



Cloud Hosting

Cloud Platform Administration & Support | Cloud Architecture & Design | Cloud Migration & Journey to Cloud

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1 | Introduction to Innova-tsn

With a 20+ years tenure as specialists in intelligent business solutions and we have grown until becoming a leading company in the application of Analytics and the design of customised solutions.

Our expertise in Cloud, Artificial Intelligence, Data Analytics & Modern BI allows us to design real and flexible vanguard solutions to effectively exploit all the company's data.

In short, our solid command of the latest trends and technologies makes us a reference for the sector and a

LEADER IN INNOVATION.

WHY INNOVA-TSN?

Excellence in the quality of the service and in obtaining results
Commitment in taking the customer's goals as our own
Forward-looking approach. We offer innovative solutions with the help of the latest technologies



Artificial Intelligence

Solving business problems using Machine Learning, Deep Learning and Artificial Intelligence techniques to harness the full power, efficiency and accuracy of automated advanced analytics.



Cloud

Design of a Cloud Strategy and Architecture; implementation, migration and operation of cloud, on-premise or hybrid solutions.



Data Analytics & Modern BI

Direct exploitation of data available to all users, with a view to strategic and operational improvements and in a governed environment.

innova-tsn 2 | Service Attributes/Service Name/About our Services

Service Attributes

Cloud Hosting

Service Name

Cloud Platform
Administration & Support

About our Services

Innova-tsn provides full administration and maintenance of cloud based infrastructure and related services in Azure and AWS, including native cloud services as well as solutions deployed on an organisation's cloud infrastructure (e.g., Informatica, SAS, Dataiku, etc.).

Once deployed, administration and monitoring tasks include aspects such as users and resources management, performance, security or costs. Specific cost-monitoring mechanisms (e.g., dashboards, alerts) are set-up to ensure costs are within control and corrective measure are taken when required.

Besides, these services include incidences resolution, specific requests and improvements (e.g., re-sizing or adding/removing specific components, connectivity to new data sources, etc.) managed following ITIL and Agile methodologies.



3 | Service Features and Benefits

Our Service Features	Our Service Benefits
• Infrastructure and applications administration (e.g., users, resources, security, connectivity, etc.) • Cloud infrastructure monitoring tasks (incl. performance, security and costs) • Maintenance of infrastructure, integrations and/or applications (cloud native or vendors) • Covering incidences (P1, P2 and P3), service requests and improvements. • Service Level Agreements tailored to organisations' specific requirements. • Established procedures for incidence management and resolution (ITIL and Agile methodology) • Backlog prioritisation and management (Agile Methodology) • Native or Custom-made Dashboards plus monitoring tasks automation. • Specific cost-monitoring mechanisms (e.g., dashboards, alerts). • On-call services tailored to clients' needs.	• Cover internal experience/competences gaps in Cloud technologies. • Get expert administration and maintenance service. • Facilitate internal transition from legacy to Cloud-based environments. • Flexible access to additional resources and/or expertise when required. • Full tracking of incidences and requests (incl. resources spent) • Validate impact of cloud services new releases.

innova-tsn 2 | Service Attributes/Service Name/About our Services

Service Attributes

Cloud Hosting

Service Name

Cloud Architecture Design sizing and implementation (Azure, AWS)

About our Services

As a technology agnostic consultancy with no affiliation to Cloud vendors or integrators and yet with an extensive experience of Cloud technologies and Enterprise architectures, Innova-tsn helps organisations harnessing the benefits of the cloud, by providing consulting and engineering services for strategy, design, implementation and/or migration to Cloud-based Data, BI and Advanced Analytics environments.

Innova-tsn provides architectural services for all types of Cloud - public, private and hybrid - across IaaS, PaaS and SaaS and ensuring maximal elasticity, security and scalability at the lowest cost.

We help our clients properly manage Cloud-related costs, from the architecture design phase, where cost drivers are identified, to carefully designed cost-monitoring and alerts systems and IaC based deployment and decommissioning of resources.

Moreover, our extensive experience in AI (incl. GenAI, LLMs, ML, etc.) and Business Intelligence (from dashboards to integration into front-end apps), ensures we are in the position to design architectures to cover each organisation specific needs (e.g., real time, big data, IoT, etc.) and consider different alternatives' pros and cons.



3 | Service Features and Benefits

Our Service Features

- Design and implementation of Cloud-based, hybrid and on-prem Data Platform.
- Roadmaps for architectures evolution based on current/planned use cases.
- Cloud-based Business Intelligence (BI) and Advanced analytics environments.
- IaaS, PaaS and SaaS solutions setup tailored to organisations' specific needs.
- Infrastructure as Code (IaC) for deployment, decommissioning and DRP.
- Definition and implementation of Continuous Delivery and Integration (CI/CD).
- Extensive experience of container and serverless microservice architecture delivery.
- DevOps and IaC templates to deploying and decommissioning resources.
- Innova's Analytic and Big Data lab to validate new Cloud features.
- Experience in all 3 major cloud providers (AWS, Google & Azure)

Our Service Benefits

- Scalable and flexible Cloud architectures to evolve with organisations' needs.
- Frequent releases with new features and (very) limited maintenance.
- Possibility for Hybrid architectures (e.g., privacy and compliance issues, costs, etc.).
- Infrastructure as Code (IaC) for efficient resources usage, cost reduction and DRP.
- New alternatives from cloud native services (e.g., PowerBi, Quicksight, Azure ML, Sagemaker, etc.).
- Rationalisation of architectures and technologies based on organisations' specific needs.
- In line with most vendors strategy to deprecate on-prem solutions
- Capacity for on-demand access to very expensive computing resources (e.g., GPU).
- Capability to integrate data sources and technologies (incl. APIs, event streams, microservices)

innova-tsn 2 | Service Attributes/Service Name/About our Services

Service Attributes

Cloud Hosting

Service Name

Cloud Migration & Journey to Cloud

About our Services

Innova-tsn guides and supports its clients on their **journey from legacy systems or data architectures** (e.g., from On-prem Data Warehouses) to modern Cloud architectures and technologies or hybrid architectures. From **designing and deploying the architecture and related technologies** (e.g., cloud natives services, vendors' solutions, open-source, etc.) to the **definition and implementation of a roadmap for a successful migration**.

Innova's experience and capabilities along the full data lifecycle enables us to support the **migration across Data Platforms as well as BI and Analytical environments**, including data sources connectors (incl. batch, real time, etc.), data storage, ETL and ELT processes, dashboards/reports, AI/ML models or the implementation of DataOps/DevOps/MLOps methodologies.

Besides, we support our clients in **bridging the knowledge/experience gap in the transition** to the new environment, providing specific resources on a temporary/permanent basis or supporting organisations build and insource capabilities where this is a strategic goal.



