

G-Cloud 15 Service Definition for Quadris Cloud Infrastructure as a Service



1 Introduction

Quadraris Cloud Infrastructure as a Service (IaaS) provides secure, scalable cloud computing resources including virtual machines, block storage, and networking capabilities. Hosted in UK-based Tier 3 ISO27001 certified data centres, our IaaS offering combines enterprise-grade infrastructure with direct personal support from our UK-based expert team.

2 Service Overview

Quadraris Cloud IaaS enables you to create, manage, and run secure Virtual Machines (VMs) in the public cloud with complete freedom to scale your infrastructure up and down as required. Our platform provides:

- Flexible VM configurations with your choice of CPU, RAM, and storage
- Multiple network configurations with external IP addresses
- Integrated firewall and security controls
- Block storage with configurable performance tiers
- Comprehensive backup and recovery capabilities
- UK-based data centre hosting with geographic redundancy

Access to all services is provided via an intuitive web portal, comprehensive RESTful API, and command-line interface, giving you complete control over your cloud infrastructure.

3 Key Features

Direct, Personal Support: Access our UK-based expert team via phone, email, or web chat for help, advice, and assistance without additional fees.

Flexible Virtual Machines: Create any number of custom VMs with your choice of CPU cores, RAM, and storage. Scale resources up or down instantly to meet changing demands.

No Data Transfer Charges: Unlike major cloud providers, we don't charge for data ingress or egress, providing complete cost transparency and predictability.

UK Data Centres: All infrastructure hosted in multiple Tier 3 ISO27001 certified UK data centres, ensuring GDPR compliance and data sovereignty.

Comprehensive Management Tools: Intuitive web portal, full-featured RESTful API, and cross-platform CLI provide multiple ways to manage your infrastructure.

Integrated Security: Built-in firewall, DDoS protection, private networking, and optional VPN connectivity protect your workloads.

Automated Backups: Configurable backup schedules with flexible retention policies and point-in-time recovery capabilities.

Resource Tagging: Organize and track resources with custom tags for easier management and cost allocation.

4 Service Benefits

Cost Effective: Pay-as-you-go pricing with no hidden charges. No expensive learning curve or costly support contracts required.

Scalable: Start small and scale as your business grows. Add or remove resources instantly without long-term commitments.

Secure: Enterprise-grade security with ISO 27001 and Cyber Essentials Plus certification. UK-based data centres ensure GDPR compliance.

Supported: Unlike major cloud providers, comprehensive support is included as standard. Access experts when you need them.

Reliable: 99.9% uptime SLA backed by redundant infrastructure, multiple data centres, and proven disaster recovery capabilities.

Flexible: No contracts or tie-ins. Cancel at any time. Upgrade to managed service option available.

5 Service Variants

5.1 Quadris Elastic Cloud

Flexible cloud platform for organisations of all sizes transitioning to cloud computing with confidence. Create multiple Virtual Machines, configure custom networks, and implement advanced firewall rules. Scale resources up or down on demand with hourly consumption beyond reserved capacity, billed monthly.

5.2 Quadris Reserved Cloud

Premium offering designed for high-volume users operating multiple environments. Includes all Elastic Cloud benefits plus dedicated reserved resources for guaranteed capacity and significant cost savings. Monthly billing for reserved resources with hourly billing for additional capacity.

6 Technical Specifications

Compute Resources

- CPU: 1-64 vCPU cores per VM
- RAM: 1GB-512GB per VM
- VM Types: General Purpose, Compute Optimised, Memory Optimised, GPU-enabled
- Operating Systems: Windows Server, CentOS, Ubuntu, Debian, Rocky Linux, custom images

Storage

- Block Storage: 1GB-20TB per volume
- Performance Tiers: Standard, High Performance, NVMe
- Snapshots: Point-in-time snapshots with configurable retention
- Backup: Automated scheduled backups with offsite replication

Networking

- Private Networks: Isolated VLANs with configurable subnets
- Public IP Addresses: Static and dynamic options
- Bandwidth: 100Mbps-10Gbps options
- Firewall: Stateful firewall with port forwarding and NAT
- VPN: IPsec site-to-site VPN supported

