9001 – Quality Management Our experience in this area means that we can either run services for you, making use of our automated Cloud monitoring services and Security Cleared experts, or implement services that can be easily managed and then train your team in how to provide that service themselves. Migrating your workloads to AWS allows you to innovate quickly by having compute infrastructure ready as required, enabling you to respond more quickly to shifting business conditions.
Public sector	Digital Space is experienced in working with the public sector including managing critical national infrastructure for central government, deploying artificial intelligence services for the NHS and delivering Cloud migrations for a wide range of organisations. This experience means that we understand your drivers and focus and are better able to supply your needs.
Innovation	In addition to a wide range of infrastructure engineers and architects, we also have developers who create innovative solutions on Cloud platforms.



4. Detailed service offering

Digital Space Cloud operates 24 x 7 x 365 from four UK data centres and has a responsive UK-based 24 x 7 x 365 operations centre.

As we own the infrastructure, Digital Space can offer a more personable level of support than Public Cloud. Tiered managed service levels available from self-managed up to and including fully managed of operating system.

Microsoft SQL and Oracle database administration available.

Self-service portal available for pooled resources.

Linux and Microsoft Windows guest operating systems are supported on Digital Space Cloud configuration options of multi-tenanted hosts, single-tenanted hosts and resource pools.

AIX, IBM i and Red Hat guest operating systems are supported on Digital Space Cloud configuration options of IBM Power platform.

Legacy operating system support available.

Recommend that customers keep up to date with operating system levels where possible, when this isn't possible then options such as Microsoft Extended Security Updates (ESU) or IBM Service Extensions (SE) can help extended the life of the legacy system.

OPEX commercial model with known upfront expenditure.

Accredited with Cyber Essentials Plus.

Multi-tenanted hosts

The default is multi-tenanted hosts with dedicated, securely and logically segregated guests. Digital Space manage the hosts and either Digital Space or the client can manage the guests

There are two sub-categories for this offering, one is standard workloads for Linux and Windows, and the other is SAP HANA workloads for Linux and Windows (optimised for SAP HANA and large workloads)

Single-tenanted hosts

Single hosts dedicated to customers specifically, with securely and logically segregated guests. This is normally opted for if customer wants to manage the host, host segregation or they need access to a vCentre for either self-management or appliance requirement (such as Rubrik backups)

These hosts can also be optimised for SAP HANA and large workloads too

Resource pools

Resource pools are defined on multi-tenanted with dedicated, securely and logically segregated resources (vCPU, vRAM and storage). This is a self-managed option allowing the customer to create and manage their own guests within this pool via an internet facing portal

IBM Power Platform

Multi-tenanted hosts with dedicated, securely and logically segregated logical partitions (LPAR). This is designed for customers requiring IBM i on IBM Power platform, but this platform can also support AIX and Red Hat.





5. Complementary services

Business Continuity	Digital Space Backup as a Service Digital Space Disaster Recovery as a Service Digital Space Microsoft 365 native Backup as a Service Digital Space Microsoft Teams Backup as a Service
Communications	Digital Space 8x8 Cloud PBX Digital Space 8x8 Hosted PBX Digital Space 8x8 Meetings Collaboration Digital Space 8x8 Video Conferencing Digital Space 8x8 Voice for Microsoft Teams Digital Space Hosted Mitel Cloud (Flex)
Connectivity	Digital Space Managed SD-WAN Service
Contact Centre	Digital Space 8x8 CCaaS (Contact Centre as a Service) Digital Space 8x8 CPaaS (Contact Platform as a Service) Digital Space 8x8 UCaaS (Unified Communications as a Service) Digital Space 8x8 XCaaS (Experience Communications as a Service) Digital Space Amazon Connect Administrative Extensions Digital Space Cloud Contact Centre (Amazon Connect) Digital Space Cloud Contact Centre Managed Service
Migration	Digital Space Cloud migration Microsoft 365 Discovery Digital Space Microsoft 365 Migration Digital Space Cloud Contact Centre Migration
Platform	Digital Space AWS Managed Service Digital Space Azure Managed Service / Platform Digital Space Cloud Architecture, Design and Build Services Digital Space Cloud Solution Brokerage & Implementation Digital Space FinOps & Cloud Cost Optimisation Digital Space Private Cloud Managed Service Digital Space Well Architected Review



6. Copyright

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