3 | Service Features and Benefits

Our Service Features

- Migration to Cloud-based Data Platforms, BI and Analytical environments.
- Migration from legacy systems or data architectures to modern architectures.
- Migration of data ingestion, storage, ETL processes, dashboards and AI/ML models.
- Journey to cloud strategy and roadmap
- Migration alternatives and pros/cons analysis (Business' impact, costs, complexity, etc.)
- Cloud Migration Services for IaaS, PaaS and SaaS.
- Certified partner in Azure, AWS and GCP.
- Cloud environments Administration and user support at all levels
- Audit on assets to be migrated or deprecated.
- Change management and adoption of new ways of working (e.g., DevOps, MLOps, etc.)

Our Service Benefits

- Shared vision on the journey to cloud roadmap covering all key elements
- Considering Strategic trade-offs (e.g., time, cost, complexity, impact on business users, etc)
- Managed impact on business users and business as usual activities
- Rationalisation of architectures and technologies based on organisations' specific needs.
- Change management to facilitate adoption of new environments and tools.
- Opportunity to adjust ways of working (e.g., DevOps, MLOps, Governance, etc.).
- Opportunity to eliminate

4 | Service Scope

Does your service have any constraints that buyers should know about?

There are bi service constraints to our offering that buyers should know about.

What system requirements does your service have?

Internet connection

Since information is generated through cloud-based servers, users need a reliable internet connection to interact.

Compatible Device

Users can access our services through various devices like computers, smartphones, or tablets. These devices should support web browsers or applications through which they can access online platforms.

Updated Software

It's advisable to use updated web browsers or applications to ensure smooth interaction and security.

Are you reselling another organization's services?

No. We do not sell third party services .

Which organization's services do you resell?

We would only do this in the event that the client has a specific requirement. This will be carried out under a contractual agreement. Should this be a requirement, we would carry out a due diligence activity of the reseller, including but not limited to:

- Requirements Definition
- Evaluation and selection
- Implementation and Planning Parameters
- Training and Onboarding



6 | User Support

Do you provide email or online ticketing support?

Whenever we provide a support service we generate email accounts necessary for the provision of the Service. it's essential for our support staff to maintain clear and timely communication with users, providing accurate and helpful information, and strive to resolve issues effectively to ensure a positive customer experience.

Initial Contact Users initiate contact with our support team by sending an email to a designated support email address provided by Innova-tsn including information such as the user's account details, and a description of the issue.

Triaging: Support staff triage incoming emails to prioritize urgent issues and assign them to the appropriate support team or individual for resolution.

Response: A support representative responds to the user's email, acknowledging receipt of the inquiry and providing an initial response or asking for additional information if needed.

Resolution Support staff work to resolve the user's issue based on the information provided. This may involve troubleshooting the problem, providing guidance or instructions, or escalating the issue to higher-level support personnel if necessary.

Follow-up: Once the issue is resolved, the support representative follows up with the user via email to confirm that the problem has been resolved satisfactorily.

Closure: Once the support request is resolved, the query is marked as closed in the customer support system. Users may also be invited to provide feedback on their support experience to help improve the quality of support services.



How quickly do you respond to questions?



Our response time takes into account several factors such as, nature of the incident raised and available resources.

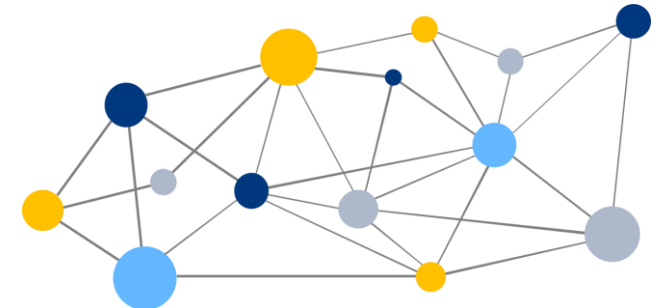
As a general rule, we always work towards our clients SLAs, which varies depending on the project.

Typically, we aim to respond to user inquiries as quickly as possible, ideally within hours or even minutes for critical issues.

In order to best service our client needs, we will work with you to develop a response time Service Level Agreements that define the expected response times for different types of inquiries or support channels, as well as defining the priority levels

Innova-TSN always we try to solve the problem of the clients with the greatest possible agility ,

Our ultimate goal is to provide timely and effective support that meets or exceeds our client expectations while balancing resource constraints and operational considerations.



Can users manage the status and priority of their support tickets?

When a user logs the ticket, they can state whether their query should be marked as priority or urgent. Support staff can assess the ticket and action the query as necessary. With each ticket being unique, each ticket can be reprioritised.

What accessibility standards does your online ticketing support management meet?

Innova-tsn does not have a proprietary ticketing support management system. We adapt and use the systems of our customers following an integration model. We have found this process beneficial as it streamlines processes, improves collaboration, and enhances data sharing.

We would consult with our clients to ensure the ticket support management system abides to the **Web Content Accessibility Guidelines** and has the following:

- Keyboard Accessibility and Screen Reader Compatibility
- Visual Design
- Responsive Design and Scalability
- Accessible Forms and Controls
- Alternative Input Methods



Do you provide phone support?



We are able to provide this service should it be a requirement from a client for the service/project.

This is a straight forward process for Innova-tsn. We can create a customer service number, where users will be able to reach support staff.

Do you provide web chat support?

No. Innova-tsn believe that due to the nature of our services the Incidents or queries must be treated in a personalized way We do not tend to Level 0 support services (Service Desk). The dialogue with our architects will be the time that the incidents are qualified .





User Support

When can users get phone support?



The use of a telephone Contact information is exclusive to inform or escalate incidents cataloged as critical.

The number will be displayed on the “Contact Us” tab of the website with the opening times of support. This is typically within normal business hours (Monday – Friday (9am-5pm) however, we would be happy to discuss whatever your specific requirements may be.

What accessibility standards does your web chat meet?

Innova-tsn does not currently have a web chat functionality.





User Support

Describe how your web chat is accessible.

Innova-tsn, does not currently offer web-chat functionality.

Describe any web chat testing that you've done with assistive technology users.

Innova-tsn, does not currently offer web-chat functionality.





Describe any web chat testing that you've done with assistive technology users.

We do not currently have a web chat functionality

Do you provide onsite support?

Yes. Onsite support for cloud hosting typically involves assistance provided by technical experts who visit the physical location where the cloud infrastructure is deployed.

Network Configuration: Technicians assist with configuring network equipment such as switches, routers, and firewalls to ensure optimal performance and security of the cloud environment.

Server Management: This involves tasks related to server setup, configuration, and troubleshooting.

Security Implementation: Onsite support technicians help implement security measures such as access controls, encryption, intrusion detection systems, and regular security audits to protect the cloud infrastructure from cyber threats.