Management Interfaces

- Web Portal: Accessible via modern browsers, WCAG 2.1 AA compliant
- RESTful API: Full infrastructure management via API
- CLI: Cross-platform command-line tools (Windows, macOS, Linux)
- Automation: Terraform, Ansible, and CloudStack integration

7 Security and Compliance

Certifications and Standards

- ISO 27001 Information Security Management
- Cyber Essentials Plus
- GDPR compliant with UK data sovereignty
- Tier 3 data centre certifications
- ITIL-aligned processes

Data Protection

- Encryption: TLS 1.2+ for data in transit, AES-256 for data at rest
- Data Location: All data stored and processed in UK data centres
- Data Sanitisation: NIST 800-88 compliant secure deletion
- Backup Storage: Geographic separation in UK facilities

Security Operations

- Vulnerability Management: Weekly automated scanning, annual penetration testing by CREST/CISSP accredited specialists
- Patch Management: ISO27001 certified patching policy with automated updates

- Monitoring: 24x7x365 security monitoring with IPS and threat analysis
- Incident Response: ITIL-aligned incident management with 30-minute escalation threshold

Access Controls

- Authentication: Username/password, MFA, SAML 2.0 SSO (Azure AD, Okta compatible)
- Authorization: Role-based access control (RBAC) with granular permissions
- Audit Logging: Comprehensive logging retained for 12 months (7 years archived)
- Access Testing: Quarterly penetration testing of access controls

Infrastructure Security

- Hypervisor Isolation: KVM-based virtualisation with resource separation
- Network Segmentation: Dedicated VLANs per customer with firewall protection
- DDoS Protection: Network-level protection included
- Physical Security: Biometric access, 24x7 CCTV, security personnel

8 Service Level Agreement

Availability

- Uptime Guarantee: 99.95% monthly uptime SLA
- Measurement: Calculated monthly across all infrastructure components
- Credits: Service credits applied for SLA breaches per framework terms

Performance

- Network Latency: <5ms within data centre, <20ms between UK regions
- Storage I/O: Guaranteed IOPS per performance tier
- API Response: 95th percentile <500ms for API calls

Resilience

- Infrastructure: Redundant power, cooling, and network connectivity
- Data Centres: Multiple UK facilities with geographic separation
- Failover: Automated failover for critical infrastructure components
- Testing: Regular disaster recovery testing and business continuity exercises

9 Backup and Disaster Recovery

Backup Capabilities

- Scope: Virtual machines, block storage volumes, and snapshots
- Scheduling: Hourly, daily, weekly, or monthly backup schedules
- Retention: Configurable retention periods from 1 day to 7 years
- Storage Location: Separate UK data centre from primary infrastructure
- Control: User-configurable via web portal or API

Recovery Options

- Recovery Point Objective (RPO): 24 hours for standard backup service
- Recovery Time Objective (RTO): 4 hours for standard backup service

- Restoration: Restore to original or new VM instances
- Point-in-Time: Restore from any available backup point
- Verification: Automated backup verification and integrity checks

Disaster Recovery

- Geographic Redundancy: Backup storage in physically separate UK data centres
- Replication: Automated replication of critical infrastructure
- Failover Procedures: Documented failover processes with regular testing
- Data Export: Tools provided for bulk data extraction if required

10 Customer Onboarding

Getting Started

- Account Setup: Online registration with immediate access after verification
- Free Trial: 14-day trial available no credit card required until activation
- Initial Setup: Guided setup process with pre-configured templates
- Welcome Package: Email-based onboarding guides with hints and tips
- Technical Calls: Optional onboarding sessions with technical team

Training and Resources

- Documentation: Comprehensive online knowledge base with step-by-step guides
- Video Tutorials: Library of video guides covering common tasks (with captions)
- Webinars: Regular technical webinars on platform features and best practices
- Migration Assistance: Tools and guidance for migrating from on-premise or other cloud providers

Integration Support

- API Documentation: OpenAPI/Swagger specifications with examples
- SDKs: Python and Go SDKs available
- Automation Tools: Terraform provider, Ansible modules
- Third-Party Integration: CloudStack native tools supported

