

G-Cloud 15 Lot 3 Service Definition for Quadris Cloud Support Services



1 IaaS Support Services Overview

Quadris provides three support services for Buyers of Quadris Cloud Infrastructure as a Service:

1. Quadris Cloud Platform Support – Standard
2. Quadris Cloud Platform Support – Enterprise
3. Quadris Cloud Tenant Managed Service

The first two relate to the support of the Quadris Cloud platform and ensuring you have the help you need to operate the platform via the Quadris Cloud management console. This is very intuitive so you might find that the free Standard service is adequate.

The Tenant Managed Service is for Buyers requiring a comprehensive management of their tenant network hosted on the Quadris Cloud platform.

The three services are more fully defined further in this document.

2 Quadris Cloud Platform Support

2.1 Service Description

Quadris Cloud Platform Support provides operational and technical support for the **core Quadris Cloud platform**, including the shared infrastructure, management plane, and native cloud services used to deliver Buyer tenant environments.

This service applies to the **Quadris Cloud platform itself**, not to Buyer-specific tenant workloads, operating systems, or applications. Buyer tenant support is provided separately under **Quadris Cloud Support (Buyer Tenant Managed Service)**.

Quadris Cloud Platform Support is available in two tiers:

- **Standard Platform Support**
- **Enterprise Platform Support**

2.2 Scope of Platform Support

Platform Support covers the availability, performance, and operation of the shared Quadris Cloud environment, including:

- Core compute, storage, and networking platforms
- Cloud management and orchestration services
- Identity and access management services
- Platform-level monitoring and alerting

- Platform maintenance and upgrades
- Platform security patching
- Platform incident management
- Quadris Cloud Console – the management interface

2.3 Service Tiers

Category	Platform Support – Standard	Platform Support – Enterprise
Service Hours	8:00am – 6:00pm, 7 days a week (excluding UK public holidays)	24x7x365
Platform Monitoring	Included during service hours	Included 24x7x365
Incident Detection	Automated platform monitoring and alerting	Automated platform monitoring and alerting
Incident Management	Included during service hours	Included 24x7x365
Priority 1 Response Time	60 minutes	30 minutes
Priority 2 Response Time	2 hours	60 minutes
Priority 3 Response Time	1 business day	4 hours
Platform Availability Investigation and Remediation	Included	Included
Platform Maintenance & Patching	Included	Included
Change & Maintenance Notifications	Standard advance notification	Enhanced and prioritised notification
Escalation to Platform Engineering	Standard escalation	Priority escalation
Service Status Communications	Included	Included
Root Cause Analysis	Included for Priority 1 incidents	Included for Priority 1 and Priority 2 incidents
Proactive Platform Risk Management	Limited	Included

3 Quadris Cloud Tenant Managed Service

3.1 Service Description

Quadris Cloud Support is a managed cloud support service providing operational monitoring, maintenance, and incident management for **Buyer-specific tenant environments hosted on Quadris Cloud Infrastructure**.

The service is designed for public sector and regulated organisations procuring cloud infrastructure under our G-Cloud Lot 1 listing and applies exclusively to the **Buyer's own tenant resources**, including virtual machines, operating systems, storage, networking, and backup services provisioned within Quadris Cloud.

This service does **not** cover the underlying Quadris Cloud platform itself, which is supported under separate **Quadris Platform Support (Standard and Enterprise)** services.

3.2 Service Scope

Quadris Cloud Support delivers proactive and reactive operational support across the Buyer tenant, including:

- Infrastructure and operating system monitoring
- Incident and service request management
- Patch and maintenance management
- Backup monitoring and administration
- Operational reporting and service governance

The service is delivered remotely by Quadris and is aligned to ISO 27000-1 accredited IT service management practices.

3.3 Service Details

3.3.1 Infrastructure Monitoring and Support

Quadris provides 24x7 monitoring of supported Buyer tenant assets, including:

- Virtual machine availability and performance
- CPU, memory, disk, and operating system health
- Critical system and service events
- Backup job success and failure alerts

Monitoring alerts are categorised by priority and routed automatically to the Quadris Service Desk for investigation and response.

3.3.2 Incident Management

Quadris operates a central Service Desk to receive and manage incidents affecting Buyer tenant services.

- Incidents may be raised via telephone, email, or self-service portal
- All incidents are logged, prioritised, and tracked to resolution
- Priority 1 incidents must be reported by telephone

Priority	Description	Response Time
Priority 1	Critical service outage or severe security risk	30 minutes
Priority 2	Degraded service affecting multiple users	60 minutes
Priority 3	Non-critical incident	4 hours

Response time is measured from incident notification to assignment of a Quadris engineer.

3.3.3 Service Request Management

Quadris fulfils standard operational service requests related to Buyer tenant infrastructure, including:

- Virtual machine start/stop and resource changes
- Backup configuration changes
- Operating system configuration tasks
- Access-related administrative requests

Service requests are managed through the Quadris Service Desk and tracked via the customer portal.

3.3.4 Operating System Management

Quadris provides 3rd-line support for supported operating systems within the Buyer tenant, including:

- OS configuration and optimisation
- Performance diagnosis and remediation
- OS-level fault investigation

Application-level support is excluded unless explicitly stated.

3.3.5 Patch and Maintenance Management

Quadris performs routine maintenance activities to maintain stability and security of the Buyer tenant environment.

Maintenance Activities Include:

- Operating system patching
- Backup platform maintenance
- Security patch application
- Maintenance scheduling and reporting

Patching follows a staged approach to minimise service disruption.

3.3.6 Backup Administration

Quadris provides operational support for Buyer tenant backup services, including:

- Monitoring backup success and failure
- Configuring backup jobs and retention policies
- Investigating backup-related incidents

Backup restore testing and data recovery activities are excluded unless separately agreed.

3.4 Managed Service Resources

Quadris shall deploy the following resources to perform the relevant Service in this SOW as defined in the table below:

Service Desk

Quadris shall provide a Service Desk staffed with level 1 to 3 engineers skilled in the technologies in use across the Supported Assets, on a 24x7x365 basis.

Self Service Portal

The Customer shall be provided with the Quadris self-service portal via the internet.

Prevensys Monitoring and Alerting

Prevensys is our own network and infrastructure monitoring and alerting tool that we have full control over and no lock-in to third party licences.

EyeQ Service Reporting and Dashboards

Quadris shall provide EyeQ to the Customer to allow for advanced reporting in relation to the Services and Supported Assets.

Configuration Management Database (CMDB)

Quadris shall hold configuration details, passwords and other knowledge in its CMDB systems to enable it to deliver the Services in this SOW.

Service Delivery Manager

A named SDM is assigned to the Customer

Vulnerability Scanner

Quadris shall provide a Qualys or equivalent vulnerability scanning solution.

The supported assets include all virtual machines, virtual network devices and Windows and Linux operating systems (subject to them being supported versions by their respective publisher – i.e. not end of life versions).

4 Service Pricing

Please see the Lot 3 Quadris Cloud Support Pricing document for pricing.

5 Security Services

Please see our Lot2a and 2b listings for a full range of additional services that Buyers can purchase to extend the capability of our managed service for Quadris Cloud.