Performance Optimization: Onsite support involves performance tuning activities such as monitoring resource usage, identifying bottlenecks, and optimizing configurations to ensure that the cloud environment operates efficiently.

Backup and Disaster Recovery: Onsite support assist in setting up backup and disaster recovery solutions to ensure data integrity and business continuity in case of hardware failures, natural disasters, or other emergencies.

Troubleshooting and Issue Resolution: When problems arise, onsite support technicians are responsible for diagnosing issues, troubleshooting, and implementing solutions to minimize downtime and ensure the smooth operation of the cloud infrastructure.

Training and Knowledge Transfer: Onsite support provide training sessions for internal IT staff or end-users to familiarize them with the cloud environment and best practices for its management and usage





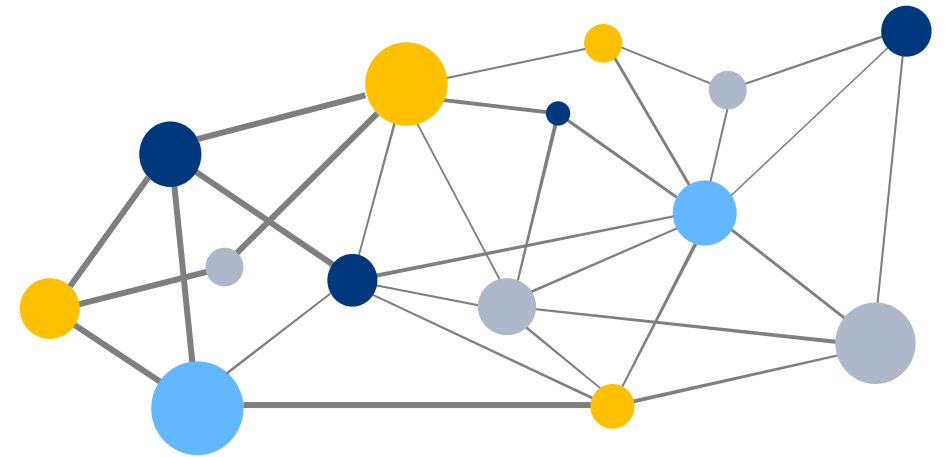
User Support

Describe your support levels.

Innova-tsn provide support for levels 2, 3 and 4. Level 0 & 1: Excluded (HelpDesk & Operation). We do provide: Level 2: Cloud Architect or Cloud Engineer. Level 3: Expert Support. (Escalation from level 2). Level 4: Incident management that require liaison with cloud/sw vendors, for issues that require patch or evolution and 3rd party support.

SLAs are cost depend on the specific customer and project. We can provide support during working hours 8x5 or 9x5, working hours with on-call services for incidents outside the regular working hours, or 24x7 if needed and agreed up on.

Innova-tsn always appoints a technical account manager for every project or service. A cloud support engineer will be involved in the project or service as well, with a dedication and reporting duties that might vary depending on the initiative. In some cases s/he can be the first point of contact for the support issues, in other cases the support team and/or the manager will be the ones to ask for his/her direct support. An escalation process from the first **line of contact to the manager and/or the experts is always in place.**





User Support

Can third parties engaged by the buyer access the support features of your service?

In principle, Innova-tsn do not believe that shared management is the best service delivery model. However, if a client should prefer this mode of service provision; if the scope of each party is well established, we can provide the service in this way.



7 | How users work with your Service

Is there a web interface for your service?

Yes. Access is via the CIA Cloud access panel where the services are hosted.

Confidentiality

Ensuring that data is only accessible to authorized individuals or entities

Integrity

Guaranteeing the accuracy and reliability of data throughout its lifecycle

Availability

Ensuring that data and services are consistently accessible and operational when needed



7 | How users work with your Service

Describe what users can and can't do using your web interface?

All users that the client requires to have access through the interface

Can Do



- Ask Questions
- Suggestions and Recommendations
- Code Assistance

Can't Do



- Perform Actions Outside Interface Scope
- Access Personal Information
- Perform Complex Tasks



How users work with your Service

What accessibility standards does your web interface meet?

A VPN (Virtual Private Network) client needs to be installed. Our standards are as follows:

Visual Design

Compatibility

Testing and Compliance

Support Material

Assistive Technology

Feedback

Describe how your web interface is accessible.

Internet access via a VPN





How users work with your Service

Describe any web interface testing you've done with assistive technology users?

Access to the web interface is provided by public clouds.

Is there an API for your service?

If required by the service and the client, an API can be deployed.

Describe what users can and can't do using your API

This is dependent the type of Service provided, normally this type of access is enabled for development users.

Which standard automation tools work with your service API?

All the automation tools ose that the Cloud allows, can work with our service API.



How users work with your Service

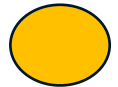
List any other automation tools your service API uses.



Data Intake



Systems Integration



ETL's



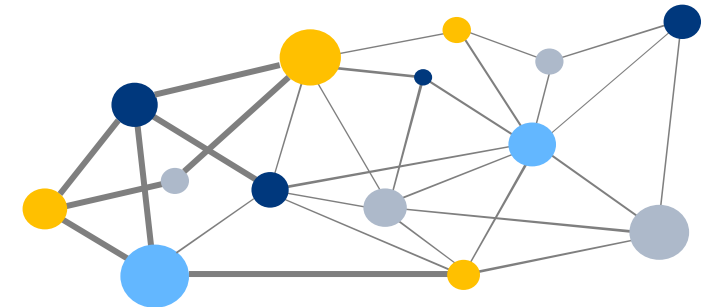
Security

Do you provide API documentation for your service?

Yes

How is your API documented?

Documentation is prepared during the development of the API, in which its functionalities and use are defined.





How users work with your Service

Is there a command line interface for your service?

There is no command line interface for the users or the customer

Which operating systems does your command line interface work with?

Our operating systems use Linux, but it is not accessible to client users.

Describe what users can and can't do using the command line interface?

Only hosting administrators have access to the command line interface.
Users do not have this functionality.



8 | Onboarding and Offboarding

How do you help users start using your service?

Innova-tsn provides comprehensive guides for our Cloud Infrastructure, explaining the concepts and terminology, as well as comprehensive guides on how to start using the services.

We provide a dedicated account team who is available throughout the whole life cycle of the relationship with the sole duty of ensuring that the performance of the cloud solution is optimal at all times and that customers are fully utilising the subscription to its maximum potential. This team will guide customers through the onboarding, upgrades, as well as inform customers on new product enhancements and best practices.

The onboarding process is tailored to the customer and the initiative. However, Innova-tsn has a general framework that applies and adapts to each project and service.