11 Service Termination and Data Extraction

Contract End Process

- Notice Period: As per G-Cloud 15 framework terms
- Data Retention: 30-day grace period for data extraction after contract end
- Extraction Tools: API access, web interface export, bulk data extraction tools
- Assistance: Technical support available for data extraction process
- Format Support: Standard formats supported for easy migration to other platforms

Data Sanitisation

- Timeline: All customer data securely deleted 30 days after contract termination
- Method: NIST 800-88 compliant secure deletion (cryptographic erasure and overwriting)
- Verification: Certification of deletion provided upon request

- Equipment Disposal: Physical media securely wiped and destroyed with full audit trail
- No Retention: No customer data retained after sanitisation period

Service Portability

- Open Standards: Standard VM formats and storage protocols supported
- Export Formats: OVF, QCOW2, RAW, and other common formats
- No Lock-in: No proprietary technologies that prevent migration
- Migration Support: Assistance available for migrating to alternative platforms

12 Pricing and Billing

Pricing Model

- Structure: Pay-as-you-go pricing with transparent hourly rates
- No Hidden Charges: No setup fees, no termination fees, no data transfer charges
- Commitment: No long-term contracts required (Reserved Cloud has monthly commitment)
- Educational Discount: 20% discount available for educational organisations

Billing Components

- Compute: Charged per vCPU and RAM (hourly billing)
- Storage: Charged per GB per month
- Network: Public IP addresses charged per hour (bandwidth included)
- Backup: Optional backup storage charged per GB per month
- Support: Standard support included, priority support optional additional cost

Cost Management

- Portal: Real-time billing visibility in web portal
- Reports: Detailed usage and cost reports available
- Tagging: Resource tagging for cost allocation and tracking
- Alerts: Configurable spending alerts and notifications
- Optimization: Usage analytics and rightsizing recommendations

Payment Terms

- Frequency: Monthly invoicing as per framework terms
- Methods: Credit card, direct debit, invoice payment
- Currency: GBP (British Pounds)
- VAT: All prices exclusive of VAT

Please see the associated Service Pricing document for this listing for detailed Framework Prices and discounts.

13 Environmental Sustainability

Data Centre Efficiency

- Compliance: EU Code of Conduct for Energy Efficient Datacentres
- Cooling: Efficient cooling systems with advanced air management

- Monitoring: Continuous energy consumption monitoring and optimization
- PUE: Power Usage Effectiveness continuously measured and improved

Energy Sources

- Renewable Energy: Sourcing from renewable energy providers where available
- Carbon Reduction: Active carbon reduction initiatives
- Efficiency Audits: Regular energy efficiency audits conducted

Virtualisation Benefits

- Consolidation: Higher server density reduces overall energy consumption
- Resource Optimization: Dynamic resource allocation maximizes efficiency
- Reduced Footprint: Cloud adoption reduces customer on-premise infrastructure needs

14 Why Choose Quadris Cloud IaaS

Quadris Cloud IaaS stands apart from major cloud providers by combining enterprise-grade infrastructure with genuine personal support. While others charge premium fees for basic support or leave you to fend for yourself, we include comprehensive assistance from our UK-based expert team as standard.

Our transparent pricing model with no data transfer charges means you can accurately predict costs without nasty surprises. UK-based data centres ensure GDPR compliance and data sovereignty, while our ISO 27001 and Cyber Essentials Plus certifications demonstrate our commitment to security.

Whether you're taking your first steps into cloud computing with Solo Cloud, building complex multi-tier applications with Elastic Cloud, or running high-volume production environments with Reserved Cloud, Quadris provides the infrastructure, security, and support you need to succeed.

With no long-term contracts, flexible scaling, and the option to upgrade to fully managed services, Quadris Cloud IaaS adapts to your organisation's changing needs.

15 Support Services

This service has comes with our Standard Platform Support service at no additional charge. Buyers also have the option at an additional charge for:

- Enterprise Platform Support
- Quadris Cloud Tenant Managed Service

Please see our Lot 3 Quadris Cloud Support listing for further details of these services and their associated Framework Prices.