This includes a constant knowledge transfer during the initial part of the project (it can be in the Discovery, Design and/or Deployment and UAT Phases), Weekly meetings to share progresses and documentation for both business and technical users. Once the service is Live, Innova-tsn usually provides a series of workshops designed for business and technical users. The workshops are intended to (when applicable):

Describe the service, including scope, processes and SLAs; Describe the technology behind it; Describe new functionalities; Identify and Explain the most common User Stories / Use cases. The processes include the proper process to contact the support service, via email or phone, as well as the usual escalation process and key-people in the service. Furthermore, after the workshop(s), a shadowing or hands-on support phase is usually recommended. In this phase, someone from the service is working alongside the client's team, with a dedication, to accompany them in the daily tasks.



Onboarding and Offboarding

Do you provide documentation for your service?

Whenever Innova undertakes a platform administration service, we need the following documentation:

- Implanted architecture
- Exploitation and operation manual
- A current assessment of the Service to be able to guarantee its correct dimensioning
- Backlog of incidents and requests
- Status of current projects in order to give them continuity

Before providing this type of service, we must agree with the customer:

- Work framework
- Scope of the Service
- Relationship model
- Service level agreements





Onboarding and Offboarding

What accessibility standards does your documentation meet?

Our hosting service is not shared, so the documentation is generated specifically for each client and is shared with the interlocutors that the client does not identify as valid.

Our documentation adheres to accessibility best practices and strives to meet the Web Content Accessibility Guidelines (WCAG)

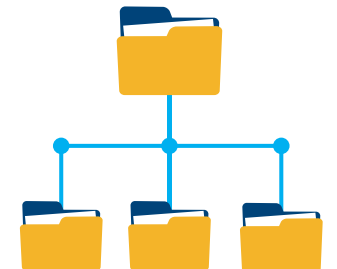
Accessible Forms and Controls: Forms and interactive controls within the documentation are designed with accessibility in mind, including clear labels, proper focus management, and error handling to support users of assistive technologies.

Clear Language and Readability: Our documentation uses clear and simple language that is easy to understand, avoiding jargon, complex terminology, or unnecessary technical details whenever possible. It can also be viewed in multiple languages.

Multiple Formats: Documentation is provided in multiple formats, including HTML, plain text, and accessible PDFs, to accommodate different user preferences and accessibility needs.

Describe how your onboarding and offboarding documentation is accessible?

If the client has a document management repository we host it there, otherwise we host it in our own repository and share it.





Onboarding and Offboarding

How do users extract their data when the contract ends?

This is dependent to a large extent on the type of service provided.

- A database provides an export of all data.
- In a DataLake we give admins access to copy the data to another repository.

Describe what happens at the end of the contract.

In all our services we include a phase of "**return of service**" in which we describe in detail all the steps we follow to ensure its continuity in another hosting or terminate it.



9 | Backups and Recovery

Does your service provide backup and recovery?

Within our Cloud services, we offer our customers a business continuity plan for the most critical elements of the platform in order to ensure continuity of service. In addition, we offer a disaster recovery plan to be able to have the services available with minimum downtime.

These services are provided to our customers on request, as it depends on the criticality of the platform, and not all our customers require them.

Backups are encrypted and stored in our Cloud Infrastructure Storage and can be restored as new volumes to any availability domain within the same region they are stored. This capability provides you with a spare copy of a volume and gives you the ability to successfully complete disaster recovery within the same region.

Manual Backups

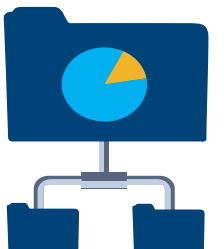
These are on-demand one-off backups that you can launch immediately by following document steps and system prompts the steps

Policy-Based Backups

These are automated scheduled backups as defined by the backup policy assigned to the volume by Innova-tsn.

What can the service back up?

The service can back up Virtual machines and data.





Backups and Recovery

How do users control what back ups are performed?

Users have no control over the copies or what is backed up. The scope is defined in the implementation phase and the team that administers the platform is in charge of this task. Users have the ability to request restores of the data.

What is your data centre set up?

We provide hosting services in the public cloud.

How do users schedule backups?

Users cannot plan backups, that is a task of the platform administration team. This planning is defined at the beginning of the project. They have the capacity to request a backup





Backups and Recovery

How do users recover back ups?

Users cannot make restores, they must request it from the platform administration team. The admin team will then action this request on their behalf.

Is your training for specific cloud hosting or software services?

Yes. All our training is specific for cloud hosting or software services,

Which cloud hosting or software services is your training for?

All services included in the scope



Do you provide infrastructure or application metrics?

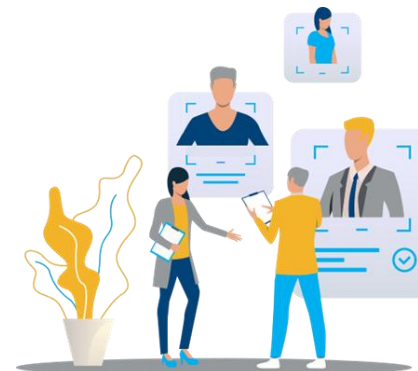
Yes. Innova-tsn provide infrastructure and application metrics

What infrastructure or application metrics do you provide?

We can provide: Monitoring reports of the infrastructure with performance, availability, costs, etc. We are open to discussing which metrics specifically our client will prefer.

How do you provide infrastructure or application metrics?

Reports are sent with monitoring events.



Does your service scale without the user having to contact your support team?

If the Service requires it, we can implement automatic escalation groups.

How does your service scale?

It can be configured to scale automatically or manually. Scaling can be limited by computational capacity or cost.

How do you guarantee users aren't affected by the demand other users are placing on your service?

We do not share infrastructure between customers.

Do you notify users if usage nears service limits?

Yes. We notify user if their usage nears the service limits via email

Describe the other ways users are notified if usage nears service limits.

By default we would notify users via email. Should the client require other modes of notification; Innova-
tsn would be open to have the conversation.



12 | Data-in-Transit Protection

How do you protect data between the buyer's network and your network?

They are independent networks with no access to each other. However, by implementing data protection measures, Innova-tsn can establish a secure and resilient network environment to protect sensitive data transmitted between our customers network and the Innova-tsn network

Encryption:

We use encryption protocols to encrypt data transmitted between our customers network and the Innova-tsn network.

Virtual Private Network (VPN):

We establish a VPN tunnel between customer network and our network to create a secure and private connection.

Firewalls:

We implement firewalls at the network perimeter to monitor and control incoming and outgoing traffic.

Intrusion Detection and Prevention Systems (IDPS):

We deploy IDPS solutions to detect and respond to potential security threats in real-time.

Access Control:

Implement robust access control mechanisms to restrict access to sensitive data and resources based on user roles, privileges, and authentication credentials.

Data Encryption at Rest:

This protects data even if unauthorized access occurs to the underlying storage infrastructure.

Vendor Risk Management:

Implement vendor risk management practices to assess the security posture of third-party service providers, including their data protection measures, security controls, and compliance with regulatory requirements.

Security Policies and Procedures:

Define and enforce security policies and procedures governing data protection, access controls, incident response, and risk management.

Data Loss Prevention (DLP):

Deploy DLP solutions to monitor and prevent unauthorized transmission of sensitive data outside the network.



Data-in-Transit Protection

Describe how else you protect data between the buyer's network and your network.

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Security Policies and Procedures:

Define and enforce security policies and procedures governing data protection, access controls, incident response, and risk management.

Data Loss Prevention (DLP):

Deploy DLP solutions to monitor and prevent unauthorized transmission of sensitive data outside the network.



Date-in-Transit Protection

How do you protect data within your network?

The infrastructure is dedicated to each customer, there is no network sharing.

Describe how else you protect data within your network.

The infrastructure is dedicated to each customer, there is no network sharing.



Do you know where your data is stored and processed?

Yes. Our data is stored and processed in the dedicated storage facility for the service.

Where is data stored and processed?

Yes. Our data is stored and processed in the dedicated storage facility for the service.

Can users specify where data is stored and processed?

Yes. Users can specify where data is stored and processed

With which standards does your datacentre security setup comply?

Complies with public cloud security standards.



Asset Protection

How often do you do penetration testing?

The Penetration Testing Service is provided by the public cloud.

What is your approach to penetration testing?

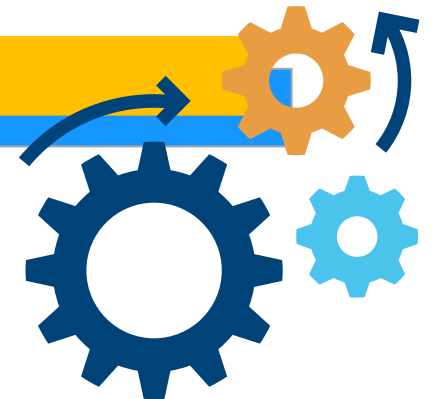
The Penetration Testing Service is provided by the public cloud.

How do you protect data at rest?

Protecting data at rest is provided by the public cloud.

Describe how else you protect data at rest

Protecting data at rest is provided by the public cloud.





Asset Protection

Do you have a data sanitisation process?

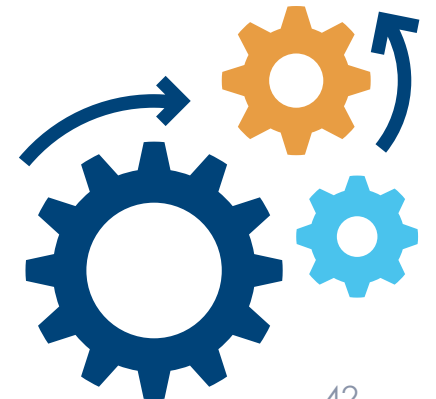
Data sanitisation is provided by the public cloud.

What type of data sanitisation process do you have?

Data sanitisation process is provided by the public cloud.

How do you dispose of equipment?

Disposal of equipment is provided by the public cloud.



14 | Availability and Resilience

Describe the level of availability you guarantee.

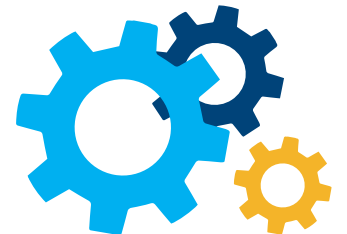
Our level of availability is dependent on what Innova-tsn and the client agrees, and what is stipulated in the contract. The Maximum level is 99.99 %.

Describe how your service is designed to be resilient.

We operate a pay-as-you-go service in the public cloud. The "pay-as-you-go" service model for our cloud services ensures our clients are charged based on their actual usage of resources, such as computing power, storage, and data transfer.

How does your service report any outages?

Through monitoring alerts and publications on the official websites of cloud service providers.



15 | Separation Between Users

Do you rely on virtualisation technology to keep applications and users sharing the same infrastructure apart?

The cloud service provider would manage this

Who implements the virtualisation technology?

The cloud service provider would manage this

Who implements the virtualisation technology?

The cloud service provider would manage this

What virtualisation technologies are used?

As this is managed via the cloud service provide, we do not have the intel on the technologies



Separation Between Users

Which third-party service provider are you using for virtualisation?

Our clients do not share infrastructure

Describe how different organisations sharing the same infrastructure are kept apart.

Our clients do not share infrastructure



Does your organisation have a named person with board-level (or equivalent) authorisation who's responsible for the security of all of your services?

Yes - Luis Jorge Gonzalez | luisjorge.gonzalez@innova-tsn.com

Is your security governance certified to a standard?

Yes.

What security governance standards do you comply with?

Being ISO 27701 certified, we comply with the ISMS vulnerability management process.

List the other standards your governance standards comply with.

- Identify
- Evaluate
- Address
- Report.



Describe how you approach security governance.

Our approach to security governance involves establishing policies, procedures, and mechanisms to ensure that an organization's information assets are protected effectively.



What information security policies and processes do you follow?

Best practices of the cloud where the infrastructure is deployed. – Please see infographic above

17 | Operational Security

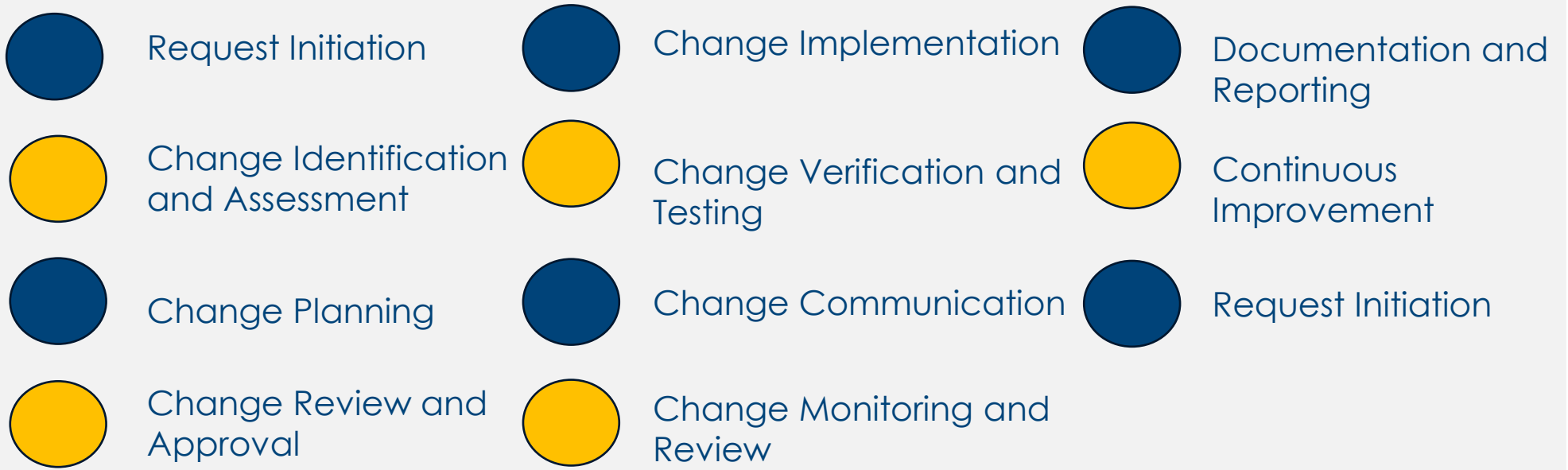
Which configuration and change management processes does your organisation comply with?

Being ISO 27701 certified, we comply with the ISMS change management process.

Our Information Security Management System (ISMS) change management process is crucial for ensuring that changes to a client information security environment are implemented effectively while minimizing risks to the confidentiality, integrity, and availability of information assets.

Describe your configuration and change management processes.

Phase 1 - Prepare the Approach,
Phase 2 - Manage the Change,
Phase 3 - Sustain the Results





Operational Security

Which vulnerability management processes does your organisation comply with?

Being ISO 27701 certified, we comply with the ISMS change management process.

Our Information Security Management System (ISMS) change management process is crucial for ensuring that changes to a client information security environment are implemented effectively while minimizing risks to the confidentiality, integrity, and availability of information assets.

Describe your vulnerability management process?

- Identify
- Evaluate
- Address
- Report.

Which protective monitoring processes does your organisation comply with?

Being ISO 27701 certified, we comply with the ISMS change management process.

Our Information Security Management System (ISMS) change management process is crucial for ensuring that changes to a client information security environment are implemented effectively while minimizing risks to the confidentiality, integrity, and availability of information assets.

Describe your protective monitoring processes.

We have a baseline of event monitoring of the platforms, to ensure their availability, but for the client we agree the level of monitoring required and implement the alerts, events and process.





Which incident management processes does your organisation comply with?

Being ISO 27701 certified, we comply with the ISMS change management process.

Our Information Security Management System (ISMS) change management process is crucial for ensuring that changes to a client information security environment are implemented effectively while minimizing risks to the confidentiality, integrity, and availability of information assets.

Describe your incident management processes.

We have an internal incident management process (which is audited). However for our clients we implement one specific to their needs and requirements. This is developed through our project management meetings and conversations.

How do you manage staff security clearance checks?

Managing staff security clearance checks is of optimal importance at Innova-tsn. We have a set of processes to ensure that our employees have the appropriate level of clearance for their roles and responsibilities.

Identify Clearance Requirements

Determine the level of security clearance required for each position.

Initial Screening

During the hiring process, candidates are made aware of the security clearance requirements.

Background Checks

We conduct comprehensive background checks on potential employees, including criminal history, employment history, education verification, and personal references.

Security Clearance Application

Completion of the necessary paperwork to apply for security clearance.

Clearance Maintenance

We ensure that clearance statuses are monitored and initiate renewal procedures as needed.

Training and Awareness

Educate employees about the importance of security clearances, their responsibilities in safeguarding classified information, and the consequences of non-compliance.

Record Keeping

Maintain accurate records of employees' security clearance statuses, including dates of clearance, renewal, and any incidents or changes in status



Staff Security

If the role requires it, what level of security clearance are you prepared to make sure your staff have?



Our team assess the sensitivity of information being handled within a project and identify which roles and responsibilities will be needed. The specific level of clearance needed for staff will depend on factors such as their job duties, level of access to sensitive information, and the requirements of Innova-tsn and our clients.

Innova-tsn are pleased to inform that the staff screening that we perform; conforms with BS7858:2019

You can read more about our supplier and the standard here <https://www.giantgroup.com/screening>

We conduct various levels of security clearance such as:

Confidential

Secret

Top Secret

Specialised Clearances

How does your organisation demonstrate that it adheres to best practice in secure software development?

Robust Security Measures: Innova-tsn implements robust security measures across its software development lifecycle, including encryption, access controls, and regular security audits to identify and address vulnerabilities.

Compliance with Standards: Best practices for secure software development##

Continuous Training and Education: Innova-tsn invests in continuous training and education for our software development teams to ensure they are knowledgeable about the latest security threats and mitigation strategies.

Security Testing: Thorough security testing, including penetration testing and code reviews, to identify and address security weaknesses in its software products.

Transparent Communication: Transparent communication with our users and stakeholders regarding security measures, vulnerabilities, and updates, ensuring that relevant information is promptly shared and addressed.

20 | Identity and Authentication

How do you authenticate users when they access the service?

We have implemented an access control system with MFA. As the platforms are independent for each client (no shared infrastructure) in each case we guarantee that only you have access to your data.

Describe how you authenticate users when they access the service.

Users must be authenticated in the VPN access (with MFA) and must be registered in the AD. These accesses are audited by our Architecture and Security department.





Identity and Authentication

Describe how you restrict access in management interfaces and support channels.

These services are on separate networks that are neither visible nor accessible from the users' network. Only administrators with named users have access and their access is audited.

How often do you test your access controls?

Through the monitoring system, we do this on a continuous unattended basis.





Identity and Authentication

How do you authenticate management access to your service?

Authentication mode is the same as for users, but with access to service and administration networks that users do not have.

Describe how you authenticate management access to your service.

Nominal users with MFA and via a VPN and controlled by an AD.

Which devices can be used to manage the service?

Services can only be managed from our architects or Cybersecurity team, they access them from the company's ISMS-compliant corporate computers.



21 | Audit Information for Users

How do buyers access audit information about the actions their users have taken?

Buyers do not have direct access to audit information. Depending on what is established in the Service, a monthly report can be sent with this information (baseline) or customised reports can be established with the KPI's required and sent with the agreed periodicity.

How long do you store users' audit data for?

This is defined in the scope of service with the customer.

How long do you store your organisation's audit data for?

We store audit data for 5 years

How long are system logs stored for?

This is defined in the Scope of Service with the customer.

Question	Answer/Response
Do you have a current ISO/IEC 27001 certification (2005, 2013 or 2022) that covers the security of your service?	27001:2013 UKAS
Who accredited the ISO/IEC 27001 certification?	NQA Certification Limited
When was the certification accredited?	3 August 2021 – 3 August 2024
What is not covered by your ISO/IEC 27001 certification?	No exception
Do you have a current ISO 28000:2007 certification that covers the security of your supply chain?	No
Who accredited the ISO 28000:2007 certification?	N/A
When was the certification accredited?	N/A
What is not covered by your ISO 28000:2007 certification?	N/A
Do you have a current CSA Security, Trust & Assurance Registry (STAR) certification that covers the security of your service?	No
When was the certification accredited?	N/A



Standards and Certifications

Question	Answer/Response
What level is the certification?	N/A
What parts of your service are not covered by your CSA STAR certification?	N/A
Do you have a current Payment Card Industry Data Security Standard (PCI DSS) certification?	No
Who accredited you?	N/A
When was the certification accredited?	N/A
What is not covered by your PCI DSS certification?	N/A
Do you have a current Cyber Essentials certification?	No
Do you have a current Cyber Essentials Plus certification?	No
Do you have any other security certifications that cover this service?	Yes
What other security certifications do you have?	ISO 27701:2019 UKAS

23 | Energy Efficiency

Do your datacentres adhere to the EU code of conduct for energy-efficient datacentres?

Yes. Innova-tsn adheres to the EU Code of Conduct for Energy-Efficient Data Centres.

Describe how your datacentres adhere to the EU Code of Conduct for Energy Efficient datacentres

Our data centres are virtualised Data Centers in public Cloud, we have delegated this Service in them. The code is a set of best practices and guidelines that we incorporate to improve energy efficiency and reduce our environmental impact.



We are aware. We want to be part of the change

- Social action
- Environmental protection and improvement
- Ethical management
- Equal opportunities

We believe a well-defined sustainability governance structure is the foundation for successful management of sustainability. Innova-tsn has policies within all relevant sustainability areas, including the fundamental principles of how everyone at Innova-tsn should act. Policies are revised on an annual basis.

In the following slides there is a description of how Innova-tsn approaches **service** in the face of **climate change**.

Environmental protection from **a sustainable technology perspective** represents a crucial advance in our continuing effort to harmonise human progress with the well-being of the planet. At its core, this technology seeks to innovate and develop solutions that are not only efficient and advanced, but also environmentally friendly and responsible with natural resources.

This kind of technology spans a wide range of fields, including renewable energies such as solar and wind power, green building construction, electric vehicles, and sustainable agricultural practices, among others. What unites them is a focus on reducing carbon footprint, saving energy, and minimising negative environmental impact.

At Innova-tsn we have always been characterized by our excellence, This being one of our primary values.

For this reason, and because it is a company **aware and concerned about our environment**, we have established a **Environmental Policy** from which objectives are established that allow us to direct our professional activity - internal and external - to certify environmental protection.

Since 2015, when we obtained the first certification in the **ISO 14001**, We have annually renewed our commitment to sustainability and environmental care.

[Access to all information related to ISO 14001](#)



During all these years, we have made Corporate Social Responsibility an integral part of our activity, committing ourselves to acting as a responsible company.

- ✓ **Implementation of measures that guarantee prevention**
- ✓ **Reduction of the impact on the environment derived from the scope of work in projects and services offered**

Social Value

Through said regulations we seek **promote positive change in society, focusing on three main aspects:**



HalfAtmosphere

Compliance and application of
Legal Requirements
Waste management

Risk focus
Reduction of
environmental impact

It encompasses all those internal and external measures and actions (projects and services) related to minimizing the impact on the Environment: climate change, purchasing ecological/responsible material, "best practices" in resource and waste management, etc.



Innova-tsn Team

Team awareness

It encompasses the creation of a social and responsible culture, in which all collaborators participate and are aware: health care, labor responsibility (waste management, ethics, solidarity commitment, ethics and good conduct...).



Communication

Internal

External

It encompasses all actions for responsible and transparent communication, which contributes to sustainable development.



Social Value

Sustainability should not be an afterthought in a company's IT strategy. Instead, it should be a key factor in decision-making. By integrating sustainability into IT strategy, Innova-tsn and its partners can make more informed decisions and create more sustainable policies and practices to be implemented in service

Sustainable technology plays a key role in the fight against climate change, offering viable and efficient alternatives that reduce greenhouse gas emissions and represent a necessity on our path to a greener and healthier future.

By adopting these technologies, we are not only protecting the planet, but also ensuring a more liveable and prosperous world for future generations.

In conclusion, sustainable technology presents numerous examples demonstrating its impact and usefulness with a focus on environmentally friendly innovation and resource efficiency, as the following proposals provide:



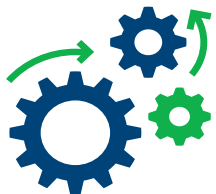
Energy Efficient Data Centres

We are committed to modern data centers which can adopt sustainable technologies such as advanced cooling, use of renewable energy and efficient architectural designs to reduce their carbon footprint, minimise energy consumption and use renewable energy sources.



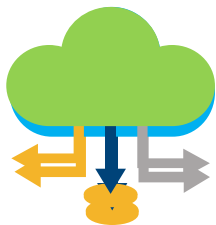
Green Cloud Computing

Offers a more efficient way to store and process data. By centralising computing resources in energy-optimised locations, the need for hardware at each user site is reduced, which in turn reduces overall energy consumption and greenhouse gas emissions.



Energy Efficient Hardware

Technology companies are designing and manufacturing hardware that is more energy efficient, such as state-of-the-art processors and servers designed to perform more calculations per watt of power consumed, reducing the environmental impact of intensive data use.



Efficient Energy Management Software

The development of software that optimises energy use in devices and systems is a key sustainable computing technology for us. We believe it is essential to work with modern operating systems that include features to better manage a device's power consumption, shutting down unused components and adjusting performance according to the user's needs.



Recycling and Reuse of Electronic Devices

The adoption of electronic equipment recycling and reuse programmes is critical to reducing e-waste. These initiatives not only help prevent environmental pollution, but also allow for the recovery of valuable materials and a reduction in the demand for natural resources to manufacture new devices.

Furthermore, we are aware that **sustainable technology involves cutting-edge innovations in materials, engineering and design**, which open up new possibilities for sustainable and responsible development in areas such as **solar energy** for powering telecommunications equipment, **LED lighting** in data centres, the use of **sensitive materials** in hardware,



Our Commitment to Fighting Climate Change

Innova-tsn are ambassadors of climate change. We enforce a holistic approach that involves integrating sustainability into core business practices, engaging with stakeholders, and taking concrete actions to reduce emissions and build resilience to climate impacts.

Innovatsn has certified an ISO 14001 environmental management system that represents the assumption by the entire organisation of a series of commitments to the environment that encompass the activity of the company.

These commitments are directed both internally, in the activities and tasks of its areas and departments, and externally, in the professional activity that Innova tsn develops in the technological solutions and services it provides to its customers. In the field service work, the proposed objectives translate into the following commitments:

In addition, Innova-tsn verifies the annual measurement of its carbon footprint through the GHG Protocol.

Environmental Impact Reduction:

Innovatsn's main goal is to develop technological solutions and services in full compliance with management standards, especially the ISO 14001 standard. This goal is complemented by a clear and stated intention to prevent pollution and minimise as far as possible the impact of the organisations activities on the environment.

Risk Approach

Within the framework of the preventive approach, of crucial importance in the quality, environmental and information security management systems. Innovatsn carry out a preventative analysis of preventative and environmental risks and contingencies arising from the project / service.

Legal and Applicable Requirements:

Innova tsn adopts the appropriate measures to ensure strict compliance with all current EU and State, Regional, Provincial and Local environment legislation applicable to the work on the project/service

Waste Management

In order to manage waste properly, Innova-tsn provides its team with a sufficient number of marked containers for its correct separation. Subsequent waste management is ensured in an appropriately manner by an authorised waste management provider and by law.

In the aftermath of the COVID19 pandemic, Innova-tsn focused on two specific actions to recover: by adopting new ways of working and, related to the former, ensuring that workplaces are adapted to help promote Covid-19 recovery (**accommodating remote working, social distancing, sustainable travel**, etc.) with protocolised actions plan shared with all people in the company.

The emergence of COVID19 saw a new scenario in the world of work and socially; characterised by:

- **Alert** situation declared by Governments
- **Confinement** of the population
- Recommendation **not to go to work** unless absolutely necessary.
- Declaration of some (possible) **cases of contagion** in Innova-tsn's offices.
- Clients (overwhelmingly) opt for **teleworking** for their employees and for suppliers who were in their offices



Organisations are required to analyse the situation and define a contingency plan to ensure the continuity of workflow

- Ensure that each service team has the tools to telework (connection, PC).
- Ensure that teams usually in the office can telework from home.
- Ensure that teams usually at the client's premises can telework from home.
- Confirm accompaniment of profiles with less experience
- Sending PCs home
- Permanent monitoring of the health status of the entire team
- Ensure continuity of projects and services
- Monitoring of the continuity of the service, ensuring the agreed quality levels.

Our Approach to the Covid19 Recovery

Innova-tsn understands that tackling economic inequality is a complex and multifaceted issue that requires a comprehensive approach involving stakeholders, policies, and interventions. We have developed a robust approach that targets the socio-economic factors and ensures fair and transparent practices.

In accordance with the principles set out in the **corporate social responsibility policy**, Innova-tsn makes a series of commitments to its team in particular to eliminate economic inequality.

Minimum Wage Policies	Setting and periodically adjusting minimum wage standards to ensure that workers earn a living wage can help lift people out of poverty and reduce income inequality.
Investing in skills and Training	The annual training plan has two fundamental objectives: to be able to respond to the technological needs of our customers and to provide access to quality education and professional training opportunities to all employees, regardless of their educational background.
Promoting Fair Labour Practices	Compliance with labour laws that protect workers' rights, such as working conditions, freely chosen employment, humane treatment, non-discrimination, freedom of association, the right to a safe and healthy workplace, and the right to fair wages and benefits.
Addressing Systematic Barriers	Identifying and addressing systemic barriers that perpetuate economic inequality, such as discrimination based on race, gender, or ethnicity, creates a inclusive workforce at Innova-tsn where everyone has an equal opportunity to succeed.

Innova-tsn carries out an annual salary register and a salary audit that results in a diagnostic study of the equality situation in the company, both from the perspective of gender and age, seniority, level of studies, category, salary, etc. The results obtained are translated into a plan that includes equality objectives.





Our Approach to Equal Opportunity

Innova-tsn ensures that everyone, regardless of their background, has an equitable chance to succeed and thrive in various aspects of life, including education, employment, healthcare, and social participation. Here are some ways to address equal opportunities:

We Implement policies and practices that prohibit discrimination based on factors such as race, ethnicity, gender, sexual orientation, disability, religion, or socioeconomic status. This includes promoting diversity and inclusion in hiring, providing equal pay for equal work, and fostering a culture of respect and tolerance.

We are proud to say that we create an inclusive workplaces: foster inclusive work environments where diversity is valued and everyone feels respected, supported, and empowered to contribute their unique perspectives and talents. This includes implementing diversity and inclusion training, establishing employee resource groups, and offering flexible work arrangements to accommodate diverse needs.

We base our recruitment practices solely around skills and competency and we provide targeted support and resources to marginalized communities that face systemic barriers to equal opportunities, such as racial minorities, LGBTQ+ individuals, people with disabilities, and low-income families.

As part of our equal opportunities process, we regularly monitor and evaluate progress towards achieving equal opportunities across various sectors and demographics. This involves collecting disaggregated data on key indicators of inequality, conducting impact assessments of policies and programs, and soliciting feedback from affected communities to inform future actions.





Our Commitment to Wellbeing

Innova-tsns welfare policy refers to the set of measures adopted by the organisation to reward its work team through salary, but also through other types of rewards condensed into what could be called emotional pay, considered as a determining factor when it comes to preserving the welfare of the professional team.

Our people policy aims to achieve objectives such as:

Greater ability to attract new talent by incorporating a differential value proposition.

Greater possibility of retaining the loyalty of those already hired, thus avoiding brain drain and excessive staff turnover.

Increase in the level of satisfaction and motivation of the workforce and, therefore, of productivity.

Possibility of increasing the purchasing power of the workforce without resorting exclusively to salary increases thanks to benefits with significant tax advantages.

Increased physical and mental well-being of the teams, which translates into a greater capacity for innovation and creativity and better treatment of customers and suppliers.



Innova-tsn's remuneration policy includes concepts such as training, flexibility, work development, conciliation and motivation, as well as salary and social benefits to reward employees without falling into inequality, trying to respond to the specific needs of the workforce and their expectations through a plan that takes into consideration aspects such as:

- Avoid, as a rule, recourse to subjective aspects such as fringe benefits.
- Put equality in terms of working conditions, professional category, etc at the centre.
- Personalisation, where possible, to respond to individual needs, always observing principles of coherence.
- That the services or goods are interesting and provide sufficient stimulus or real incentive with benefits such as
 - Childcare vouchers
 - Group health insurance
 - Reflex plan that allows part of the salary to be used for meal tickets.
- Also make conciliation measures available to the team, such as:
 - Flexible working hours
 - Teleworking
 - Improvement of training itinerary
 - Performance evaluation and personal growth



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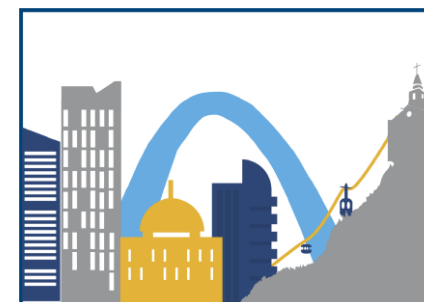
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Thank you



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